

WORKFORCE SOLUTIONS JAM

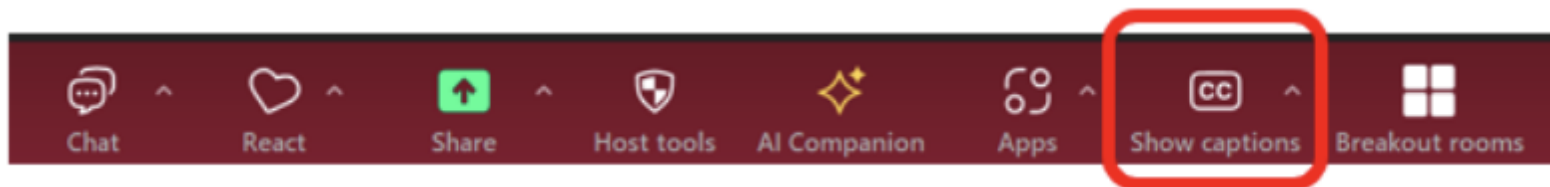
OCTOBER 15, 2024

Leveraging Artificial Intelligence (AI) to Streamline Administrative Tasks in Behavioral Health



Housekeeping & Accessibility

- Please introduce yourself in chat: Name, location, organization
- Engagement is encouraged – please share resources and reflections in chat!
- A recording and slides will be emailed to you within 48 hours
- ASL interpretation is being provided at this event - the ASL interpreter will be spotlighted
- Live captioning is available – click the "show captions" button to see the transcript
- If you have technical difficulty, please directly message Srinidhi Alur to try to troubleshoot





What is the Workforce Solutions Jam?

A monthly webinar to build national momentum and encourage collaboration through the Center for Workforce Solutions

- Learn innovative new practices
- Stay informed about ongoing efforts
- Engage with subject matter experts
- Hear about new legislation
- Take action!

Poll – Let's hear from you!

Please let us know which of the previous Workforce Solutions Jams you have attended (check all that apply):

- May 21 – Workforce Expansion
- June 18 – Aligning Across Levers of Change
- July 16 – Workforce Diversity
- August 20 – Payment Reform
- September 17 – Organizational Wellness
- None! This is my first Workforce Solutions Jam



Agenda

Welcome

Innovative Insights

Presentations + Panel Dialogue

Legislative Updates

Next Steps



INNOVATIVE INSIGHTS


Crowd Sourcing



Poll – Let's hear from you!


What is your organization's current status regarding AI implementation for reducing administrative burden?

- A. Actively using AI solutions to reduce administrative burden
- B. Currently exploring use cases
- C. Interested but not yet exploring
- D. No plans to implement AI for this purpose



today:

**Leveraging AI to Streamline
Administrative Tasks in
Behavioral Health**





Roots of Administrative Tasks



Regulation of behavioral health grounded in protection of a subset or “carved out” population

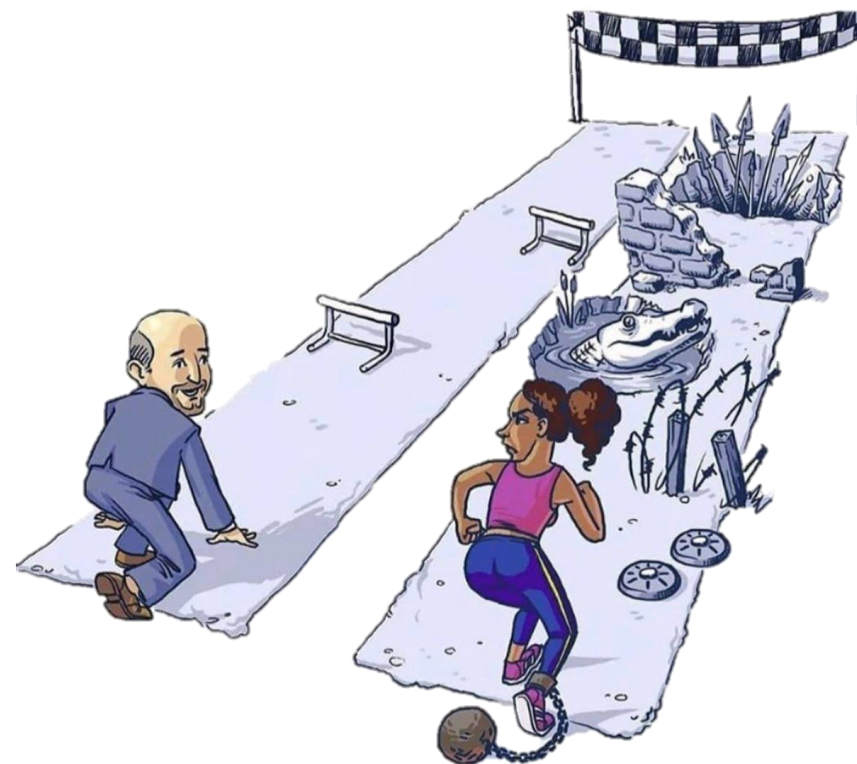


Many elements of administrative burden stemmed from inability to measure therapy outcomes or create meaningful accountability



Ended up with Inequitable Regulation of Behavioral Health

- The desire to protect and demonstrate accountability led to a focus and reliance on process and structure.
- These ultimately led to:
 - ✓ Psychosocial assessment that can assess all risks and protect outcomes
 - ✓ Service planning requirements to demonstrate some quality and planning for care
 - ✓ Process measurement
 - ✓ Reporting requirements
- Payors ultimately relied on these elements ahead of payment
- Added over time were more steps in prior authorization and approval to ensure people were getting the right level of services



Impact of Administrative Tasks Over Time

- **Access to Care and Delays to Admission**
 - Lengthening of the admissions process to manage risks
 - Average wait time nationally is 6 weeks
 - Often another 2-3 weeks to care post intake
 - Providers report it is 1-3 hours to complete an intake
- **Workforce Exhaustion and Departures**
 - Documentation standards
 - Time for documentation
 - Competing demands
 - Focus away from clinical care
- **Private Practice Departure from Insurance Coverage**
 - Paperwork and prior authorizations
- **Inefficiency and Duplication of Processes**
 - Clinician time spent on administrative tasks
- **Operational Complexity and Administrative Costs**
 - Staffing and resources to meet expectations



HMA



Jim McEvoy

**Principal,
Health Management Associates**

Use of AI to Improve Patient and Provider Experience

DIFFERENT KINDS OF AI

Predictive AI

- » Forecasts future outcomes based on past and present data.
- » **Applications:** Financial forecasting, weather predictions, healthcare outcome predictions, etc.
- » **Notable Feature:** Primarily concerned with forecasting future values rather than classifying input data or generating new data.

Discriminative AI

- » Differentiates or classifies given data into defined categories.
- » **Applications:** Image classification, spam detection, sentiment analysis, etc.
- » **Notable Feature:** Focuses on differentiating or distinguishing between data categories rather than generating new data.

Generative AI

- » Creates new data samples similar to its training data.
- » **Applications:** Deepfake creation, artwork generation, data augmentation, etc.
- » **Notable Feature:** Unlike discriminative models, generative models can generate new data points from the learned data distribution.

CASE STUDY: OPERATIONAL MANAGEMENT

How can AI be used to relieve administrative burden?

Managing Acuity within Clinician Workload

We can use existing risk stratification technologies along with some of the tools in Natural Language Processing to determine an established risk along with rising risk to balance workloads for clinicians

Avoiding Missed Appointments

AI algorithms can help determine which patients are likely to miss appointments. Similarly, AI algorithms can assign risk scores quickly for individuals who are likely to miss appointments.

Creating Progress Notes

An AI tool like the one previously discussed will allow the creation of suggested progress notes. While it would still be incumbent on clinicians to make sure that the note accurately reflects the progress the patient is making.

Clinical Decision Support

After entering the progress notes and reviewing the course of treatment, AI will be capable of proposing additional decision support on future treatment paths.

CASE STUDY: IMPROVING PATIENT EXPERIENCE

How can AI be used to improve patient experience?

Managing Patient Outreach

AI can identify tools and profiles for managing administrative interactions with patients. Tailored outreach can help meet the patient where they are in terms of best methods for managing appointments and reminders.

The WebMD example

How do I know when I am in behavioral health crisis? Am I reacting “normally” to a situation? Do I need help right now? Can it wait until morning? A language sensitive chatbot connected to a body of evidence can help me sift through these answers at 3am?

Removing Stigma

With adequate and apparent protections and disclaimers in place, a patient can ask questions they might not be willing to divulge to a person sitting across the table.

Manage Rising Risk

Can use output of recorded sessions to predict risk of bad outcomes without an extensive clinical history to compare it against other extensive clinical histories. Will be very useful for newer patients.

CASE STUDY: CRISIS RESPONSE

How can AI be used to improve Crisis Response?

988 and Other Triageing Situations

When clients are in crisis and interacting with our text-message enabled platforms, LLM AIs like ChatGPT/Bard can examine the language in use to determine risk to clients of self-harm.

In-Person Crisis Response

Similarly, with in-person interactions if the clinician can gain consent to record the session, the interactions between the clinician and the patient can be mined for risk, diagnosis, etc. Most algorithms today rely on prior history using EMR or claims data to determine risk.

Tailoring Next Steps

For patients with access to smartphones, app developers will be able to deploy tools that reach out to clients to “check in” throughout treatment. The AI will be able to manage and adjust on when to reach out, how to reach out, and whether the condition has changed.

WORKFORCE LOUNGE





Ashley Kjos, PsyD, LP

**Chief Executive Officer,
Woodland Centers**



Dr. Garima Singh, MD

**Chief Medical Officer,
Burrell Behavioral Health**

Provider Experiences: Implementing AI Technology to Reduce Admin Burden

DISCUSSION

LET'S TALK

**STATE
POLICY
SPOTLIGHT**





UTAH DEPARTMENT
OF COMMERCE

Office of Artificial Intelligence Policy



Zach Boyd, PhD

**Director of the Office of
Artificial Intelligence Policy,
Utah Department of Commerce**

State Policy Spotlight from Utah

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TAKEAWAYS & REFLECTION

Poll – Let's hear from you!

How likely are you to refer a colleague to a future session?

We want your feedback!



Scan the QR code, or type this link into your browser:

<https://www.surveymonkey.com/r/Oct15JamEval>

Have a suggestion for a future presentation?



Scan the QR code, or type this link into your browser:

<https://www.surveymonkey.com/r/workforcesolutionsjam>

JOIN US AT THE NEXT WORKFORCE
SOLUTIONS JAM!

November 19, 2024

at 10:00am PT / 1:00pm ET

Addressing the Workforce
Shortage Through Policy Change