

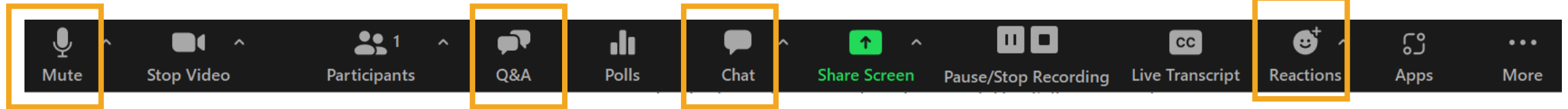
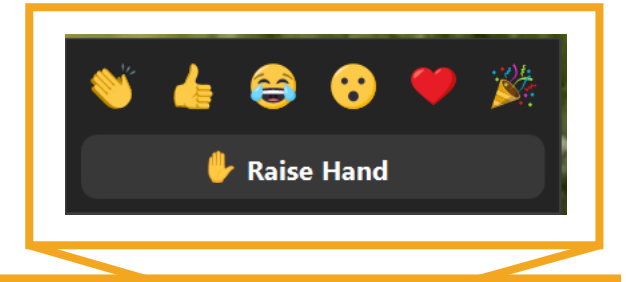
# Sustainable Implementation of AI Scribes in Ontario

January 22, 2025



**Alliance for Healthier Communities**  
Alliance pour des communautés en santé

# Housekeeping



- Microphones are muted by default.
- You may enter questions through the Q&A panel at any time.
- Please use the “chat” function for technical assistance.
- During Q&A, you may use the “raise hand” function (under “reactions”), and we’ll unmute you when we call on you.
- Please don’t forget to mute your microphone again when you’re done speaking.

# Acknowledgement of Traditional Indigenous Territories

---

We recognize that the work of the Alliance for Healthier Communities and Alliance members takes place across what is now called Ontario on traditional territories of the Indigenous people who have lived here since time immemorial and have deep connections to these lands. We further acknowledge that Ontario is covered by 46 treaties, agreements and land purchases, as well as unceded territories. We are grateful for the opportunity to live, meet and work on this territory.

Ontario continues to be home to vibrant, diverse Indigenous communities who have distinct and specific histories and needs, as well as constitutionally protected and treaty rights. We honour this diversity and respect the knowledge, leadership and governance frameworks within Indigenous communities. In recognition of this, we commit to building allyship relationships with First Nation, Inuit and Métis peoples in order to enhance our knowledge and appreciation of the many histories and voices within Ontario. We also commit to sharing and upholding responsibilities to all who now live on these lands, the land itself and the resources that make our lives possible.

# Presenters

---

**Marc Gordon**

Chief Information Officer, Alliance for Healthier Communities

**Simon Ling**

Executive Director, Partnerships and Stakeholders, Ontario MD

**Ariane Siegel**

General Counsel and Chief Privacy Officer, Ontario MD

**Dr. Chandi Chandrasena**

Chief Medical Officer, Ontario MD

**Chris Sulway**

Chief of Strategy, Growth & Stakeholder Relations, Ontario MD

**Christine Randle**

Provincial Data Management Coordinator, Alliance for Healthier Communities

# Sustainable Implementation of AI Scribes in Ontario

OMD's Evaluation Study Findings and Initiative Updates

January 22, 2025



Alliance for Healthier Communities  
Alliance pour des communautés en santé

OntarioMD is a wholly owned subsidiary of the Ontario Medical Association



# AI Scribe Evaluation Study Background

## Objectives

The purpose of this evaluation was to assess the impact of AI scribes and Robotic Process Automation (RPA) on the administrative workload of primary care providers (PCP), and on PCP and patient experiences, to identify the overall value propositions of AI scribes and RPA for PCPs, patients, and the healthcare system, and the potential options for widespread adoption.

## Workstreams



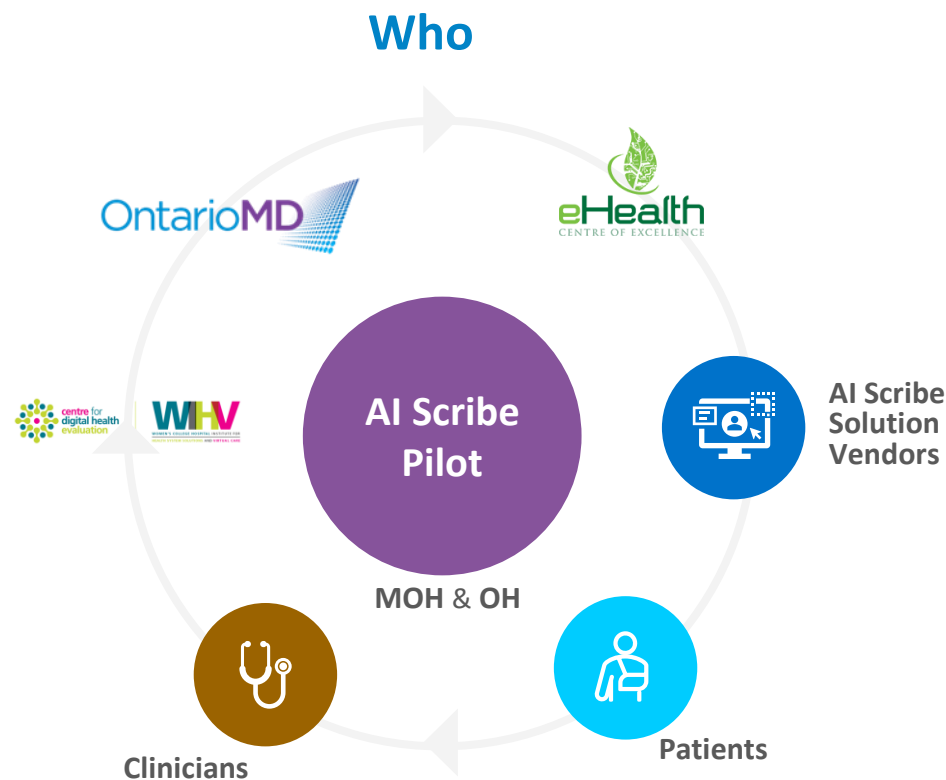
Clinician informed **evaluation** of AI Scribe & Robotic Automation Process technology



**Regulatory and legal review** of the use of the AI Scribe technology in Primary Care



**Business analysis** and trends of AI marketplace to inform options for AI Scribe technology spread and scale



# Key Findings

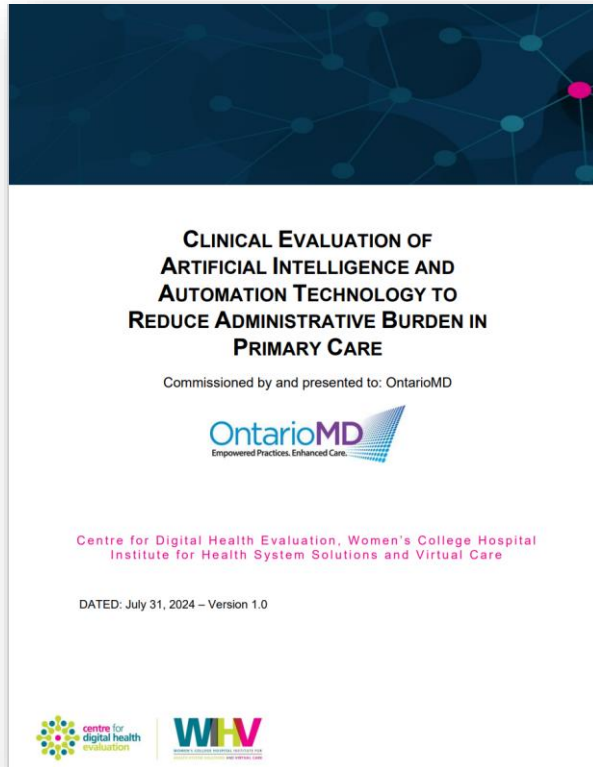
OntarioMD's Evaluation Study confirms **the value of AI scribes** in reducing administrative burden.

- In the lab setting, using an AI scribe was associated with a **70% to 90%** reduction in time spent documenting
- PCPs reported a nearly **4-hour** reduction per week in the amount of time spent on administrative tasks both during and after work hours
- **75%** of PCPs reported a significant improvement in their cognitive load during patient consultations
- **Over half of PCPs** reported improved work-life balance, more personal and family time, increased job satisfaction, and professional fulfillment, with women more likely to experience benefit.

*"...my friends and family were surprised at me coming home at a reasonable time and having the energy to participate in activities, community volunteering events and other functions. I felt much better about being a comprehensive long term family doctor."*



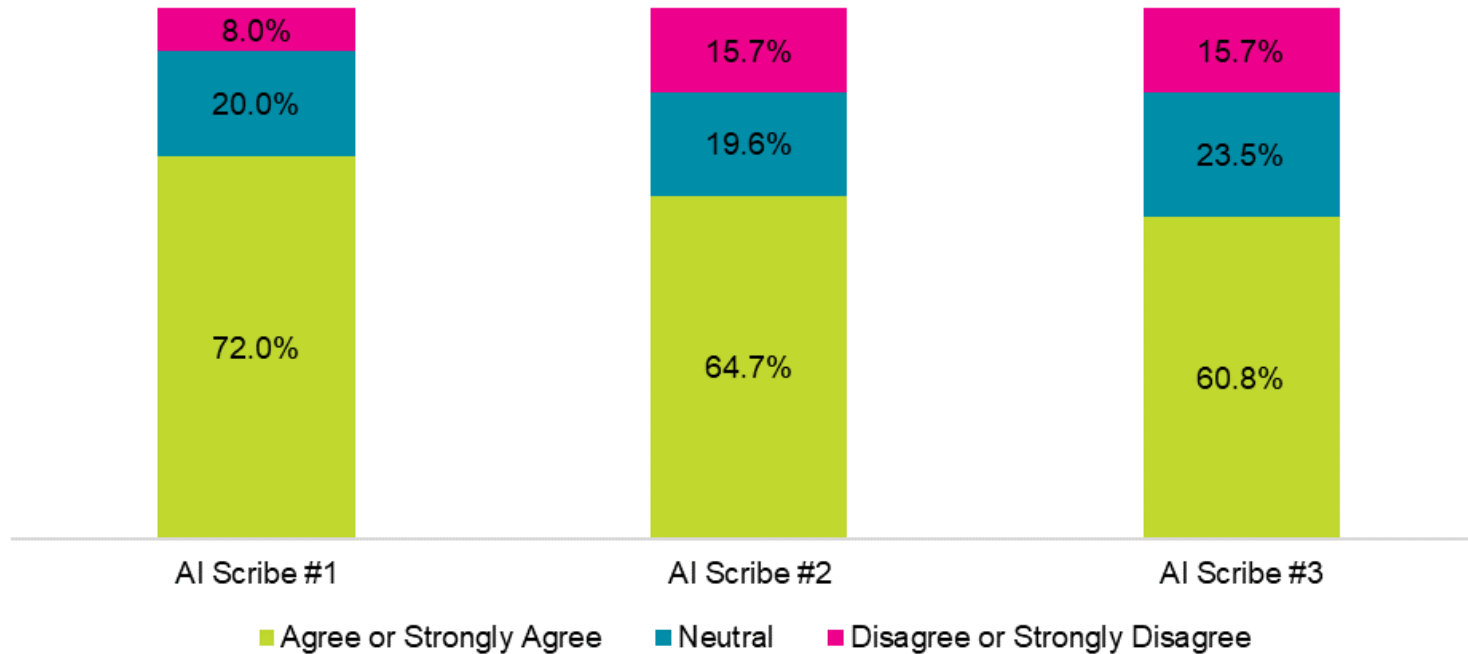
Family Physician, Woman



Evaluation Study Report:

[https://www.ontariomd.ca/Documents/AI%20Scribe/AI%20Scribe%20Evaluation\\_Financial%20Report\\_vf.pdf](https://www.ontariomd.ca/Documents/AI%20Scribe/AI%20Scribe%20Evaluation_Financial%20Report_vf.pdf)

# Performance - Accuracy and Challenges



Overall Accuracy of Clinical Notes Generated by AI Scribe (n=152)

## Challenging Clinical Scenarios

- Simple encounters
- Multi-issue appointments
- Mental health encounters
- Physical examination
- Differential diagnoses

## Complicating Factors

- Multiple speakers
- Languages other than English or French
- Equipment and technical infrastructure



# AI Scribe Regulatory and Legal Analysis

## Areas of Consensus

**Patient Consent:** Given the novelty of the AI scribe technology and the issues it presents, the study recommended the communication of clear information to patients on the applications and obtaining express consent from patients.

**Patient Data:** Maintain the privacy and security of personal health information, through clear retention and destruction guidelines. Impose limits on the use of such data. Restrictions on secondary use of data and the sharing of data with third parties.

## Issues Requiring Guidance

**Algorithmic Training:** The ability to use patient data to train LLMs is an important area for regulatory clarification.

**Accountability:** The allocation of responsibilities between physicians and AI service providers and developers within the provincial regulatory context will require further engagement.

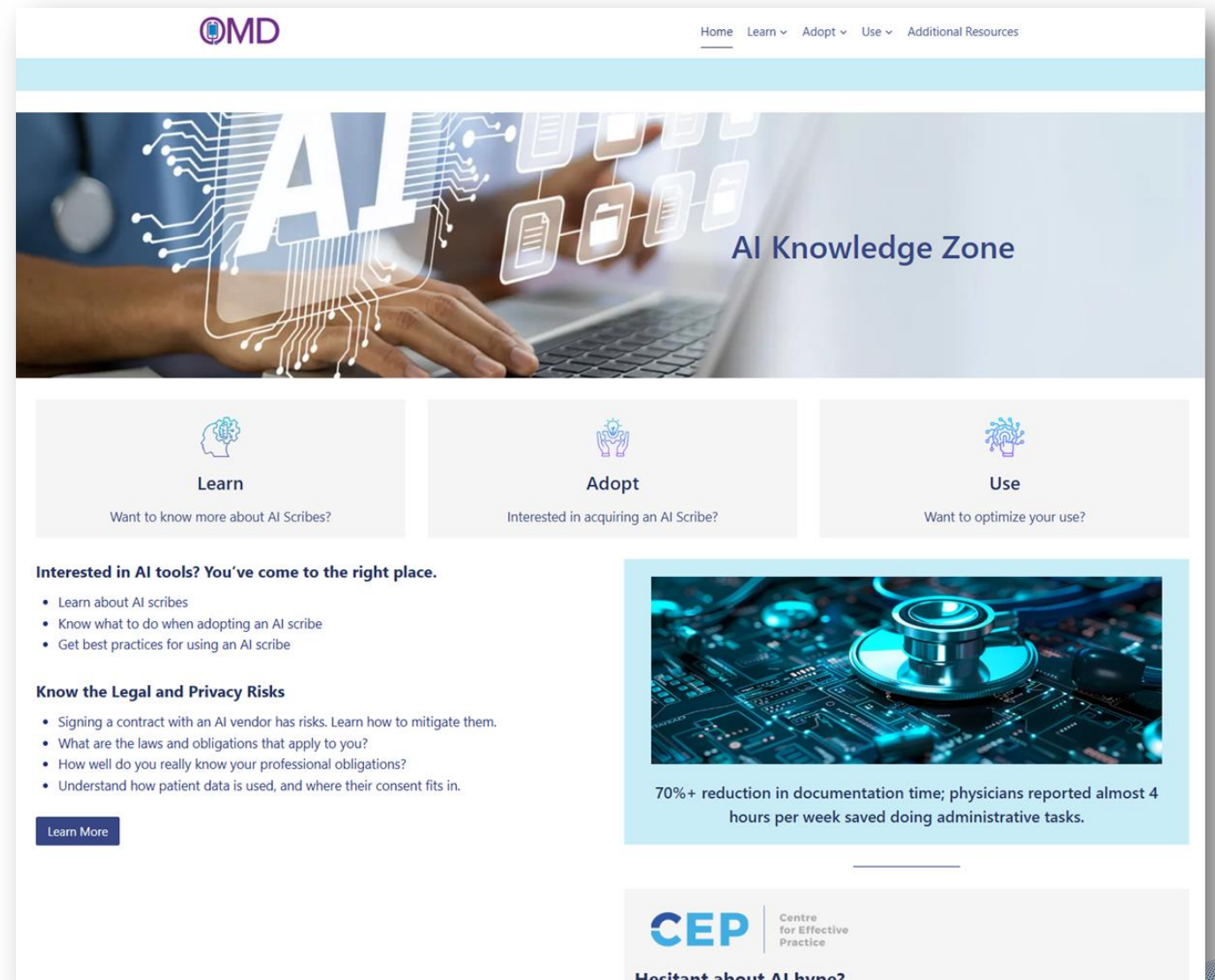
# OMD's Post-Evaluation Study Activities

## Knowledge Sharing



Clinician focused communications and knowledge translation of the findings from the AI Scribe Evaluation Study to inform the community of the value and implementation consideration, including the launch of **AI Knowledge Zone**

<http://omdai.ca/>



The screenshot shows the OMD AI Knowledge Zone website. At the top, there is a navigation bar with the OMD logo and links for Home, Learn, Adopt, Use, and Additional Resources. Below the navigation bar is a large banner image featuring a person's hands typing on a laptop keyboard, with the letters 'AI' and various document icons overlaid in a digital, glowing style. The text 'AI Knowledge Zone' is positioned on the right side of the banner. Underneath the banner, there are three main sections: 'Learn' (with a brain icon and the text 'Want to know more about AI Scribes?'), 'Adopt' (with a hand holding a brain icon and the text 'Interested in acquiring an AI Scribe?'), and 'Use' (with a brain icon and the text 'Want to optimize your use?'). Below these sections, there is a heading 'Interested in AI tools? You've come to the right place.' followed by a bulleted list: 'Learn about AI scribes', 'Know what to do when adopting an AI scribe', and 'Get best practices for using an AI scribe'. Another heading 'Know the Legal and Privacy Risks' is followed by a bulleted list: 'Signing a contract with an AI vendor has risks. Learn how to mitigate them.', 'What are the laws and obligations that apply to you?', 'How well do you really know your professional obligations?', and 'Understand how patient data is used, and where their consent fits in.' A 'Learn More' button is located below this list. To the right of the text, there is a large image of a stethoscope resting on a glowing blue circuit board. Below this image, the text reads: '70%+ reduction in documentation time; physicians reported almost 4 hours per week saved doing administrative tasks.' At the bottom of the page, there is a logo for CEP (Centre for Effective Practice) and the text 'Hesitant about AI hype?'. The footer of the page features the OntarioMD logo, which includes a '20 Years' anniversary badge and the tagline 'supporting clinicians' digital health needs'.

# OMD's Post-Evaluation Study Activities

## Access to AI Scribe



MOH has tasked Supply Ontario to establish a **Vendor of Record Arrangement for AI scribe** solutions by qualifying multiple vendors that meet the needs of primary care physicians including privacy, security and liability.

OMD and Ontario Health are supporting this procurement. The plan is to have the qualified list of vendors published by March 2025.

## Advocacy



Continue to be the voice of clinicians and engage with health system stakeholders (e.g., MOH, OH, OMA, CMPA) to support adoption and use of this new tool.

- Extending the evaluation study to other settings and specialties
- Additional requirements for AI Scribe, e.g. clinical decision support
- Other applications of AI in primary care

# Thank You!

## Questions and Discussion



 [ontariomd.ca](http://ontariomd.ca)

 [ontarioemrs](#)

 [ontariomd](#)

 [ontariomd](#)

 [ontariomd](#)

 [ontariomd.blog](#)



**Thank You**

**Merci**

**Miigwetch**