PRESS RELEASE ***(disclaimer: for visioning purposes only. This document may not reflect the current state of the solution)***

UC Davis Comprehensive Cancer Center announces new tool utilizing generative AI to improve patient triage experience.

With GuideMyTriage (GMT), Comprehensive Cancer Center Staff will be able to better help our patients get the appropriate care.

SACRAMENTO – (THE SACRAMENTO BEE) – JANUARY 1, 2024 – In a breakthrough for the UC Davis Comprehensive Cancer Center (UCDCCC), UC Davis Health has announced a brand new tool that will aid UCDCCC staff to efficiently triage patients and route them appropriately. Fully integrated with existing UCDCCC procedures and guidelines, GuideMyTriage (GMT) provides staff with real-time, descriptive guidance, powered by artificial intelligence (AI), on how to route a patient most effectively being referred to UCDCCC.

Effectively triaging patients is a key factor in improving access to UCDCCC's world-class cancer care and reduce the administrative burden for staff and clinicians. UCDCCC patient service representatives (PSR) staff, must review detailed , complex, and lengthy triage instructions. Reconciling these important, but often times difficult to understand triage instructions, can result in mismatched routings of patients, leaving patients and their families frustrated with delays and physicians questioning why patients were routed to them. When UCDCCC PSR staff have questions on a triage decision, this is often escalated to a nurse navigator and/or a clinician, leading to additional delays.

GMT addresses this issue by providing UCDCCC staff with a tool that they are able to communicate with directly allowing them to ask questions about the proper way to triage a patient. Interactions are performed in a human centric approach and allows quick guidance from carefully and continuously curated decision trees for triaging. The results - patients are quickly scheduled for the right clinic for the right time without the need to escalate to a nurse manager or physician.

"At UC Davis Health, we are constantly looking for ways to not only improve the care experience of patients and their families, but also lessen the stressful work load faced everyday by our dedicated staff," says David Tom Cooke, Interim Physician-in-Chief of the UCDCCC. Cooke continued with, "GMT has ushered in a new era of efficiency, and staff support. Its user-friendly, AI enabled interface guides our staff, allowing them to navigate with confidence and ensure each patient quickly gets to the right clinic to begin their fight against cancer."

To access their GMT profile, operators simply log in with their existing UCDH account and execute a new session. There, they will have the option to see various support tools that can assist them directly while entering in key referral information. The system is able to intelligently capture queries it is unable to answer for escalation to one of our expert nurse navigators, if necessary.

"I was receiving patients with benign tumors," says Jennifer Smith, a cancer surgeon at the UCDCCC. "My patient workload is already very high, and seeing a patient with an important problem that is not appropriate for my clinic, reduces access for patients with cancer who need to be seen quickly. GuideMyTriage has completely changed this; misdirected referrals are now a rarity."

To learn more about GMT, contact the UCDCCC.

FAQs

Internal

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- Who will fund the development of GMT?
- Who will be responsible for maintaining GMT?
- Who will be responsible for integrating GMT with existing identity systems?
- How will this affect the day-to-day work of CCC PSR staff?
- Will GMT directly listen in on calls with patients?
- Who will be responsible for maintaining and updating the knowledge base GMT utilizes?
- What happens if GMT guides an operator to triage incorrectly?
- Where will this fit into the CCC workflow?
- How are we measuring success for this product?
- How long will development take?