

AAOE Webinar Series



Leveraging AI for People Management and Difficult Conversations

Main Topic:

This webinar provided an insightful discussion on how AI tools can assist in managing difficult conversations, improving workflow efficiency, and enhancing patient and colleague interactions. Below are the key takeaways from the presentation.

Speakers:

Dr. Laura Katherine Neal, National Dean, College of Health Sciences, DeVry University

Key Takeaways:

- **Effective Strategies for Difficult Conversations**
Managing challenging discussions requires a structured approach that includes staying calm, active listening, and guiding conversations constructively. *Example:* The webinar introduced the PREPARE framework, which helps professionals plan conversations by setting clear goals, gathering necessary information, and ensuring a positive resolution.
- **Using AI-Powered Planning Tools**
AI can be leveraged to simulate different conversational approaches, identify potential pain points, and suggest responses for difficult interactions. *Example:* ChatGPT was used to generate compassionate explanations for billing errors, ensuring clear and empathetic communication with patients.
- **AI in Workflow Optimization**
AI tools such as ChatGPT, Trello, and Microsoft OneNote can enhance operational efficiency by streamlining processes and providing real-time insights. *Example:* A practice administrator used Trello and AI-generated prompts to transition from manual entry of patient encounter forms to bulk upload systems, reducing errors and administrative burden.

- **Patient Communication Enhancements**

AI-generated templates and structured frameworks improve transparency and efficiency in patient interactions. *Example:* ChatGPT provided a structured response for addressing patient concerns about wait times, reducing complaints and improving satisfaction scores.

- **Physician and Staff Scheduling Optimization**

AI-powered data analysis tools, such as Claude.ai, can interpret patterns in physician schedules and suggest efficiency improvements. *Example:* A review of appointment data revealed a high no-show rate, leading to recommendations for appointment clustering, waitlist management, and automated scheduling adjustments.

Security and Best Practices for AI Usage

While AI is a powerful tool, it is essential to maintain strict separation between AI processing and sensitive patient data. *Example:* The webinar emphasized that organizations should start small, focus on secure templates, and gradually integrate AI-driven solutions into existing workflows.

Conclusion:

- AI tools offer valuable opportunities for enhancing people management, improving difficult conversations, and streamlining administrative processes in healthcare settings. By implementing structured frameworks, leveraging AI for conversational guidance, and optimizing workflow efficiencies, professionals can ensure better patient and staff experiences. As AI technology continues to evolve, ongoing training and responsible use will be key to maximizing its benefits.