

Resource E2.5: Artificial Intelligence to Reduce Administrative Burden

As primary care clinical practices move towards standardization, the load and complexity of administrative tasks have increased. This rise in administrative burden has led to more medical errors, decreased job satisfaction and increased physician burnout.^{1,2} Artificial intelligence (AI) has the potential to reduce administrative burden, although the jury is still out on whether it will do so.³ Some potential area where AI can help include clinical documentation, coding and billing standardization, prior authorization, and automation of quality metric reporting.⁴ In their article, "Unburdening Patients and Clinicians Through Automation and Artificial Intelligence: Informatics Strategies for Reducing Administrative Burden," the authors suggest that for AI to be truly effective in reducing administrative burden, a co-design approach with front-line staff should be used to integrate AI into the daily workflow; otherwise, it will lead to digital burnout.¹



References

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