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RE: Pritikanta Paul, MD

I am writing to express my enthusiastic support for Dr. Pritikanta Paul's application to UCSF's Artificial Intelligence/Machine Learning Demonstration Projects - "AI Pilots." As a Neuromuscular Neurologist and Assistant Professor at the UCSF Department of Neurology, Dr. Paul has consistently demonstrated his commitment to advancing healthcare through innovative approaches and improving patient-provider relationships.

Dr. Paul's project, titled "Educational AI Chatbot to Enhance Outcomes in Chronic (Neurological) Diseases: Pilot Study in Myasthenia Gravis (MG)," aligns perfectly with the goals of the AI Pilots initiative, aimed at advancing UCSF as a Learning Healthcare System. This project aims to develop and test a relational AI chatbot, integrated into APEX, designed to enhance disease education and treatment outcomes for patients with chronic neurological diseases, specifically focusing on Myasthenia Gravis (MG). The proposed chatbot, integrated into Apex will deliver tailored information on disease symptoms, medications, and lifestyle adjustments, while also fostering relational engagement. This innovative approach aims to build trust, encourage proactive health management, and ultimately improve treatment adherence and patient outcomes. More importantly it aims to also reduce provider and care team's burden in responding to messages. The project leverages the expertise of a multidisciplinary team, including Dr. Paul, a neurologist expert in MG care, and Dr. Jingwen Zhang, a communication scholar with expertise in AI and digital health. Dr. Zhang's involvement as Co-PI from UC Davis makes us exceptionally well-equipped to execute this project successfully. The project will be implemented in two stages: first, refining the chatbot's content through usability testing with patients and physicians, followed by a pilot study assessing its impact on knowledge and behavior changes among MG patients with Apex integration. If successful, this model could expand to other chronic neurological conditions, offering a scalable solution that addresses educational gaps and promotes better health management through innovative technology.

Dr. Paul has been a pivotal figure in our division, particularly in his role as the Clinical Champion for the Neuromuscular Division. His efforts in optimizing workflows, such as ensuring EMG test reports are sent to the ordering provider by default, have significantly improved operational efficiency. His active engagement in monthly meetings with clinic managers to enhance neuromuscular clinic operations and oversee referral reviews exemplifies his dedication to improving patient care. Moreover, Dr. Paul's holistic approach to patient care, which includes addressing psychological, social, and economic needs, aligns with UCSF Health's mission to provide comprehensive, equitable care. His commitment to health equity and optimizing patient care is evident in his ongoing efforts to improve ALS referral timelines and his proactive measures to ensure patient safety in clinical settings. Dr. Paul's extensive experience, both in inpatient and outpatient settings, and his ability to collaborate with colleagues and UCSF Health staff, make him an ideal candidate for this project. His dedication to patient-centered care and quality improvement will undoubtedly contribute to the success of the AI Pilots initiative and advance UCSF's mission, vision, values, and goals.

Thank you for considering Dr. Paul's application. I am confident that his expertise and dedication will make a significant impact on the future of healthcare at UCSF.

Sincerely,

C. Lomen-Hoerth

CATHERINE LOMEN-HOERTH, M.D., PH.D.