

2025 AI Demonstration Project Letter of Support

April 4, 2025

To AI Demonstration Project Committee,

I am writing to offer my full support for the proposal, “*Enhancing Efficiency and Impact: AI-Powered Eligibility Assessment for Adult Complex Care Management*,” led by Drs. Esther Hsiang and Leo Liu.

As Chief Population Health Officer, I have seen firsthand the impact of our Complex Care Management (CCM) program on improving outcomes for our most medically and socially complex patients. However, the current manual eligibility review process is a persistent bottleneck, taking up 20-30% of the team’s time. This type of resource-intensive chart review, although currently necessary to identify patients who would benefit from the program, is inconsistent with the UCSF Health vision to improve efficiency as we grow.

The proposed approach—using Versa to assist with eligibility determinations and identify patients—offers real promise to increase efficiency, allow staff to work at the top of their license, and expand the reach of the CCM program without proportionally increasing staffing. This is more than an idea – the team has already prototyped and tested the tool. The next step is to refine it and integrate it into clinical workflows. If successful, this initiative could be a model for applying LLMs to patient identification in population health at UCSF and nationally, and we would adapt the tool for use in other clinical programs.

I am committed to supporting this effort, and I commend the team on already forming a strong partnership with the CCM team who is excited for the chance to adopt and test it.

Sincerely,



Timothy Judson, MD, MPH

Chief Population Health Officer (interim), UCSF Health

Chief Clinical and Innovation Officer, Canopy Health

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