4 April 2025

UCSF Health AI/ML Demonstration Project Committee
University of California, San Francisco

Dear Selection Committee,

I am writing to offer my enthusiastic support for the proposal led by Dr. Jose Gutierrez, in collaboration with myself and Michelle Cohen, to develop and evaluate an AI-enabled clinical decision support (CDS) tool that extracts and synthesizes patient treatment and care delivery preferences from unstructured EHR notes for people with HIV (PWH).

As a clinical and operational leader at UCSF Health, I see firsthand how critical it is to address this challenge. Many of our patients—particularly those who are not virally suppressed or who face structural barriers such as housing instability, stigma, or mental health needs—require highly individualized treatment strategies. Yet the insights that could guide this personalization are often buried within our free-text documentation, inaccessible during our busy clinical encounters. This disconnect limits our ability to deliver responsive, preference-aligned care—especially for those most at risk of falling out of care.

This project offers a pragmatic, forward-thinking solution. By leveraging natural language processing to extract patient-stated priorities and care delivery context, the proposed CDS tool can help surface insights that are otherwise missed, enabling clinicians to make more informed, patient-centered decisions in real time. The approach is well aligned with UCSF's strategic priorities to advance health equity through innovation and improve outcomes among vulnerable populations.

I fully support piloting this tool within UCSF Health and believe the insights gained could have meaningful impact not only on our local HIV care delivery but also on broader models of personalized care. I am confident this project will contribute to more equitable, effective, and person-centered care for PWH.

Please don't hesitate to contact me directly if any additional support or clarification is needed.

Malcolm John, MD
Professor of Medicine
Director, UCSF Health Black Health Initiative