

### Introduction of the Lightning Round

A new "Lightning Round" segment was introduced to provide quick, insightful updates on specific topics. This segment aims to keep the discussions dynamic and focused, allowing participants to share key insights and developments succinctly.

### A Beta Product Presentation

A major highlight of the meeting was the presentation of a beta product leveraging the RAG approach. This approach combines clinical prompt engineering with existing clinical reference products to address complex and specific queries faced by healthcare professionals. The integration of the clinical team with the development team ensures a robust feedback cycle, crucial for maintaining the product's clinical relevance and quality.

### Emphasizing Qualitative Measures

The discussion underscored the importance of qualitative measures in assessing the system's utility. Participants highlighted the need to translate qualitative insights into actionable metrics and benchmarks. Key areas of clinical evaluation were identified, including Accuracy, Relevance, Usefulness, and Equity, with a strong emphasis on clear and specific definitions for each to facilitate proper assessment.

### Practical Applications and Security Considerations

Various practical applications of generative AI systems were explored, including note summarization and care management enhancements. A notable project aimed at streamlining the case preparation process for care managers was discussed, showing significant potential in reducing preparatory time and improving the effectiveness of care management calls.

Security and user experience were also key considerations, with robust measures such as OAuth for secure communication, role-based access controls, data encryption, and audit capabilities being implemented. Ensuring patient safety and user satisfaction remains paramount, with established feedback loops to refine the product continuously based on user input.

### Gen AI Framework: Prioritizing Safety and Bias

The meeting concluded with discussions on the Gen AI framework, emphasizing the prioritization of safety and bias in AI systems. Training end-users on how to interact with these tools and focusing vigilance on specific areas were identified as critical steps. The team recognized the need for a common vocabulary and best practices for building and normalizing AI systems within the industry.

### Follow-Up Tasks

Several follow-up tasks were identified to maintain momentum and ensure continued progress:

- **Definitions:** Share and consolidate definitions for evaluation dimensions to refine the overarching framework.
- **Use Case Prioritization:** Identify and prioritize dimensions based on specific use cases, such as note summarization.
- **Vocabulary Building:** Establish a common vocabulary for discussing dimensions and measures in generative AI.
- **Risk Assessment:** Develop a risk assessment framework to evaluate use cases and their impact on dimension prioritization.

### Conclusion

This meeting marked a significant step forward in advancing AI-driven clinical reference tools. The emphasis on collaboration, rigorous validation, and continuous improvement underscores the commitment to meeting the needs of healthcare professionals effectively. As the team moves forward, these discussions and follow-up actions will be crucial in shaping the future of clinical reference AI.



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