Patient expectations and experiences of health AI

Implications for system change

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Trust, Innovation, and Ethics Research for Responsible AI

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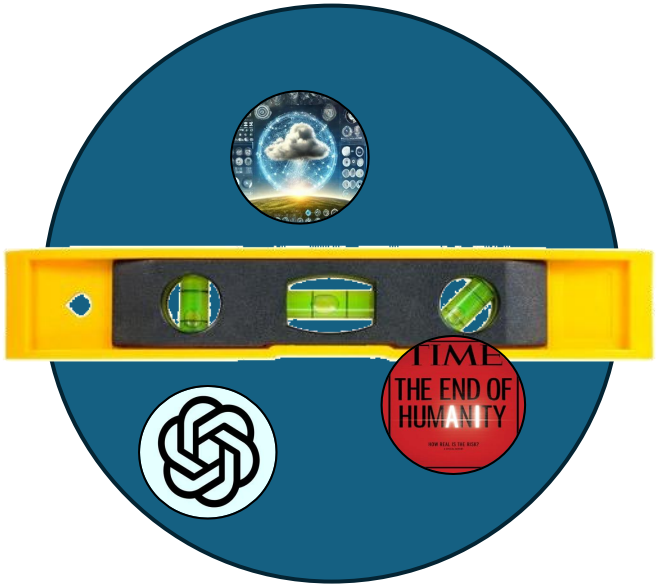
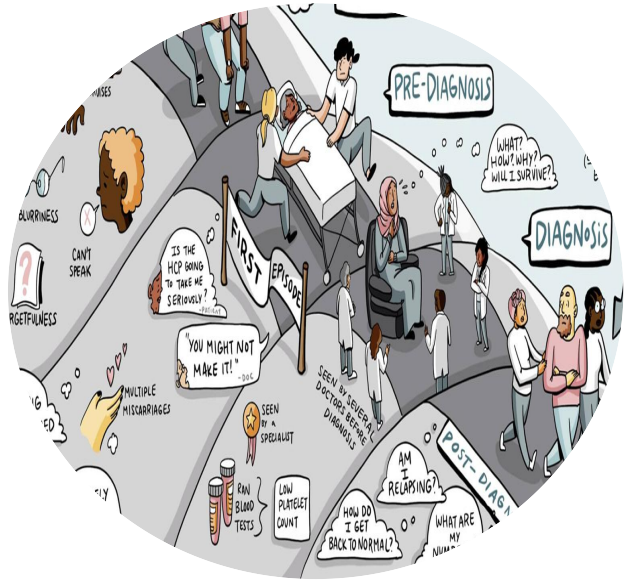
Types of AI



Patient experiences



Implications

“Cool! and creepy”*

- Complex
- Uncertainty is uncomfortable, and that’s ok
- Most, if not all, organizations are facing questions about AI

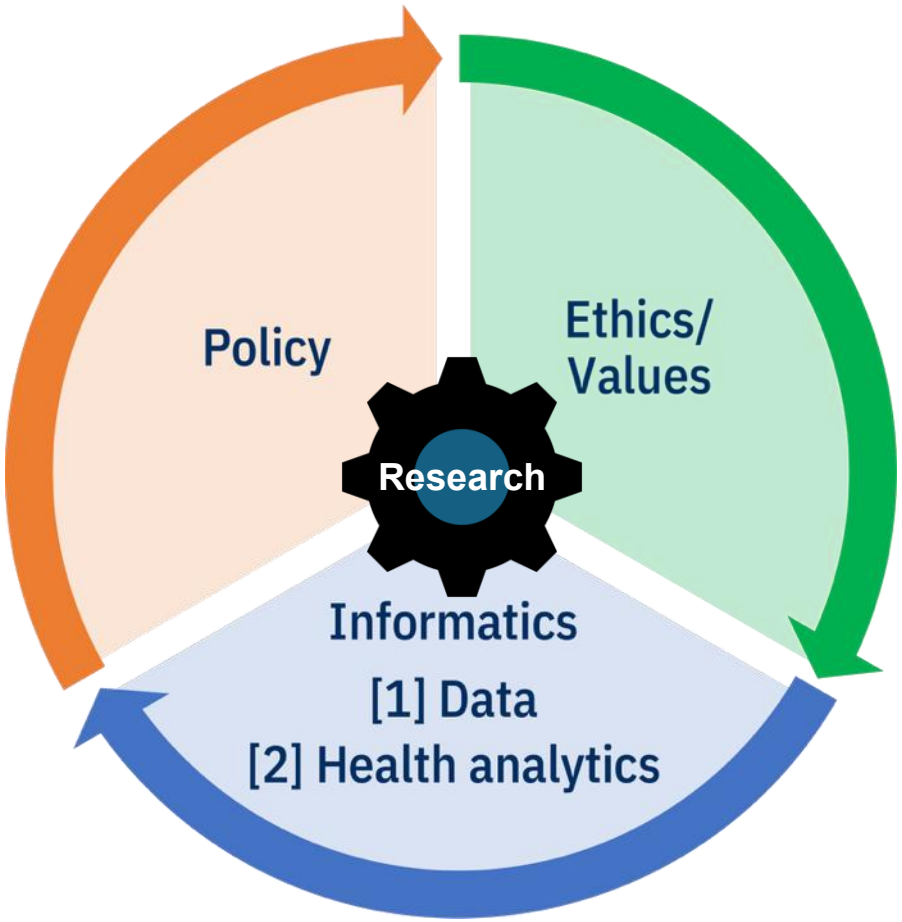
*Source: Platt T, Platt J, Thiel DB, Fisher N, Kardia SL. ‘Cool! and creepy’: engaging with college student stakeholders in Michigan’s biobank. Journal of community genetics. 2014 Oct;5(4):349-62.

About Our Work

TIERRA : Trust , Innovation, and Ethics Research for Responsible AI

We conduct **research**, understand **best practices,** develop **roadmaps** and evaluate and recommend **policies** regarding the responsible development and applications of AI in healthcare settings

Funding: University of Michigan Department of Learning Health Sciences, Institute for Health Policy and Innovation, ABIM Foundation, NIH (5R01EB030492, 5R01 CA214829)



April 2026

STAT+ | HEALTH TECH

Hospitals roll out chatbots, looking to reclaim their role in patients' health conversations

The bots could help health systems better serve current patients, and possibly bring in new ones

nature > news > article

NEWS | 15 April 2026

Dozens of AI disease-prediction models were trained on dubious data

The models are designed to predict someone's risk of diabetes or stroke. A few might already have been used on patients.

STAT+ | HEALTH TECH

By Katie Palmer April 13, 2026
Health Tech Correspondent

Everyone agrees AI scribes are increasing health care costs. No one agrees what to do about it

Experts say insurers will eventually lower their rates, hurting providers who didn't adopt AI

Lawsuit Alleges AI Platform Illegally Recorded Patient-Clinician Conversations

Posted By Steve Alder on Apr 14, 2026

S+ | Federal test of AI prior authorization is delaying care for seniors, report says

HEALTH TECH MARIO AGUILAR

S+ | Utah medical board calls for immediate suspension of state's AI doctor experiment

Types of AI

Predictive

Generative

Hype

Predictive

Machine learning Regression Forecasting Classification	
Examples	• Spam filters • Facial recognition • Netflix recommendations
Healthcare	• Clinical Decision Support (CDS) • No-shows • Re-admissions • Disease progression
Concerns/Risks	• Bias/ Inequity • Patient safety • Model drift • Privacy/ Security • Quality
Hopes/Benefits	• Improved outcomes • Efficiency
7 in 10 hospitals reported using predictive AI in 2024*	

*Chang W, Owusu-Mensah P, Everson J, Richwine C. Hospital Trends in the Use, Evaluation, and Governance of Predictive AI, 2023-2024. Office of the Assistant Secretary for Technology Policy. Data Brief: 80. September 2025.

Generative

Large Language Models Foundation Models Natural Language Processing	
Examples	• Chatbots and text generation • Image generation • Coding • Customer support • Marketing content
Healthcare	• Ambient AI scribe • Automated coding and billing • Prior authorization • Medical imaging
Concerns/Risks	• Hallucinations and accuracy • Inconsistency • Privacy/ Security • Patient Safety
Hopes/Benefits	• Reduce administrative burdens, patient experience, generate revenue
31.5% of hospitals reported using generative AI in 2024 24.7% planned to do so in 1 year*	

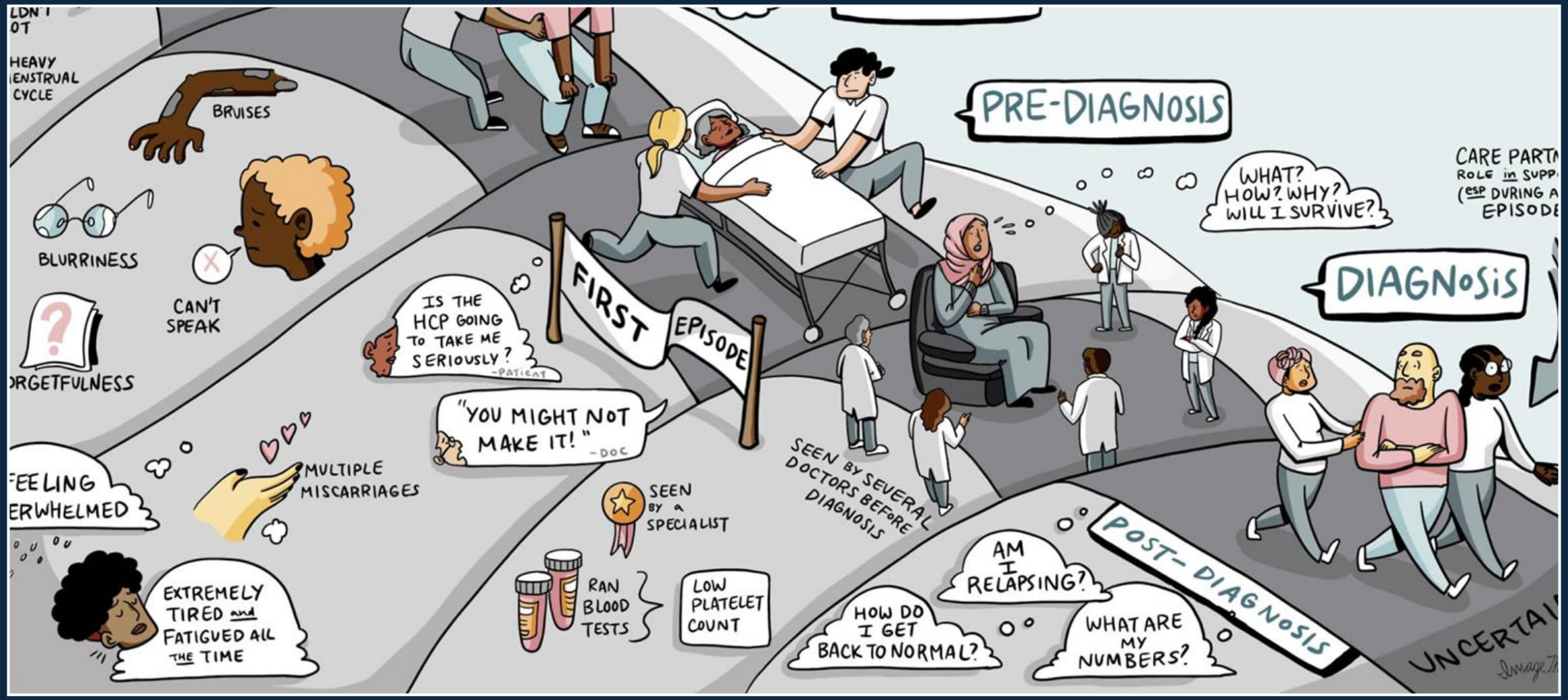
*Everson J, Nong P, Richwine C. Uptake of Generative AI Integrated With Electronic Health Records in US Hospitals. JAMA Netw Open. 2025 Dec 1;8(12):e2549463. doi: 10.1001/jamanetworkopen.2025.49463.

Hype

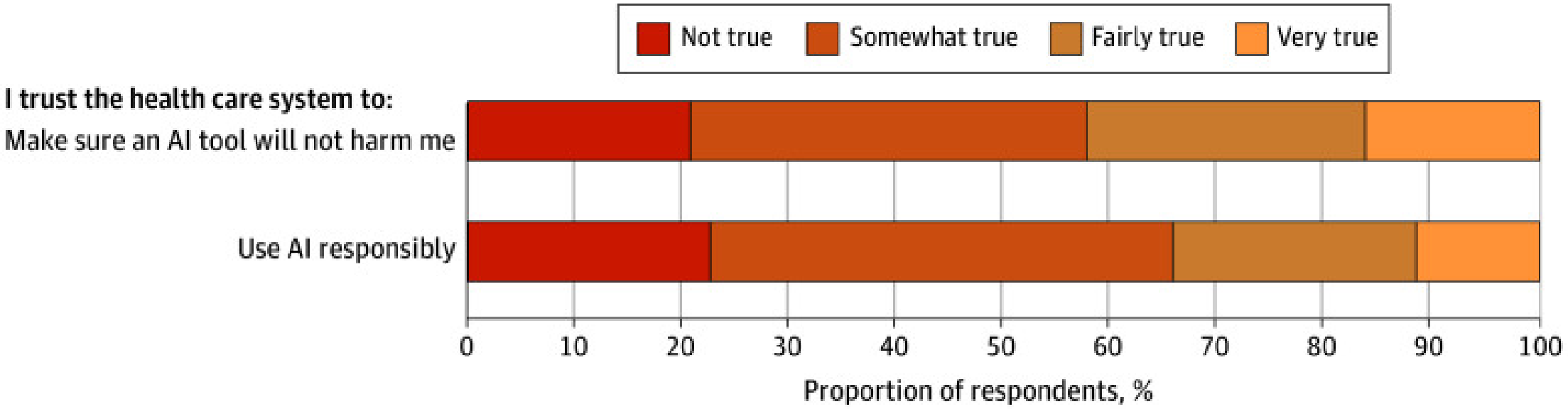
Buzzwords False urgency/ FOMO Grandiose predictions Valuations & investment hype	
Examples*	• "Game changing" • "Paradigm shift" • "Revolutionary"
Healthcare	• AI will replace doctors • AI gives you superpowers* • "AI is perhaps the most transformational technology of our time, and healthcare is perhaps AI's most pressing application"
Concerns/ Risks	• What is real? • Lacks grounding in present • Paralysis of action ("wait and see")
Hopes/ Benefits	• Fuels hope • Investment and discovery • Generates political and social support
95% of [industry survey] respondents said GenAI will be transformative, with 85% of provider and 83% of payer leaders expecting it to reshape clinical decision-making within three to five years.	

*Akademie. The hype literacy toolkit for journalists. https://akademie.dw.de/hype-literacy/#/
https://www.healthcatalyst.com/learn/insights/healthcare-ai-5-transformational-superpowers
https://www.bvp.com/atlas/the-healthcare-ai-adoption-index

Patient Perspectives

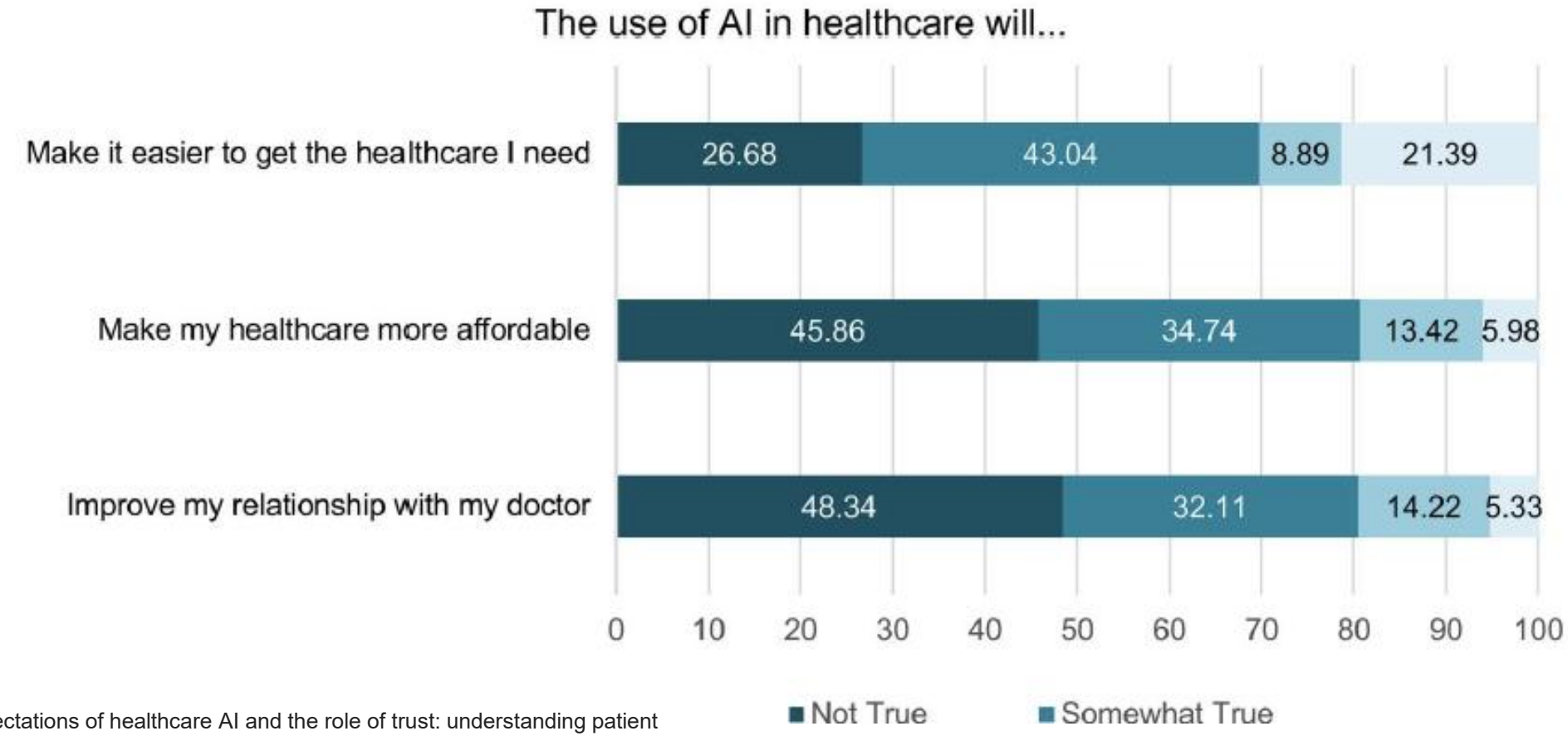


Public trust in health systems to use AI tools responsibly or not to harm patients is low



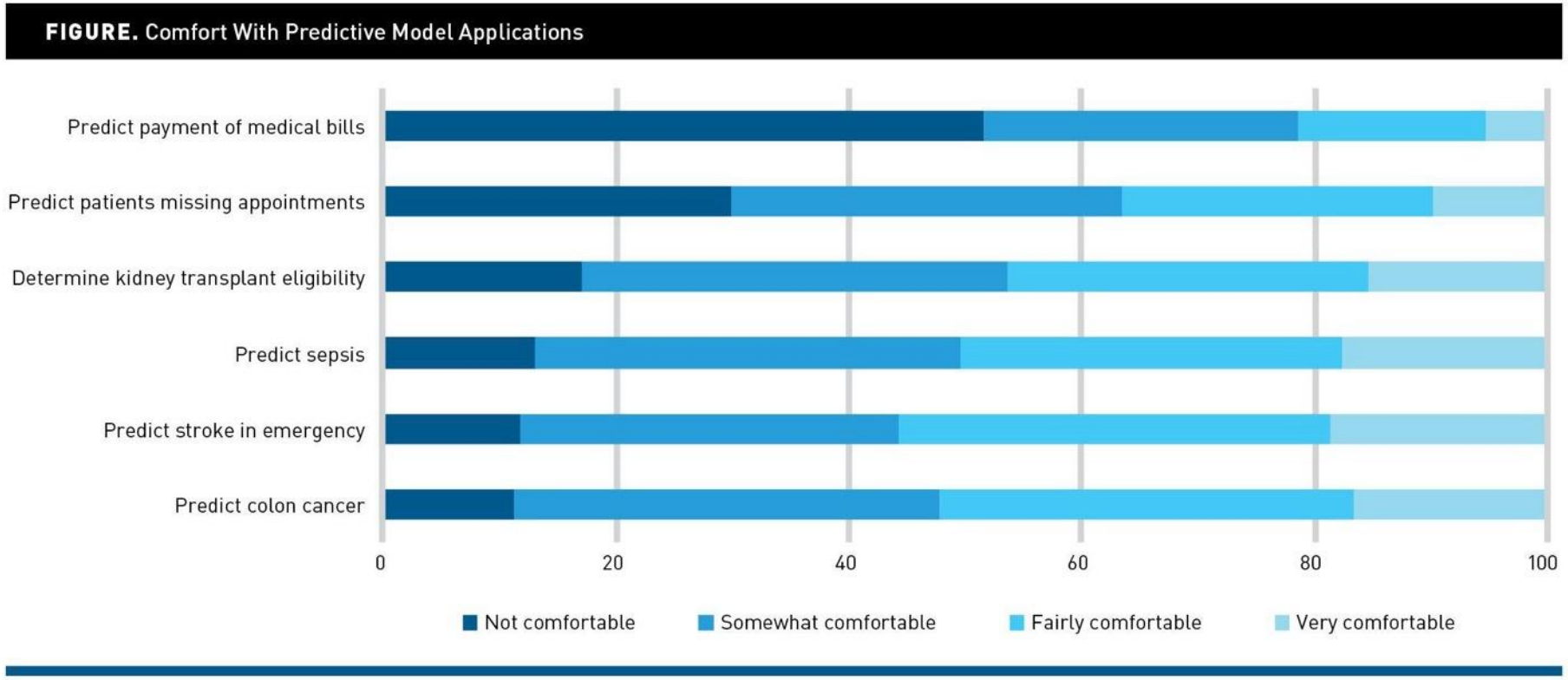
Nong P, Platt J. Patients' Trust in Health Systems to Use Artificial Intelligence. JAMA Netw Open. 2025 Feb 3;8(2):e2460628.

Expectations for the use of AI in healthcare



Nong P, Ji M. Expectations of healthcare AI and the role of trust: understanding patient views on how AI will impact cost, access, and patient-provider relationships. Journal of the American Medical Informatics Association. 2025 May;32(5):795-9.

Greater comfort with clinical models as compared to administration or operations models



Nong P, Adler-Milstein J, Platt J. How patients distinguish between clinical and administrative predictive models in health care. The American Journal of Managed Care. 2024 Jan;30(1):31.

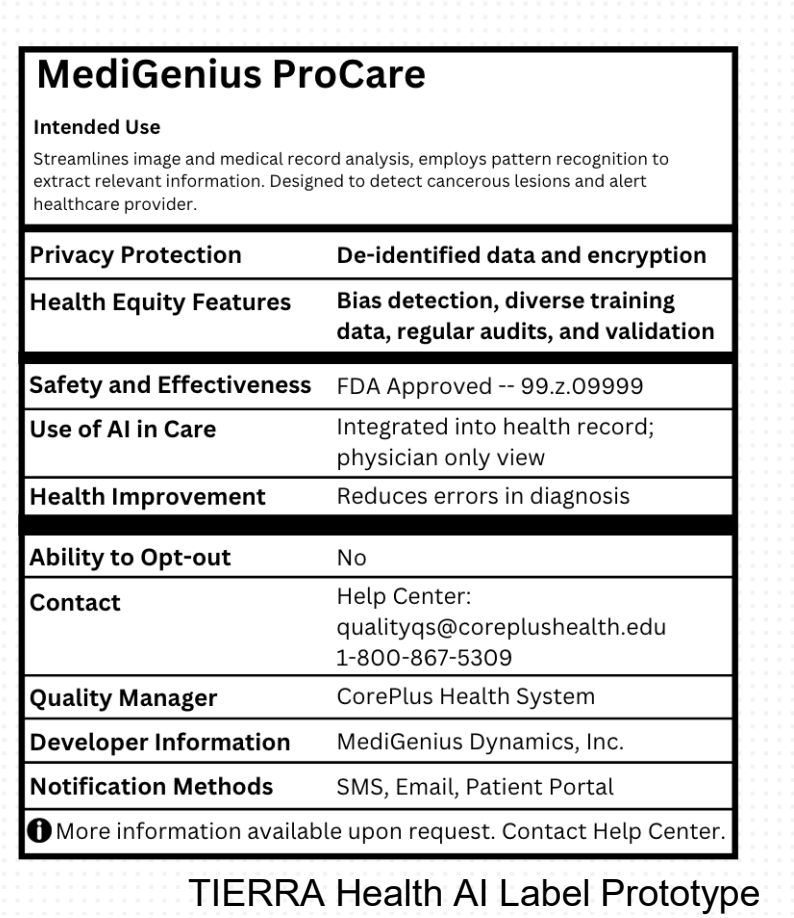
Comfort with different uses of AI depends on other experiences with healthcare

- Clear privacy policies positively associated with comfort with all uses
- Having health insurance positively associated with comfort with clinical applications
- Experiences of discrimination negatively associated with administrative and transplant applications

Notify people about the use of AI

- Based on a national survey, 95.2% of people **want to be notified about the use of AI in healthcare**
  - 62.7% of people say it's very important they are notified

- Regarding AI use in healthcare, patients want to know about:
  - Privacy protections
  - Bias and fairness
  - Safety and efficacy



MediGenius ProCare

Intended Use

Streamlines image and medical record analysis, employs pattern recognition to extract relevant information. Designed to detect cancerous lesions and alert healthcare provider.

Privacy Protection	**De-identified data and encryption**
Health Equity Features	**Bias detection, diverse training data, regular audits, and validation**
Safety and Effectiveness	FDA Approved -- 99.z.09999
Use of AI in Care	Integrated into health record; physician only view
Health Improvement	Reduces errors in diagnosis
Ability to Opt-out	No
Contact	Help Center: qualityqs@coreplushealth.edu 1-800-867-5309
Quality Manager	CorePlus Health System
Developer Information	MediGenius Dynamics, Inc.
Notification Methods	SMS, Email, Patient Portal

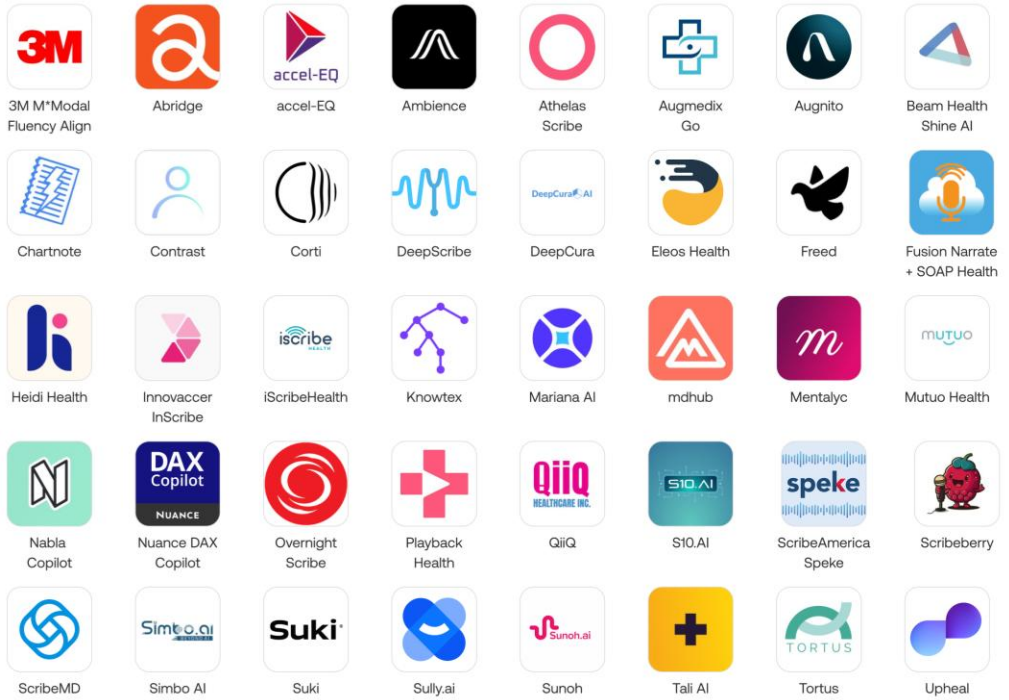
ⓘ More information available upon request. Contact Help Center.

TIERRA Health AI Label Prototype

Platt J, Nong P, Carmona G, Kardia S. Public attitudes toward notification of use of artificial intelligence in health care. JAMA Network Open. 2024 Dec 11;7(12):e2450102.
Sielaff ML, Platt J, Tan S, Ryan KA, Nong P, Kardia SL. Building Trust: Public Priorities for Health Care AI Labeling. The American Journal of Managed Care. 2026 Jan 1;32(1):e18.

What are we learning from patients about Ambient AI ?

- Survey (n=431)
- Interviews
- Dyad (Clinician-Patient)

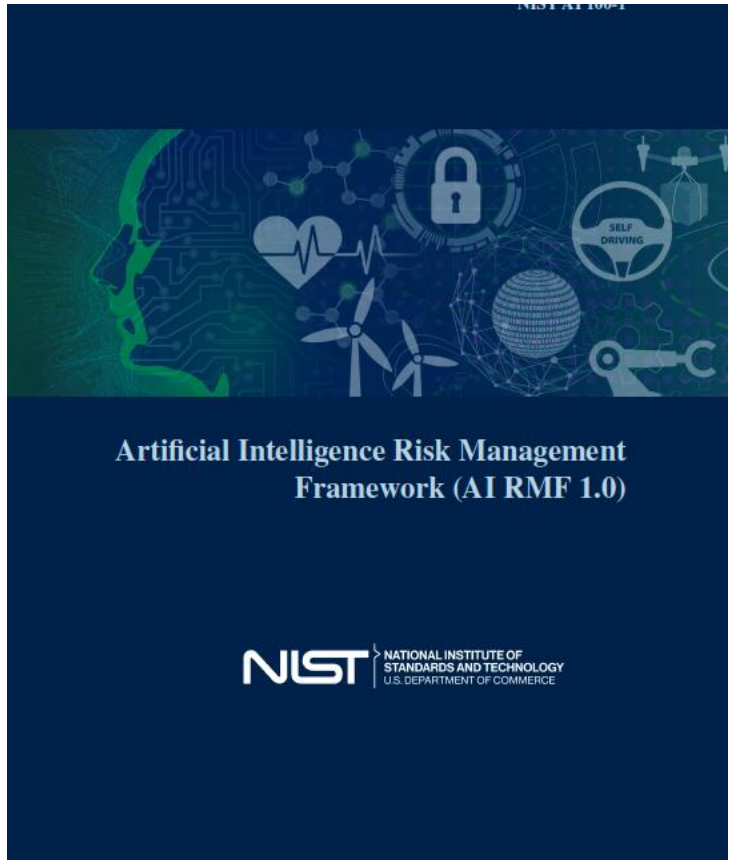


Preliminary findings

- Patients may not know Ambient AI is being used (~25%)
- Patient views of their provider, Michigan Medicine, and clinic notes **did not differ** by patient-reported Ambient AI use. Generally high trust among existing patients
- Participants **are willing** to have Ambient AI used in future visits but **prefer to be asked or notified at each visit.**

Where do we want to go?

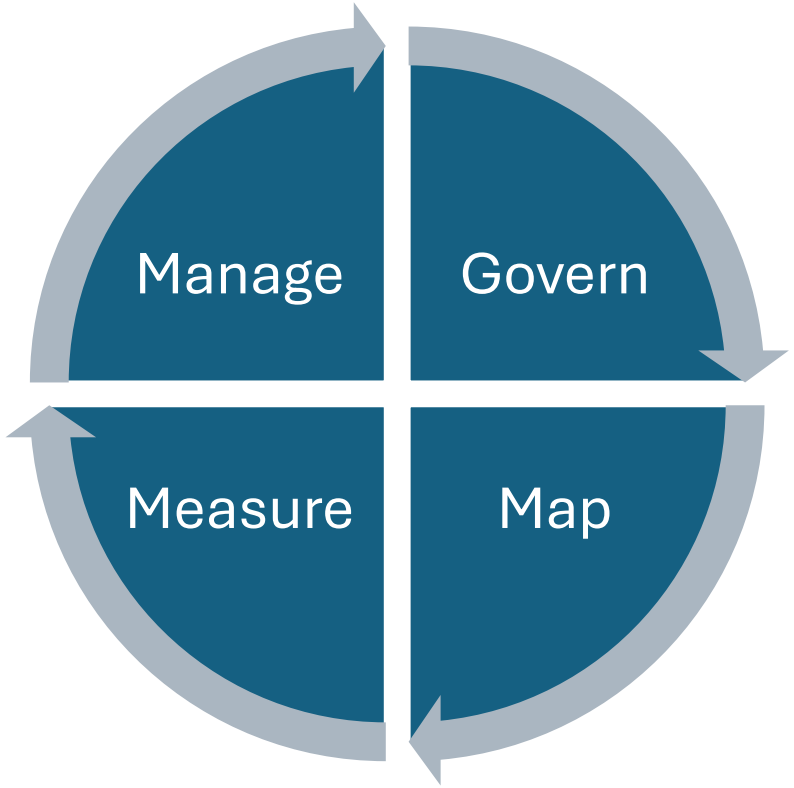
Focusing on a more complete picture



- Risks to people
  - Self
  - Patients
  - Clinicians
  - Public
  - Community
  - Society
- Risks to organizations, professions, and institutions
- Risks to ecosystems
  - Environment
  - Relationships

Mapping AI strengths and vulnerability

- Accountable and transparent
- Valid and reliable
- Safe
- Secure and resilient
- Explainable and interpretable
- Privacy-enhanced
- Fair with harmful bias managed



NIST Core Framework Lifecycle

Applying the NIST Risk Management Framework

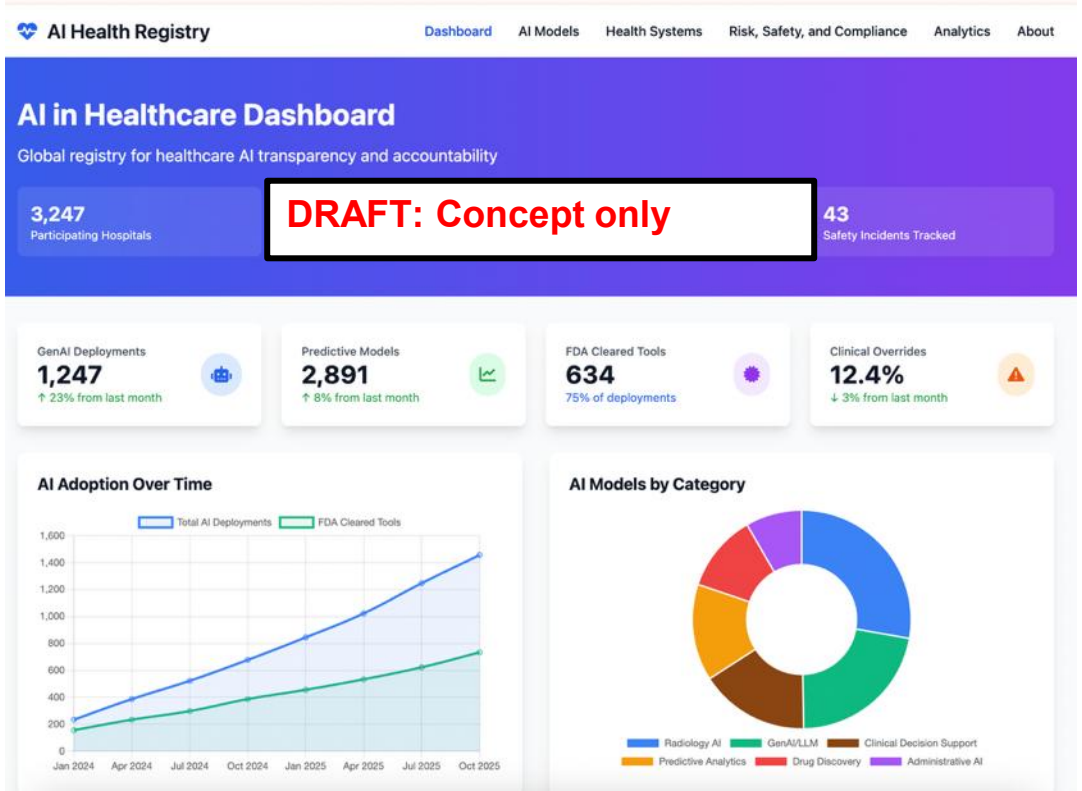
NIST Framework	NIST Characteristic	Qualtrics AI Risk Survey v2	Qualtrics AI Risk Survey Answer Options (Score)	Score	Weight
Map	Accountable & Transparent	Product or Tool Name	Epic End of Shift Notes	0-1	
Map	Accountable & Transparent	Product Description (2-3 sentences about what this AI does)	An AI-generated draft that focuses on the goals nurses choose as the most important for the patient for a shift gives them a starting point for their note, letting them spend more time sharing their expertise and clinical insights.	0-1	
Map, Govern	Accountable & Transparent	Who is the Technical Owner? (Provide a full name, position title and department.)	Jane Smith	0-1	
Map, Govern	Accountable & Transparent	Who is the Clinical AI Champion? (Provide fu	diatrics	0-1	
Map, Govern	Accountable & Transparent	Who is the Michigan Medicine Executive Sponsor? (Provide full name and title.)	Cindy Evans, ACMIO, Pediatrics	0-1	
Map	Accountable & Transparent	What is the source of this AI product? (Vendor Name, Organization, etc.)	Epic	0-1	
Map	Valid & Reliable	What is your Use Case for this AI Solution? What are you trying to accomplish?	Role: Nurses. "Generative AI helps you finish your shift faster by automatically drafting your end of shift Care Plan notes."	0-1	
Map	Valid & Reliable	What are the Key Benefits of this AI Solution? (Select all that apply)	1. Cost Savings	0-1	
			2. Revenue Generation	0-1	
			3. Patient/Staff Safety	0-1	
			4. New Service(s)/Capabilities	0-1	
Map	Valid & Reliable	What are your Success Metrics for this AI Solution?	Improved communication between disciplines on patient progress, Align with Epic average of 8.4 minutes by April 30, 2026	0-1	
Map	Accountable & Transparent	How would you categorize this AI Solution? (Select one)	1. Clinical Decision Support	1	
			2. Research	4	
			3. Administrative/Operational Support	3	

DRAFT: Concept only

Applying the NIST Risk Management Framework

A	B	C	D
Use Case	**Type**	**Risk Score**	**Category**
Prior Authorization	Administrative	63%	Low (51%-64%)
Care Management	Administrative	53%	Low (51%-64%)
Inbox Triage and Summaries	Administrative	80%	High (75%-84%)
Radiology	Clinical	57%	Low (51%-64%)
Opioid			High (75%-84%)
Ambient Scribe			Very High (86%-100%)
Sepsis	Clinical	67%	Moderate (65%-74%)
Mammography	Clinical	61%	Low (51%-64%)
Administrative/Billing	Administrative	64%	Low (51%-64%)

DRAFT: Concept only

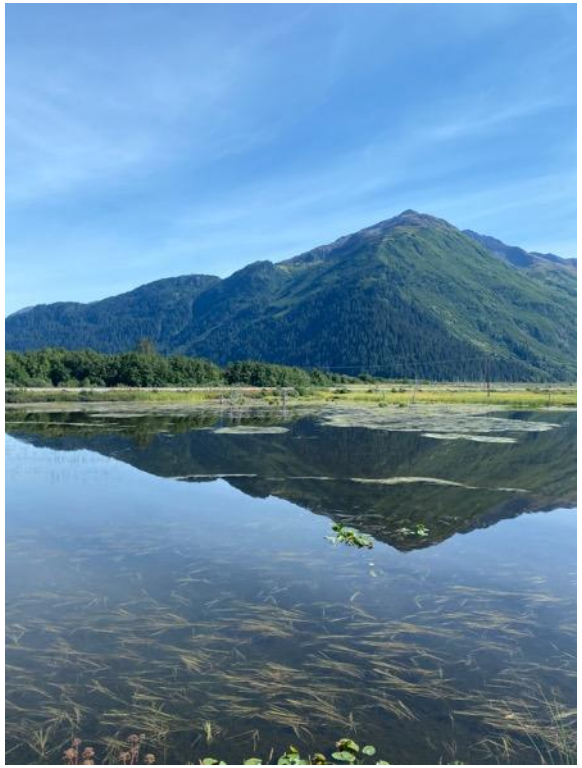


Governance challenges and opportunities

> *A body of men holding themselves accountable to nobody ought not to be trusted by anybody.*
>
> - Thomas Paine

- Knowing which AI tools are being used and impact
- Subjectivity and temporality of risk
- Sustainable patient and public engagement
- Lack of (AI) transparency
- Organizational capacity
- Oversight committees are new (Nong et al, 2025)

Final Thoughts



Support “real talk” about AI

Dynamic, responsive systems

A place to start: patients want to (at least) be notified

“In-reach” and “Out-reach”

A chance to build better systems

Thank you

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