

An application of Kolb's experiential learning theory to teaching AI scribe technology to healthcare practitioners

Justin McNish

Grader: Marie Eason Klatt

The Problem

- Primary care access crisis —> physician burnout
- AI scribe technology
- Slow uptake —> up to one-third wishing there was more education for implementation (Centre for Digital Health Evaluation, 2024).

(doing)

**Active
Experimentation**

(feeling)

**Concrete
Experience**



(thinking)

**Abstract
Conceptualization**

(watching)

**Reflective
Observation**

Objectives

- Understand how recognition of learners' preferences with respect to entry into Kolb's cycle of experiential learning may enhance effective learning engagement
- Utilize this recognition to describe a model for AI scribe technology education to primary care providers

References

1. Adler-Milstein, J., Zhao, W., Willard-Grace, R., Knox, M, & Grumbach, K. (2020) *Electronic health records and burnout: Time spent on the electronic health record after hours and message volume associated with exhaustion but not with cynicism among primary care clinicians*. J Am Med Inform Assoc. 2020 Apr 1;27(4):531-538.
2. Centre for Digital Health Evaluation - Women's College Hospital (2024) *Clinical Evaluation of Artificial Intelligence and Automation Technology to Reduce Administrative Burden in Primary Care*. Accessed at: https://www.ontariomd.ca/documents/ai%20scribe/ai%20scribe%20evaluation_final%20report_vf.pdf
3. Kolb, A. Y. & Kolb, D. A. (2017) *Experiential Learning Theory as a Guide for Experiential Educators in Higher Education*, Experiential Learning & Teaching in Higher Education: Vol. 1: No. 1, Article 7. Accessed at: <https://nsuworks.nova.edu/elthe/vol1/iss1/7>