ANNUAL

Advances and Innovations in Endoscopic Oncology and Multidisciplinary Gastrointestinal Cancer Care

Revolutionizing Patient Interaction: AI's Role in Transforming GI Oncology Communication

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Disclosures

- I do not have any relevant financial relationships.

This presentation and/or comments will provide a balanced, non-promotional, and evidence-based approach to all diagnostic, therapeutic and/or research related content

Cultural Linguistic Competency (CLC) & Implicit Bias (IB)

STATE LAW:

The California legislature has passed Assembly Bill (AB) 1195, which states that as of July 1, 2006, all Category 1 CME activities that relate to patient care must include a cultural diversity/linguistics component. It has also passed AB 241, which states that as of January 1, 2022, all continuing education courses for a physician and surgeon **must** contain curriculum that includes specified instruction in the understanding of implicit bias in medical treatment.

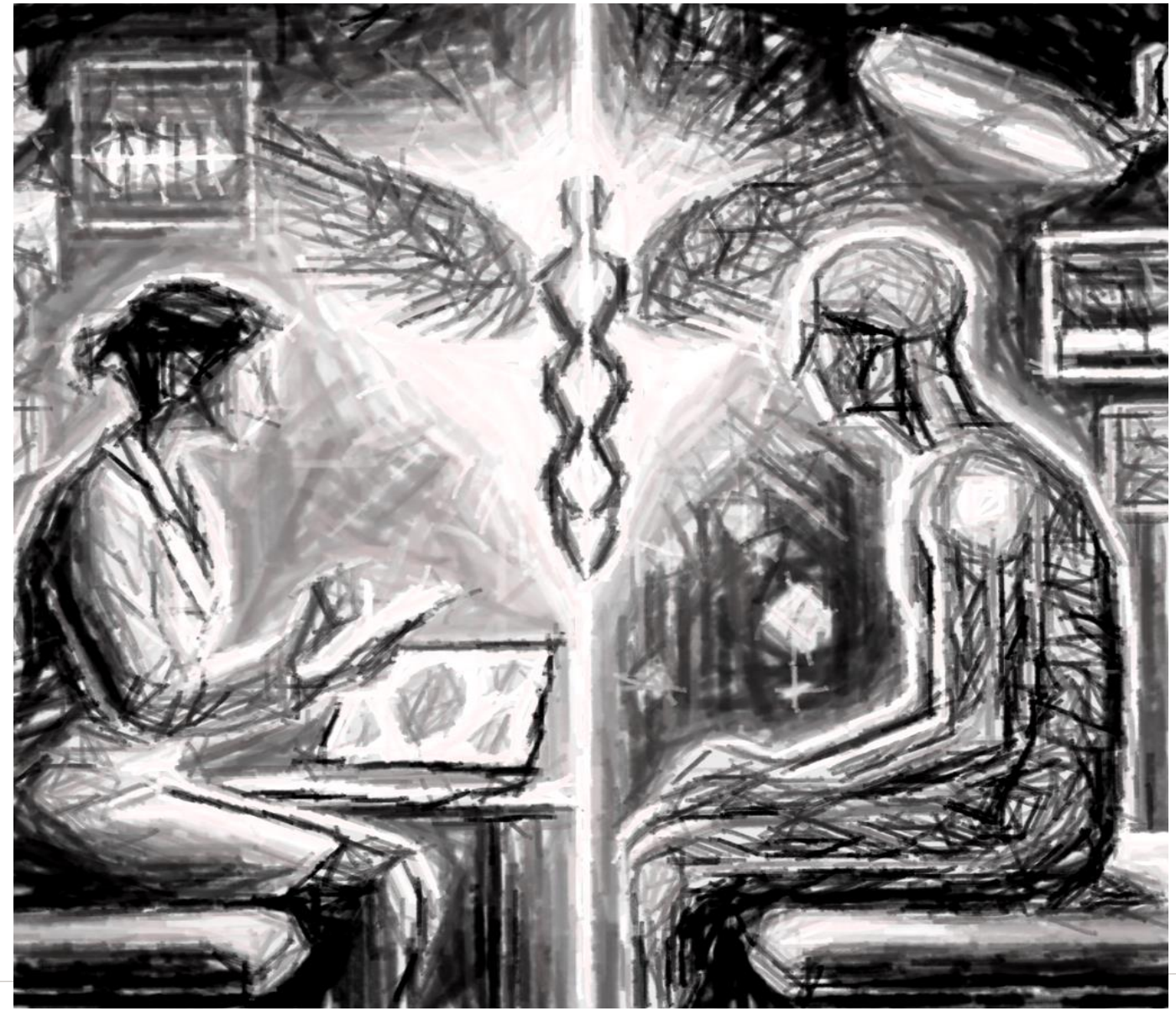
The cultural and linguistic competency (CLC) and implicit bias (IB) definitions reiterate how patients' diverse backgrounds may impact their access to care.

EXEMPTION:

Business and Professions Code 2190.1 exempts activities which are dedicated solely to research or other issues that do not contain a direct patient care component.

The following CLC & IB components will be addressed in this presentation:

- Enhancing communication with AI across individual differences and clinical contexts.
- Acknowledging bias that may happen in communication



OpenAI. (2025). *An artistic split-screen illustration representing two sides of oncology care* [AI-generated image]. ChatGPT. https://chat.openai.com/

Landscape of Communication in Oncology

Complex Communication Demands

- breaking unexpected news
- discussing prognosis
- shared decision-making
- hope vs. realism

Emotional Demands

patients and clinicians

Current Challenges:

- time pressure
- burnout
- documentation overload
- disparities in communication quality

AI and Oncology: What's here and what's coming?

Current tools

Chatbots for symptom triage (e.g., cancer treatment side effects)

NLP tools for summarizing patient notes or identifying gaps

Predictive models for outcomes/prognosis

Virtual assistants for documentation or scribing

Emerging innovations

Emotion AI and sentiment analysis

AI-assisted decision aids

Conversational agents trained in empathy

Augmenting (Not Replacing) Human Communication

AI enhances clinician-patient interaction:

- More face time with patients (AI takes notes)
- Identifying psychosocial cues clinicians may miss
- Personalizing educational content to patient needs

The Human Layer: empathy, nuance, meaning, silence—elements AI can't replicate

Ethical caution: not all communication can or should be automated

Challenges and Pitfalls

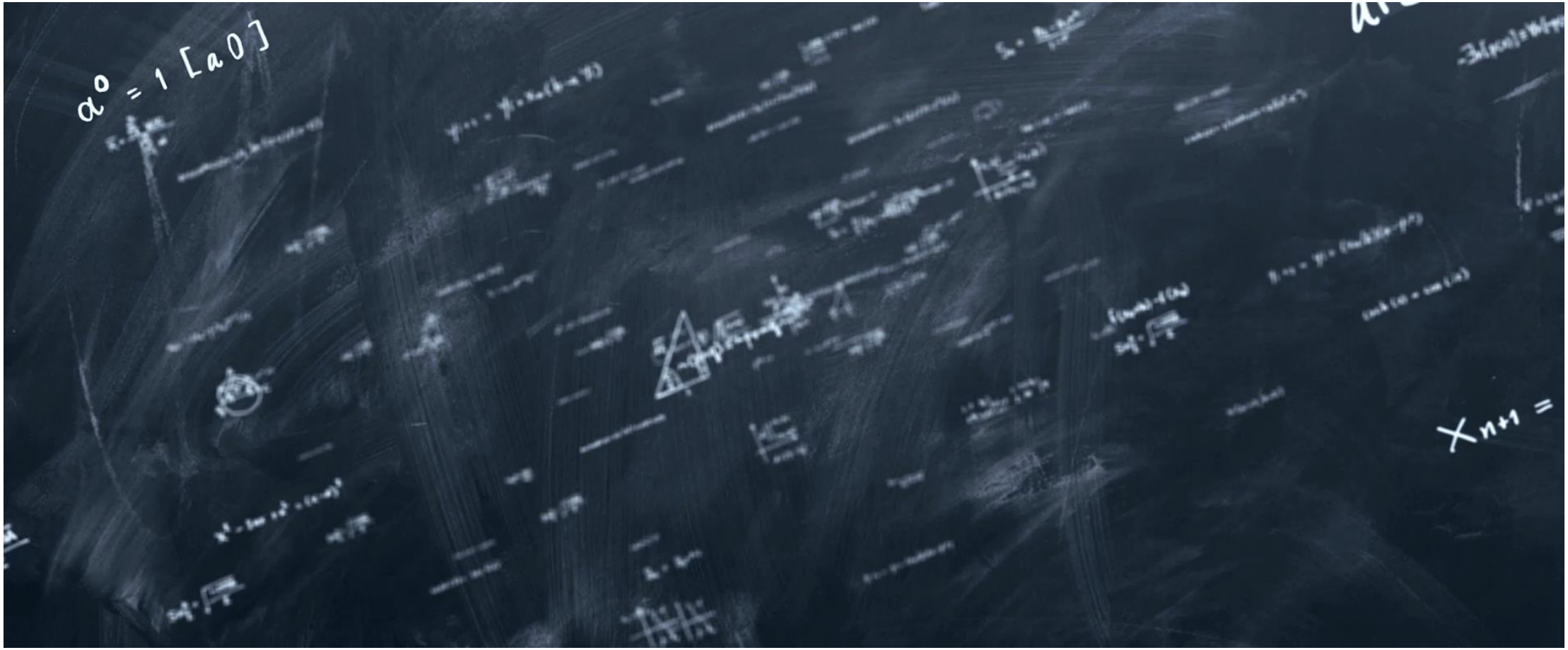
- **Bias in AI models**: impact on marginalized patient communication
- **Data privacy and trust**
- **Dehumanization risk**: When AI becomes a barrier instead of a bridge
- **Clinician dependency**: over-reliance on AI insights without critical thinking

Training in a Hybrid Future

OpenAI. (2025). *Artistic illustration representing training for a hybrid future in oncology care* [AI-generated image]. ChatGPT. https://chat.openai.com/

- **Communication skills still matter**: need for robust, intentional training
- **Clinician-AI teaming**: like copilot models—knowing when to lead, when to rely
- **Preparing the workforce**: empathy + tech literacy

Examples



The Future of Caring

Thank you!