OCCUPATIONAL THERAPY
COLORADO STATE UNIVERSITY

# Understanding Clinicians' Views on AI in Documentation

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## BACKGROUND

Documentation is essential for compliance, communication, and reimbursement, but contributes to workload and burnout.

- Generative AI (e.g., ChatGPT, Copilot) can draft and refine text, offering potential gains in efficiency and clarity.
- Literature highlights ethical risks: privacy, "hallucinations," liability, and erosion of clinical reasoning.
- Little is known about rehabilitation clinicians' readiness to use generative AI specifically for documentation.

Conceptual / Theoretical Lense

- Technology Acceptance Model (TAM): perceived usefulness, ease of use, and intention to use.
- Occupation-focused view: documentation as an "occupation"; AI as a tool in the environment that can support or hinder that occupation.

## STUDY GOALS

Goal

- To explore how rehabilitation clinicians perceive and are prepared to use generative AI for documentation.

Objectives

- Describe current documentation workload and strategies.
- Identify perceived benefits and risks of AI-assisted documentation.
- Explore conditions needed for ethical and effective AI use in practice.

Capstone Activities

- Designed survey and interview guides based on TAM and OT values.
- Collected survey and interview data from practicing clinicians.
- Coded and analyzed data; synthesized findings with current literature.
- Translated results into practice and education recommendations.

## METHODS

Design

- Mixed methods: online survey + semi-structured interviews.

Participants

- Survey: 24 rehabilitation clinicians (OT, PT, SLP) in the U.S.
- Interviews: 11 clinicians (10 OTs, 1 PT)
- Inclusion: ≥18 years old, ≥1 year practice, direct responsibility for documentation.

Data Collection

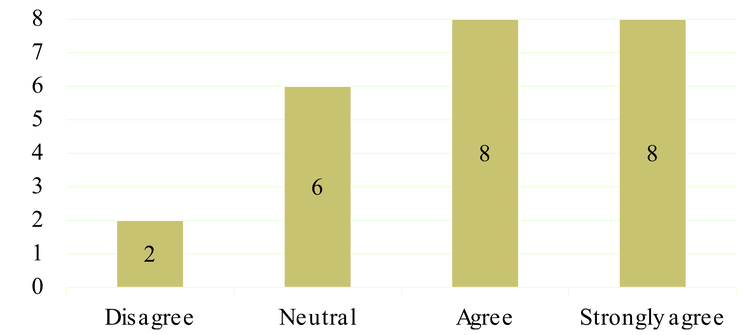
- REDCap Survey: Personal and clinical AI use; trust, privacy and liability concerns; willingness to use secure EHR-integrated AI.
- Online Interviews: Perceived AI benefits/risks; ethical issues; desired policies and training.

Analysis

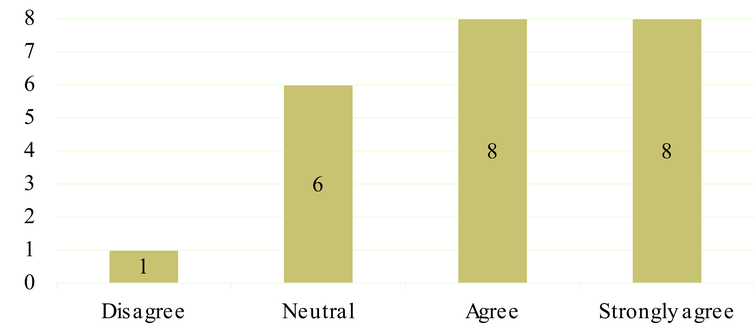
- Descriptive statistics for survey data.
- Inductive thematic analysis of transcripts using a refined codebook

## SURVEY RESULTS

"I often felt stressed because of the amount of documentation required."




"AI could reduce the time I spend on documentation"




## INTERVIEW RESULTS

| Theme | Definitions | Sub-theme | Definition | Representative Quote |
|---|---|---|---|---|
| Theme 1 - Perceived Benefits & Opportunities | AI as a drafting & polishing tool to reduce "blank page" time and improve concisene ss. | • Reduced Workload and Enhanced Efficiency | AI can automate routine documentation tasks, saving time and ensuring consistency. | "If I could just type in my assessment and it can make it look nice into a formatted note, that is a better use of my expertise." (P3) |
| | | • Support for Clinical Decision-Making and Treatment Planning | AI assists in recalling prior sessions, developing plans, and improving treatment quality. | |
| | | • Continuous Learning and System Improvement | AI's adaptive capabilities allow systems to become more efficient and user-friendly over time. | |
| Theme 2 -Barriers, Risks & Concerns | Concerns that AI could degra de clinical reasoning and documentation skills over time | • Threats to Clinical Judgment and Skill Development | Overreliance on AI may erode clinicians' independent reasoning, clinical decision-making, and professional growth. | "If we rely on AI to craft our Intervention strategies, we lose that Interpersonal piece…we are just following a script." (P1) |
| | | • Liability and Accuracy Concerns | Errors or inconsistencies in AI-generated documentation could create ethical dilemmas and expose practitioners to liability risks. | |
| | | • Privacy and Data Security Risks | Clinicians express concerns about confidentiality and the secure handling of patient information. | |
| Theme 3 – Future Directions & Conditions for Adoption | Openness to AI If governance + Infrastructure are in place | • Need for Secure Infrastructure and Ethical Regulation | Successful integration of AI requires strong data security protocols, institutional guidelines, and ethical oversight. | "People need training on how to use it ethically and correctly." (P7) |
| | | • Education and Training for Responsible AI Use | Ongoing education ensures clinicians use AI ethically and effectively. | |
| | | • Human–AI Collaboration for Optimal Practice | AI should complement, not replace, clinician expertise and clinical reasoning. | |
| | | • Customized AI for Occupational Therapy Practice | Need for AI tools specifically designed to support occupational therapy documentation to enhance relevance and usability in daily practice. | |

## CONCLUSION

Generative AI is viewed by occupational therapy practitioners and as a promising but high-stakes tool for documentation. Participants recognized possible gains inefficiency and clarity, yet consistently emphasized concerns about privacy, accuracy, and preservation of authentic OT reasoning and client narratives. Readiness for adoption depends on strong organizational policies, trustworthy technology, and education that equips therapists to critically evaluate AI output.

## REFERENCES