AI IN CLINICAL EDUCATION AND EXPERIENCE

Tegria

AI Training for End-of-Life Conversations

A scalable AI training assistant that simulates realistic patients and coaches physicians on compassionate communication during emotionally charged care conversations

- **Primary Challenge:** Clinicians often receive very limited training for end-of-life conversations, while traditional actor-based role play is costly, time-limited, and difficult to scale.
- **What AI Does:** An AI patient simulation mimics realistic emotional and cognitive states, while an AI coach monitors the exchange and provides feedback based on physician-developed communication guidelines.
- **Who Benefits:** Physicians, educators, physician researchers, and health systems seeking better communication training without the constraints of standardized patient programs.
- **Why It Matters:** It replaces a costly, capacity-limited training model with a scalable alternative that can expand access to high-quality empathy training.

THE PROBLEM

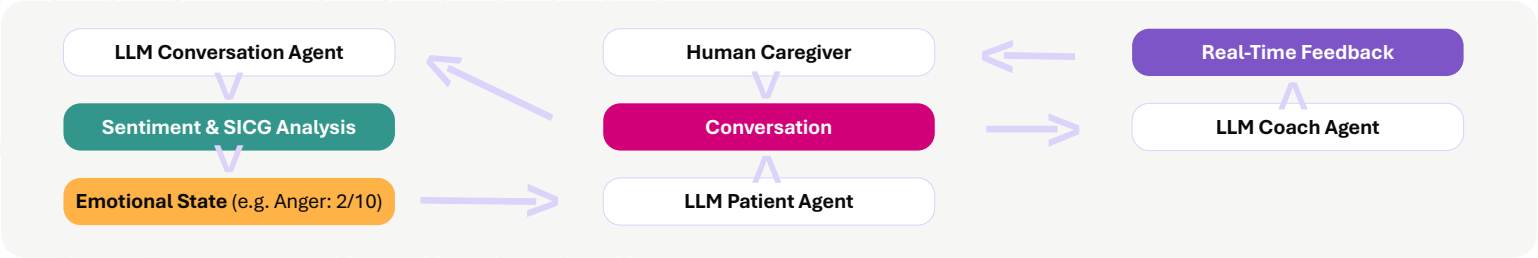
- Medical providers often receive less than 15 minutes of training on how to navigate emotionally charged end-of-life conversations.
- Traditional empathy training requires paid actors and instructor time, with sessions limited to about 1.5 hours and only a small share of clinicians reached over time.

HOW THE SOLUTION WORKED

- AI patient personas were designed to feel like real patients, including emotional state, support system, goals of care, communication style, and behavioral cues.
- During the conversation, an AI coach monitors the interaction and evaluates clinician responses against communication best practices developed by physician researchers.
- The architecture supports realistic, adaptive dialogue and immediate feedback, creating a repeatable training environment without the limits of live actor scheduling.

OPERATIONAL AND EDUCATIONAL IMPACT

- The program creates a scalable alternative to standardized patient role play, allowing more clinicians to practice difficult conversations more often.
- It expands training access while preserving quality through guideline-based coaching and structured feedback.
- The same approach can support future education use cases where simulation, observation, and personalized feedback are more effective than static training modules.



WHERE THIS PATTERN COULD GO NEXT

- Other emotionally complex communication scenarios such as goals-of-care conversations, serious diagnosis disclosure, family meetings, or caregiver support.
- Broader clinician training programs that benefit from realistic simulation, expert-defined feedback, and repeatable practice at scale.

WHY THIS PROJECT STANDS OUT: It demonstrates how AI can extend clinical education, combine research-based communication standards with agentic simulation, and replace a high-cost training model with a scalable one.