

The Roundup

Where Innovation Drives Impact

Coming This Summer

Updates to UW Medicine AI Policy

Updates to the UW Medicine AI Policy will go live in August. The updated policy will now include an expanded research scope and incorporate education-related AI uses.



Agent Factory on Epic

Agent Factory is Epic's new platform for creating custom AI agents and automated workflows that run natively within Epic. It complements Epic's existing suite of [AI tools](#) by offering a flexible way to support and automate workflows that may be unique to our organization.



We encourage you to watch the [Agent Factory Overview](#)*, which provides an excellent introduction to the platform, how it works, and examples of how other organizations are leveraging it today.

*An Epic UserWeb account is required to access the recording. [Sign up here](#) and select UW Medicine as your organization. You'll be guided through setting up an account using your UW Medicine AMC credentials (this is the username and password you use to sign into Epic, Unite, etc.).



Contribute content or
feedback to:
uwminnovationcore@uw.edu



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colleague): [Newsletter Sign-Up](#)

Upcoming Event: Innovation Core Café Series



Join us for a casual 1-hour gathering to connect with colleagues who are interested in advancing healthcare innovation! [RSVP here](#)

July 15th: 9:00-10:00AM via Zoom

Help Guide UW Medicine's AI Workforce Literacy and Training Strategy

The AI Workforce Literacy Task Force is developing recommendations that would ensure our workforce knows how to use AI tools safely and appropriately. As part of this work, they seek to understand the current knowledge of and readiness for AI adoption across UW Medicine.

The Task Force welcomes your insight—please take 15 minutes to [complete the needs assessment](#).

Innovation in Action



Patient Financial Services Scorecard 2.0

The innovation

A custom bot pulls performance metrics from Epic and UKG as system-driven input to populate department, team, and individual representative scorecards

The impact

Saves 2,300 hours per year manually pulling metrics, enabling PFS managers to focus on analyzing the data and addressing gaps. This has reduced copy-and-paste errors and improved engagement scores, accountability measures, and transparency of monitoring.

[Adrienne Leistner](#), Project Director
Enterprise Revenue Cycle



Potential Coverage to Self-Pay Accounts

The innovation

For patient accounts in Epic where a patient is identified as self-pay but potential available coverage has been found, a bot adds the coverage to these patients and initiates billing.

The impact

The bot has billed over \$100,000 monthly in FY26 with an expected increase of \$40,000 in monthly reimbursement.

[Adrienne Leistner](#), Project Director
Enterprise Revenue Cycle



Are you using UW Medicine Chat?

It is approved for use with UW Medicine Data, including PHI. The app has new functionalities, including file uploads and access to additional models (e.g., Google Gemini and Anthropic Claude). Read the Vitals story [here](#).

Innovation Spotlight

Building Tomorrow's Hospital Today

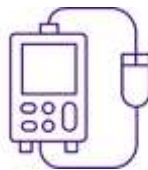
How Harborview is Transforming Patient Care

HMC is laying the groundwork for intelligent care delivery ahead of its anticipated 2032 patient tower opening. Its Innovation Lab enables frontline teams to evaluate emerging technologies in simulated environments. This rigorous approach, paired with industry partnerships and collaboration with ITS, ensures that workflow integration, operational impact, and user experience are thoroughly assessed while keeping patient safety a priority.

The Smart Room initiative is already demonstrating real-world impact. Virtual Nursing, launched in 2025, aims to support 50% of inpatient beds by June 2027. Pilots around AI-enabled fall detection and ambient monitoring are testing solutions for improved efficiency and safety.



Real Time Location System



Smart IV Pumps



Patient Smart Call System



TV at Footwall with 2-way camera and voice technology



Ambient Monitoring



Nurse with Cellphone

Can I Use AI for that?

UW Medicine has an enterprise-wide policy on the use of AI. The policy is broad, applies to a variety of settings beyond the clinical environment, and includes guidance on when internal review and approval is required (and when it is not).

Please [take a read](#) and share with your colleagues!

UW Medicine Innovation Core | 1969 NE Pacific St. RR-810 | Seattle, WA 98195 US

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