



Pharmacy Grand Rounds

200 First Street SW
Rochester, Minnesota 55905
<https://ce.mayo.edu/pharmacy-grandrounds-2026>

Evaluating Ambient Listening in the EHR: Real-World Use, Clinical Impact, and Limitations

Session Date: 03/17/2026

Session Time: 11:00 – 11:45 AM (CST)

Target Audience

This continuing education (CE) session was planned to meet the needs of professional staff who deal with the selection and monitoring of medication(s) as part of their patient care duties, including pharmacists, RNs, APRNs, PAs, MDs.

Activity Overview

Ambient listening technologies are increasingly being integrated into the Electronic Health Record (EHR) to automate aspects of clinical documentation and reduce documentation burden. This presentation will examine how ambient listening is currently being used in clinical practice and evaluate evidence regarding the accuracy of Artificial Intelligence (AI)-generated documentation, as well as its impact on clinician workflow and patient experience. In addition, this presentation will review early implementation observations from within the organization, including utilization data and survey-based end-user feedback.

Learning Objectives

At the conclusion of this knowledge-based CE session, participants should be able to:

1. Describe how ambient listening technology is currently implemented and being used within the EHR.
2. Analyze how ambient listening changes clinical documentation processes and affects provider workflows.
3. Identify key strengths and limitations associated with ambient listening use in clinical settings.

Faculty Information

Bradley Zimmermann, PharmD, MBA
PGY2 Pharmacy Informatics Resident
Mayo Clinic Hospital - Rochester, MN

Bradley received a Doctor of Pharmacy degree from Drake University College of Pharmacy and is a current PGY2 pharmacy informatics resident at Mayo Clinic Hospital – Rochester. His practice interests include automation technology and reporting and analytics.



Approved Provider Statement



In support of improving patient care, Mayo Clinic College of Medicine and Science is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

Credit Statements

AMA

Mayo Clinic College of Medicine and Science designates this live activity for a maximum of 0.75 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

AAPA



Mayo Clinic College of Medicine and Science has been authorized by the American Academy of PAs (AAPA) to award AAPA Category 1 CME credit for activities planned in accordance with AAPA CME Criteria. This activity is designated for 0.75 AAPA Category 1 CME credits. PAs should only claim credit commensurate with the extent of their participation.

ACPE



ACPE Universal Activity Number (UAN): JA0000238-0000-26-051-L01-P

Mayo Clinic College of Medicine and Science designates this educational activity for a maximum of 0.75 ACPE Knowledge-based contact hours. Participants should claim only the credit commensurate with the extent of their participation in the activity

ANCC

Mayo Clinic College of Medicine and Science designates this activity for a maximum of 0.75 ANCC contact hours. Nurses should claim only the credit commensurate with the extent of their participation in the activity.

IPCE



This activity was planned by and for the healthcare team, and learners will receive 0.75 Interprofessional Continuing Education (IPCE) credit for learning and change.

Educational Format and CE Requirements

This CE session is available as a live presentation, including live webcast.

Participants must complete the following to record attendance and obtain CE credit:

1. Attend the entire session.
2. Text the session code to 507-200-3010 within 48 hours of the live presentation to record attendance.
 - a. This number is only used for receiving text messages related to tracking attendance

- b. Employees are encouraged to create a contact in their mobile phone, as the same number is used to record attendance for every session
3. Complete the online evaluation for the respective session within 2 weeks of live presentation.

Pharmacist CE credit is electronically transferred to the National Association of Boards of Pharmacy CPE Monitor. To track CE, please go to [NABP CPE Monitor](#).

Non-pharmacist attendees can print out a record of attendance at ce.mayo.edu after completing the evaluation and claiming credit.

[Live Webcast](#) – Register from the Education SharePoint site

Disclosure Summary

As a provider accredited by Joint Accreditation for Interprofessional Continuing Education, Mayo Clinic College of Medicine and Science must ensure balance, independence, objectivity and scientific rigor in its educational activities. All who are in a position to control the content are required to disclose all financial relationships with any ineligible company. Faculty will also identify any off-label and/or investigational use of pharmaceuticals or instruments discussed in their content for FDA compliance.

Listed below are individuals with control of the content of this program who have disclosed:

The faculty report the following relationships:

- Bradley Zimmermann, PharmD, MBA
 - Declares no financial relationship(s) pertinent to this session
 - Declares off-label use of medications will not be discussed during this presentation

Course Director and Planning Committee Members declare the following relevant financial relationship(s) pertinent to this session.

- No relevant financial relationship(s) with ineligible companies:
 - Jennifer Elmer, DNP, APRN, CCNS
 - Andrew Herber, PA-C
 - Sarah Jane Kotval, BSW, RSS Coordinator
 - Scott Nei, PharmD, BCPS, BCCCP, FCCM, FMSHP
 - Sara Thompson, PharmD, MEd, BCACP
- Relevant financial relationship(s) with ineligible companies:
 - Wayne Nicholson, MD, PharmD, BCPS - Intellectual Property - Anivive Lifesciences, Inc.

All relevant financial relationships have been mitigated.

For additional disclosure information regarding Mayo Clinic School of Continuous Professional Development accreditation review committee members visit ce.mayo.edu, About Us, Disclosures - or -

<https://ce.mayo.edu/content/disclosures>

System and Technical Requirements

For participants viewing the webcast, sessions are delivered via Mayo Clinic intranet web browser and Adobe® PDF. For participants viewing outside the Mayo Clinic firewall, a VPN connection is required for remote access. Recommended web browser includes Google Chrome. This session is planned and coordinated by **the Department of Pharmacy, Mayo Clinic**.