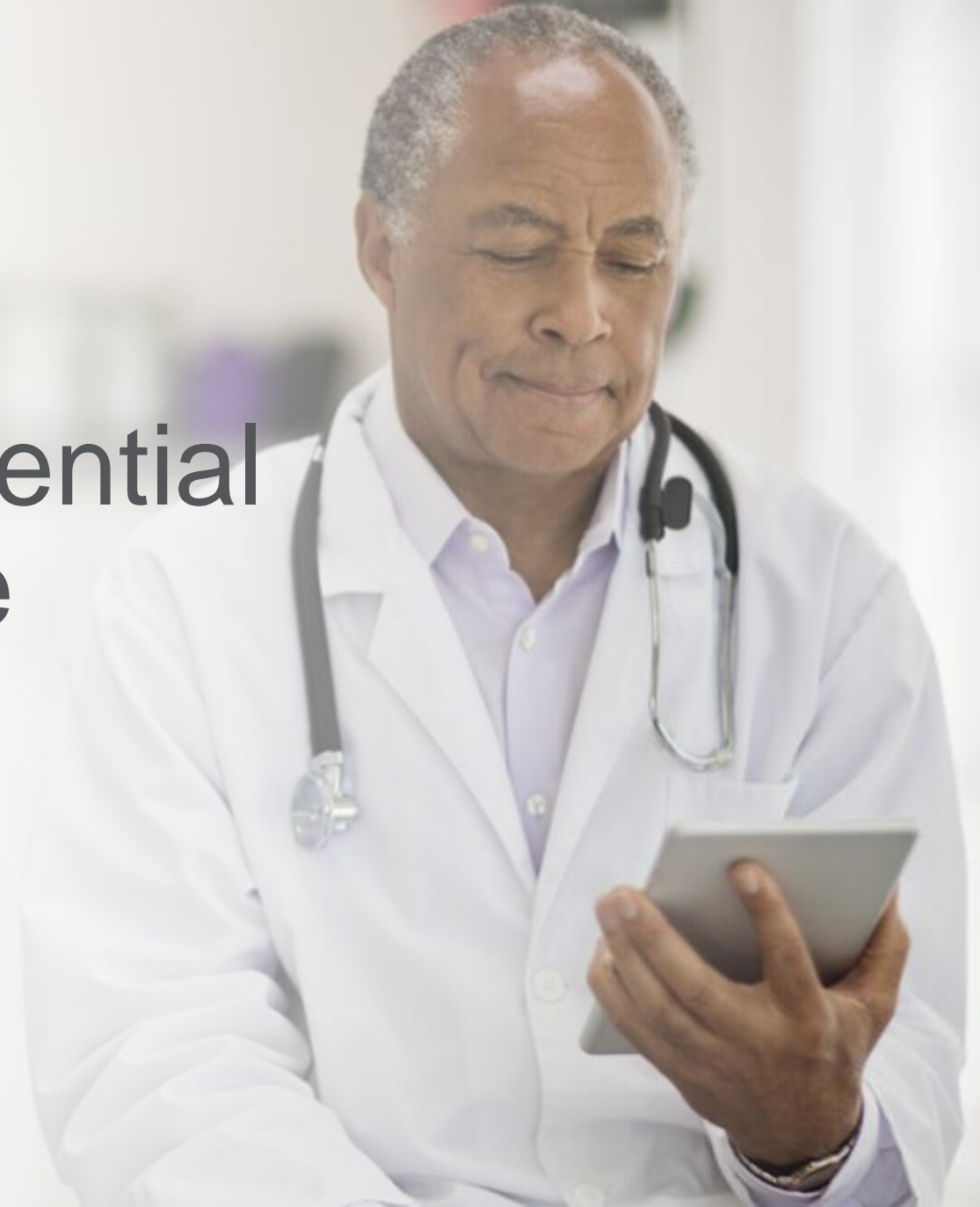


# The Promise & Potential of AI in Virtual Care

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# Disclosures

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## Financial Disclosures:

- MedtoMarket, Inc., advisor with stock options

# Promise of AI in Healthcare/Virtual Care

## *Improving the experience, efficiency and effectiveness*

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### Patient-oriented AI

- More choice and convenience
- Faster, easier appointment scheduling
- Convenient bill paying
- Less time filling out forms

### Clinician-oriented AI

- Reduce costs
- Reduce wait times
- Reduce errors
- Easier payment options
- Increase patient satisfaction

### Administrative- and operational-oriented AI

- AI-enabled tools can extract relevant information from large amounts of data and generate actionable insights that could be applied to many applications.
- Claims processing, clinical documentation, revenue cycle management and medical records management

# AI Application Across the *Virtual Care Continuum*

## Discovery

- Dynamic personalization
- Early detection
- Improve decision making
- Identify Need, Customized education
- Evaluate Options & Compare Prices

## Selection of Care Site

- Preferences, Precision Navigation,
- Decide best next action (level of care)
- Online Scheduling
- Clinical Trial Patient Identifier

## Entry into System

- Facial recognition- identity, registration efficiencies
- Automated and dynamic personalization
- Eligibility & authentication

## Care Delivery – Expand Access

- Synchronous & Asynchronous Doctor visits
- AI-powered Chat bots
- Virtual Assistants & NLP
- Emotion detection
- Early diagnosis, detecting cancer, anomaly ID
- Image diagnosis using AI/ML, Pathology
- Robot-assisted surgery
- Quality, error detection/prevention

## Pay

- Automated revenue cycle
- Efficient claims processing
- AI driven PBM's to target Fraud, Waste & Abuse

## Care Follow Up- Home Services

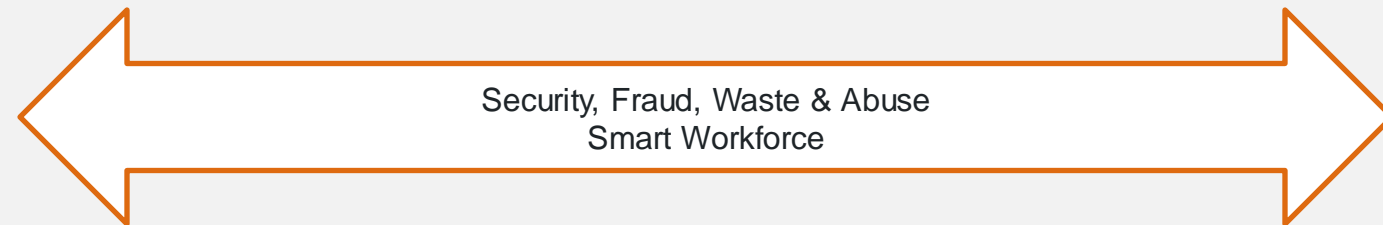
- Patient tracking
- Ambient monitoring with AI/ML for data management and next best action
- Personal Health Companions
- Robots for explaining lab results
- Follow orders for next steps: testing, procedures, referrals, future appts

## Ongoing Care Management

- Mobile Coaching
- Pain Assessment & Medication Use
- Health monitoring with AI and wearables
- Ambient clinical learning loop
- AI driven personal health companions
- Monitor general wellness/healthy living for preventive care
- Monitor chronic conditions to predict needs

## Issue Resolution

- AI assisted call centers
- Voice analytics
- Conversational AI



# AI Application well-suited for a virtual care delivery system

Smart Sensing	Intelligent Sound	Contextual Intelligence	Facial Recognition Technology	NLP & Conversational AI
<ul style="list-style-type: none"><li>• Tiny AI enables smarter sensing of individual activities and changing health status in their home environment on mobile devices</li><li>• Ambient clinical monitoring, integrated wearables, alert management</li></ul>	<ul style="list-style-type: none"><li>• Novel sensing techniques, which include the combination of sound with tiny AI models</li><li>• Vocalytics AI uses tiny AI technologies to turn “dumb noise” into “intelligent sound”</li></ul>	<ul style="list-style-type: none"><li>• Causal machine learning pushes algorithms closer to what clinicians do in practice and improves medical diagnosis efficacy.</li><li>• Disentangles correlation from causation for patient symptoms by bringing more applicable disease identification</li></ul>	<ul style="list-style-type: none"><li>• Matching facial characteristics to rare genetic disorders</li><li>• Emotion detection</li><li>• Behavioral health</li><li>• Earlier diagnosis- Dementia, Alzheimer's</li><li>• Vitals and lab</li><li>• Detecting quiet pain</li></ul>	<ul style="list-style-type: none"><li>• OpenAI is driving better language models which achieve human-like performance</li><li>• Generates coherent paragraphs of text , reading comprehension, question answering, and summarization, all without task-specific training</li></ul>