



(ACI) Ambient Clinical Intelligence

Returning Joy to Medicine

Riz Pasha, MD
CMIO
Microsoft Health & Life Sciences

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Helping solve healthcare's biggest challenges

Patient and member engagement



70%

of health consumers prefer digital solutions for all major aspects of their care journey¹

Health workforce burnout and talent shortage



35-54%

of clinicians are burned out² with 10M shortage predicted by 2030³

Adapting to changing requirements for value-based care



The top 40

U.S. payors acknowledged need for modern tech and increased data interoperability as key drivers for VBC⁴

Financial and operational pressures



\$54B

in estimated hospital losses and 26.7% operating margin decline year-over-year⁵

Effectively leveraging and interpreting data insights

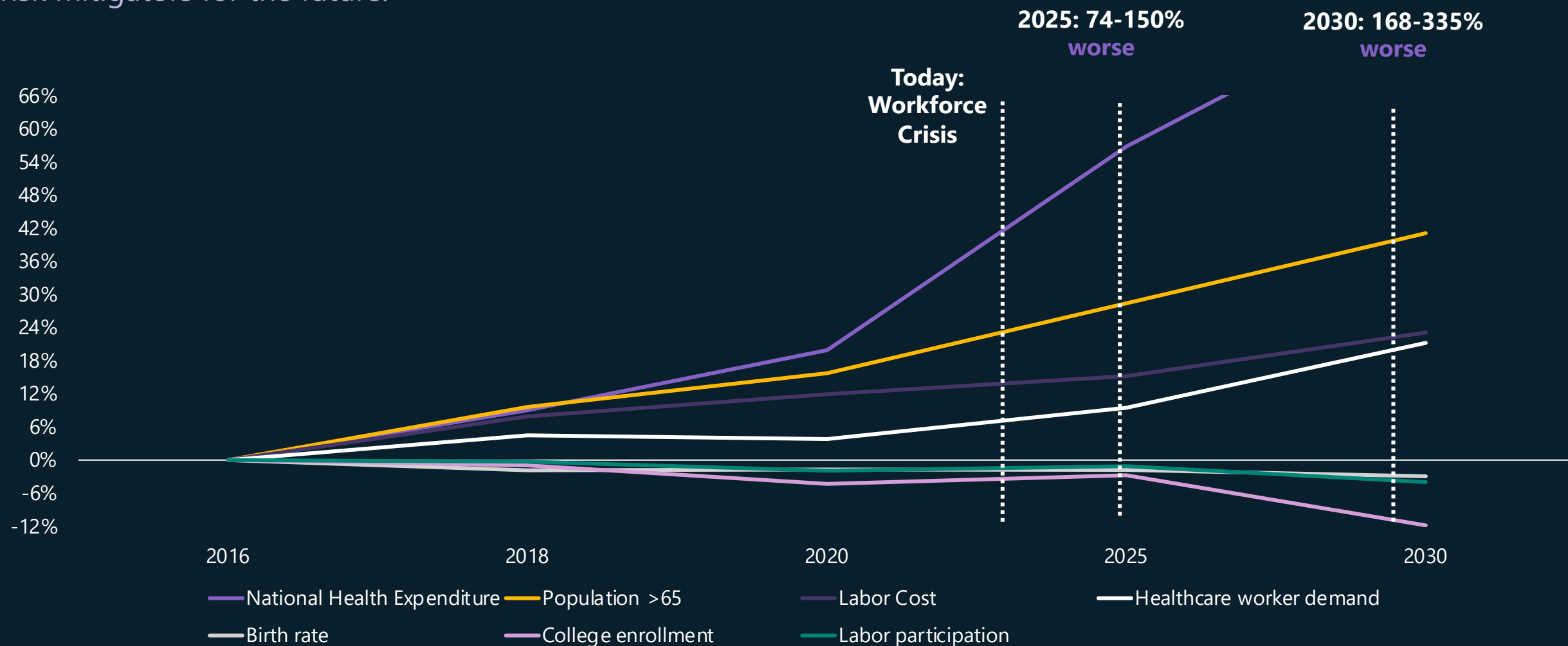
Hospitals produce **50 petabytes** of siloed data annually and **97% goes unused**⁶

Security and compliance pressures

Average cost of a healthcare breach is **\$10.10M**⁷

Workforce Analytics – What problem are we solving?

Today's workforce crisis is an unprecedented culmination of increased patient volume, skyrocketing expense, and diminishing supply, but **the situation will exponentially worsen** over the next decade. The need to deploy strategic workforce planning, increase capacity, workload balancing, and process automation **today** are the best risk mitigators for the future.



Worker well-being affects Every. Single. Aim



Better Health



Better Care



Lower Cost



Clinician
Experience



Health Equity

Effects of Cognitive Overload, Burnout, and Underskilling

MD and RN
exhaustion linked
to increased ICU
patient mortality

Increased medical
errors in surgeons

Decreased patient
satisfaction

Increased
turnover

Decreased
productivity

Burnout is a
serious
occupational
distress syndrome
affecting patient
care

Increased implicit
and explicit racial
bias among
trainees

**Our mission is to
empower every person
and every organization
on the planet to
achieve more**



Artificial Intelligence

Machine Learning

Deep Learning

Generative AI



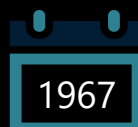
Artificial Intelligence

the field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence



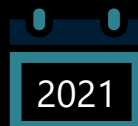
Machine Learning

subset of AI that enables machines to learn from existing data and improve upon that data to make decisions or predictions



Deep Learning

a machine learning technique in which layers of neural networks are used to process data and make decisions

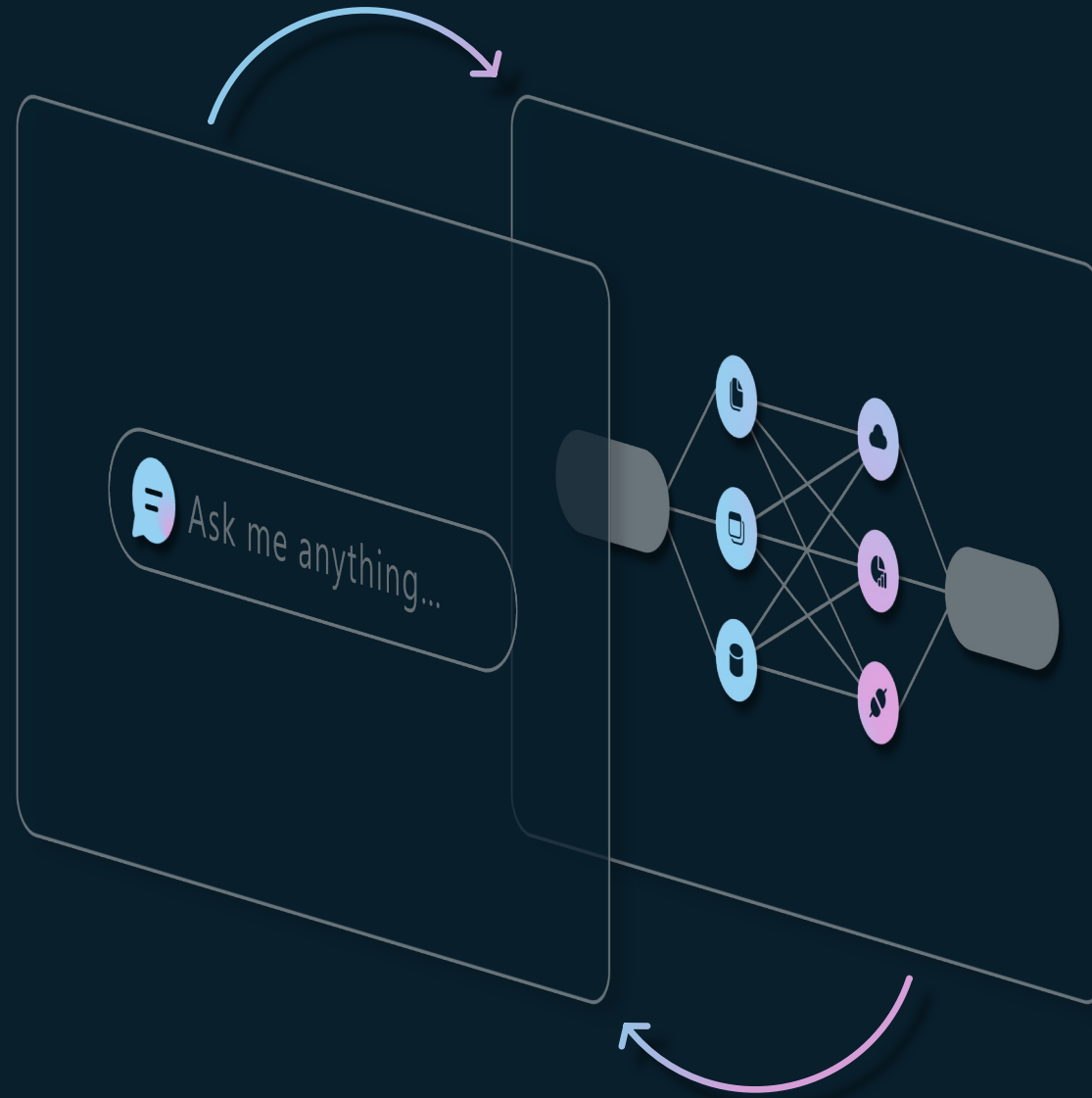


Generative AI

Create new written, visual, and auditory content given prompts or existing data.

The next
platform shift

Natural language



Reasoning engine

A single platform powered by voice

Natural and ambient speech



Clinical data and intelligence





Clinicians



Nurses



Radiologists



Clinical support staff

Dragon Copilot brings together...

Voice and conversation capture

Vocal biomarkers (e.g. depression screening)
• Multi-language

Documentation creation

Dictation • Ambient notes • Natural language control

Clinical data extraction

Orders • Problems • Meds • Allergies • other values

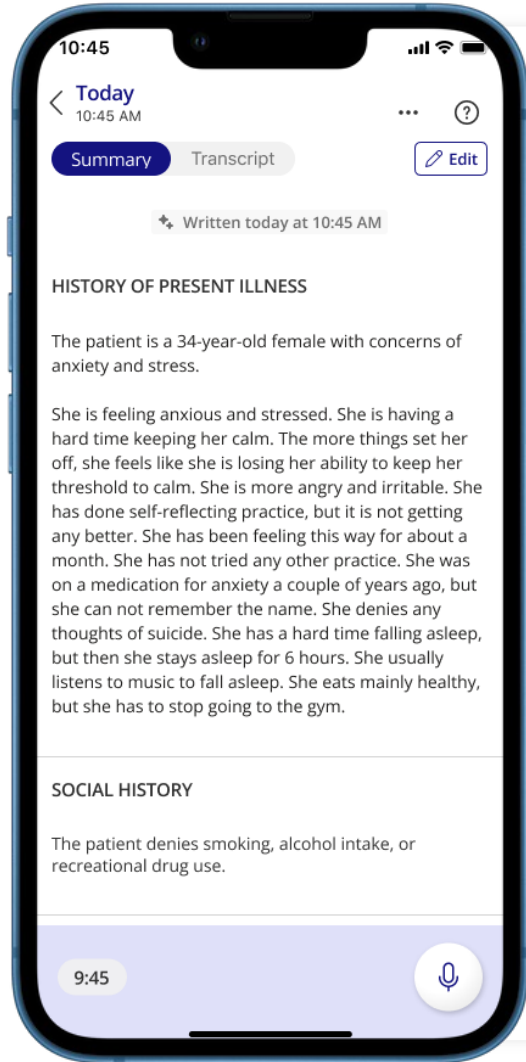
Data transformation and insights

Coding • CDS • Translation • AVS • Analytics • Discharge

 Microsoft + 3rd party ecosystem

...on a single platform

Notes and task automation



AI notes



Trained on millions of encounters



Standard format or customize your own



Integrated with Dragon Medical One or embedded in your EHR



Quick note turnaround



Scalable

Automatically document care and streamline clinical tasks.

After visit summaries

Referral letters

Encounter summaries

Evidence summaries

And more...

Copilot Capabilities for Nursing

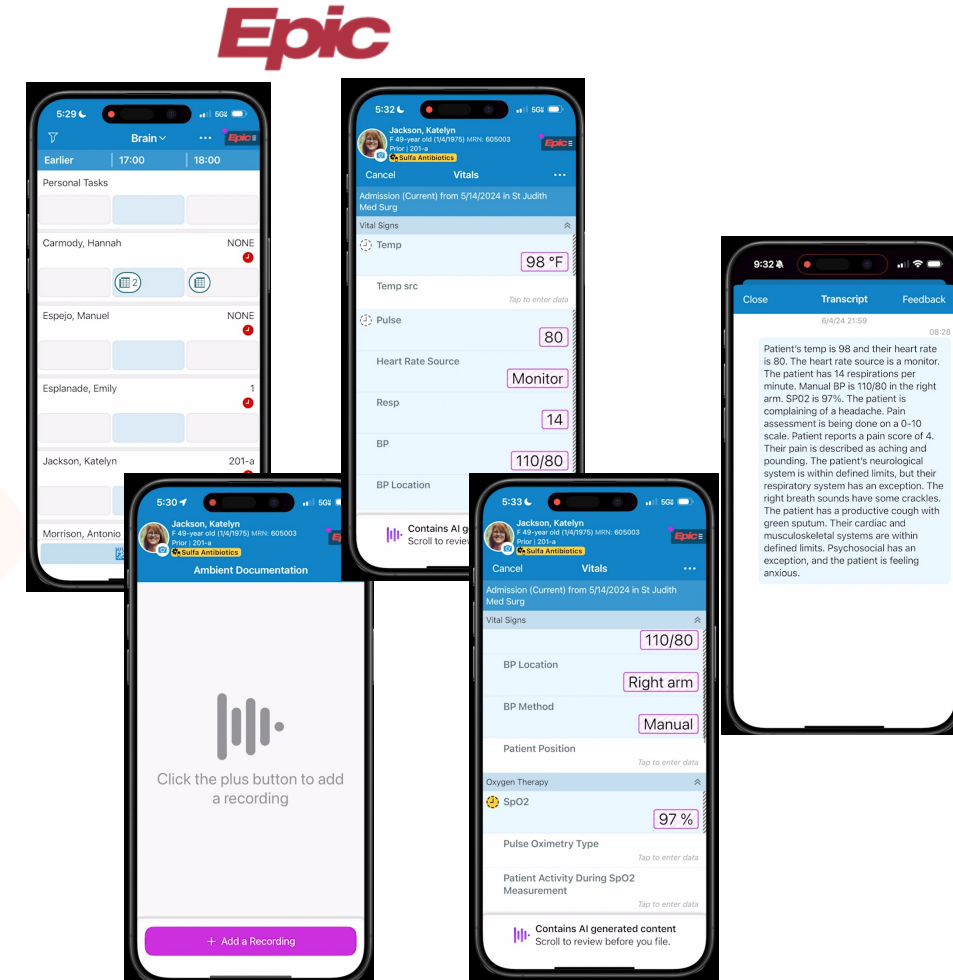
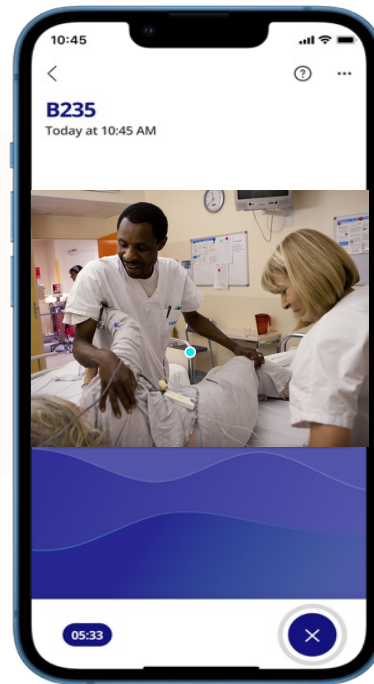
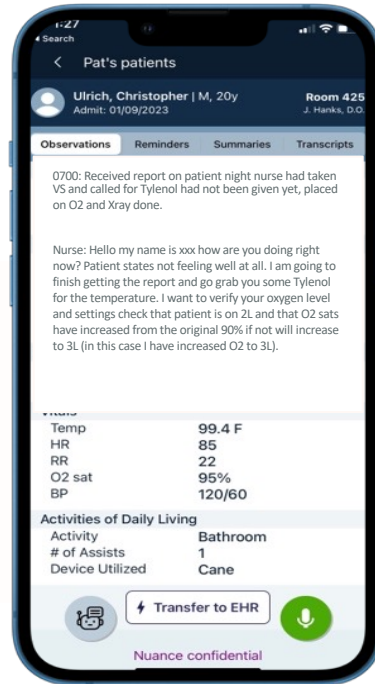
Flowsheet/Assessment information easily captured at the bedside drives efficiency and reduces cognitive burden



Smart phone
with Bluetooth
earbuds



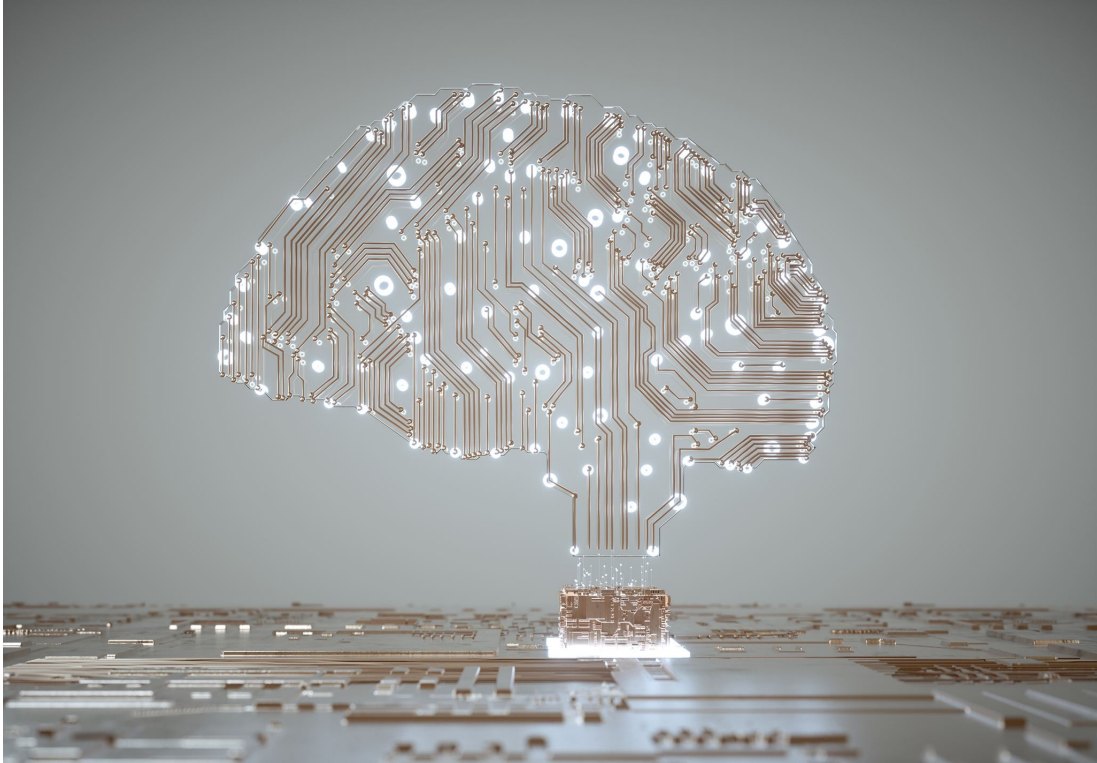
Inpatient room
audio/video
devices



Epic

Future

What will AI mean for Healthcare



What Will AI Mean In Healthcare?

IMPROVE PROVIDER SAT

Ambient clinical intelligence

AI chart summarization

REDUCE ADMIN COSTS

AI medical coding

Chatbots for scheduling, triage ..

REDUCE MEDICAL ERRORS

AI oversight on medications, procedures ..

Reduce preventable errors

IMPROVE ACCESS TO CARE

Quality first line of medical advice via AI

Access in language of choice

UPSKILL MEDICAL STAFF

AI co-pilots guiding MAs, nurses ..

Physicians become specialists

PERSONALIZED CARE

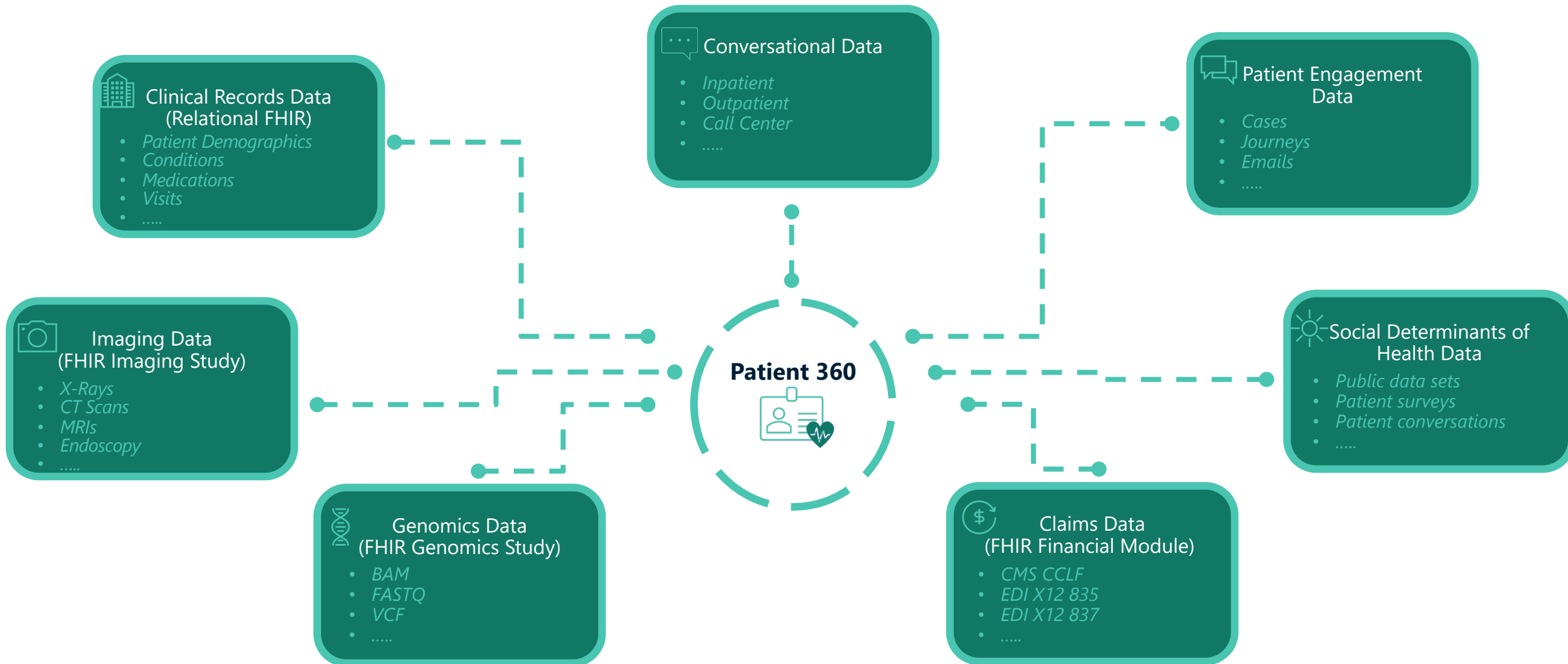
Treatments based on real-world evidence

Learn from millions of similar patients

Bringing data together

Improves the ability to harness data to discover clinical insights to deliver value-based care models

For most providers, 50-90% of their data is siloed, limiting advances in medical treatments and technologies while maintaining regulation compliance .



The Dragon Copilot Platform Ecosystem

Extending ambient capabilities across care settings and use cases

Electronic Health Records

Logos for Epic, Oracle, athenahealth, Dedalus, and MEDITECH are displayed under the heading "Electronic Health Records".



The illustration shows a patient in a hospital bed being attended to by a nurse. Overlaid on the scene are various AI-powered device icons and text boxes:

- Video:** High-quality, two-way video with multiple participants for virtual care.
- Audio:** High-quality, two-way audio and voice-activated services for real-time assistance.
- Location:** Ultra-Wideband Technology (UWB) tracks the movement and flow of assets throughout the hospital.

A text box on the right states: "The patient room is equipped with AI-powered devices that support documentation and remove administrative burdens so clinicians can keep their eyes on patients and deliver truly personalized, human-centered care."

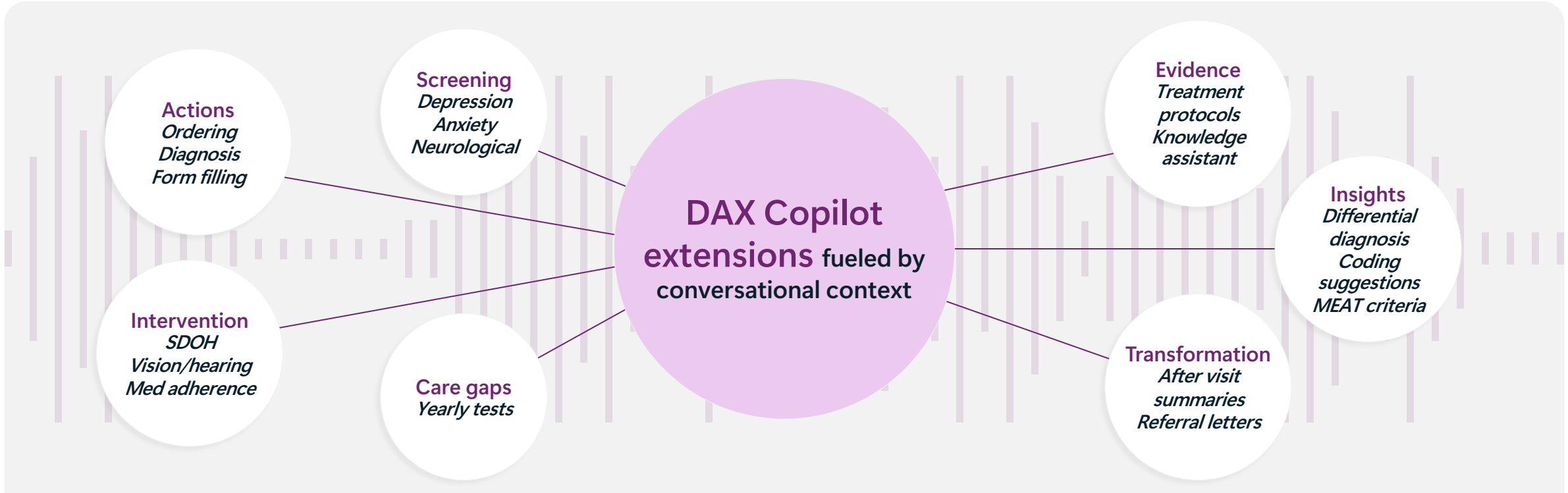


Other Application Categories

Logos for Canary Health, ellipsis Health, iodine, and PointClickCare are displayed under the heading "Other Application Categories".

Smart Care / Virtual Care Platforms

Opening a new layer of proactive intelligence



Underpinned by Microsoft Cloud for Healthcare



Fabric



AI Studio



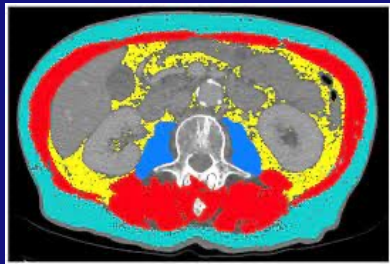
Copilot Studio



Marketplace

200+
services available...

Unseen quantitative clinical insights



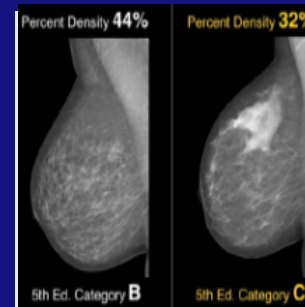
Body Composition

Low skeletal muscle mass or elevated visceral adipose tissue, are associated with markedly increased risk of morbidity and mortality in critically ill, cancer, and liver cirrhosis patients.



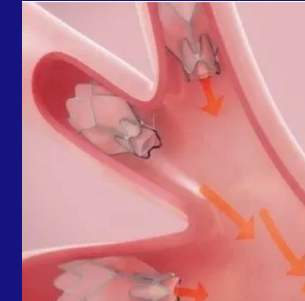
Osteoporotic fracture risk

Fractures of the hip and spine are associated with an increased mortality rate of 10 to 20 percent. These risks can now be quantified on routine abdominal CT scans obtained in routine care.



Breast Density

Breast density quantitative & objective density tissue measurements. Dense breast tissue has been associated with up to a four times higher risk of breast cancer



COPD

+/- 500k patients living with acute emphysema could benefit from better interventions that often are missed. Quantification of lung affected by emphysema allows for targeted intervention



NASH

About 24% of U.S. adults have NAFLD and about 1.5% to 6.5% of U.S. adults have NASH, which is very difficult to diagnose with traditional imaging methods

Responsible AI in Healthcare

Guard against biases in training data (e.g., demographic biases)

Patient data used during training or fine-tuning can't be revealed

Clinical information is from verifiable sources and auditable



Fairness




Reliability & Safety



Privacy & Security



Inclusiveness



Transparency



Accountability

Ensure results are accurate e.g., patient chart summarization

Ensure that AI is accessible and sensitive to all population segments

Legal, regulatory compliance, along with fairness, safety, and so on

Returning Joy to Medicine

The root cause of burnout is the workplace not the worker.
We address burnout by transforming the workplace.



Address Work Overload



Adjust to new models of care



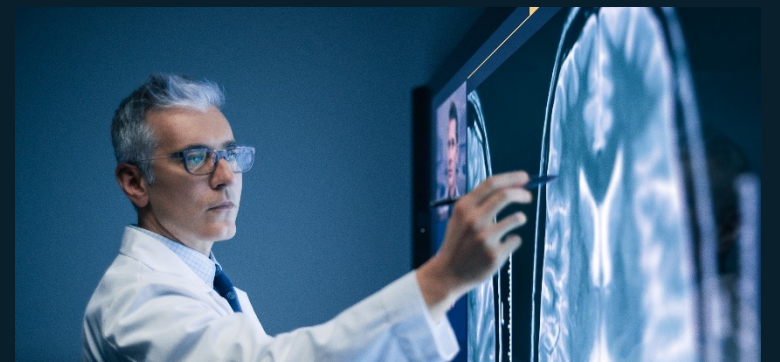
Improve Rewards and Recognition



Enhance & Expand Community



Improve Equity and Fairness



Build a culture of Well-Being



"DAX Copilot for Epic provides time savings... just having the note show up immediately in the EMR has probably saved me one to two minutes per patient."



Dr. Christy Chan

Family Medicine Physician, Overlake Medical Center & Clinics



"As a nurse practitioner, establishing a connection with a patient is really important for me. This has enabled the patient to feel very listened to, feel heard, and have a better experience."



Jessica McDonnell

Nurse practitioner, Valley View Hospital



"Dragon has literally made me a better father. The amount of time I now have on the weekends to spend time with my children is incredible. Before Dragon, I would spend anywhere from three to five hours on Sunday, reviewing, editing, and signing numerous charts. Dragon changed that for me, and I am grateful."



Dr. Michael Greene

Physiatrist, Peachtree Spine Physicians



"Life changing. For the first time in 10 years, I closed all my notes in real time and certainly by the end of the day."



Dr. Patrick McGill

Chief Transformation Officer, Community Health Network



"I chose Dragon because it was more accurate and there were more robust voice commands."



Dr. Kamal Kishore

Physician, Illinois Retina and Eye Associates



"Our clinicians have figured out ways for these technologies to really complement each other to help them get through their day much more efficiently and with lower cognitive burden."



Dr. Scott Eshowsky

CMIO, Beacon Health System



"I do have a slight German accent and it has no problem with that... it's also quite customizable. You can have your customized phrases that you can easily insert."



Dr. Dennis Dey

Neurologist, ProActive Pain and Neurology