

AI in Health Care | Key Messages

Our approach to AI integration at Providence

- For the last several years, Providence has invested in its digital capabilities and infrastructure, allowing the organization to implement generative AI solutions safely, responsibly and at scale.
- There is incredible potential for AI to transform the health care industry, and I'm encouraged by the positive impact we've seen so far at Providence and with some of our peers.
- Our approach to the use of AI tools is methodical and measured. While we believe AI advancements have the potential to elevate quality of care and allow our caregivers to perform at the top of their license, the safety and security of our patients and their data will always be our top priority.
- With the health care industry experiencing nationwide staffing shortages and high rates of burnout, we're integrating generative AI technology into daily work to enhance and extend patient care. This includes internally generated innovations that leverage AI to enhance the patient experience, reduce clinician burnout and elevate care at Providence.
- As a result of our work and investment in standardizing and modernizing technology platforms across the Providence family of organizations, we can evaluate, test and rapidly implement AI innovations from key strategic partners such as Microsoft, Oracle, Epic and others.

How we are implementing AI at Providence

Governance

- Providence proactively assembled an AI governance structure to ensure alignment around priorities and strategy, and ensure safety, privacy, security, equity and the ethical use of AI.
- Providence has put together an AI guardrails workgroup, led by our system's chief data officer, an Information Protection Committee, led by our chief information security officer, and a Data Ethics Council, led by our chief ethicist. The work of these three teams feed into the Generative AI Leadership Council that oversees our responsible use of AI and our AI strategy.
- Additionally, we have stood up four subject matter expert groups around clinical, patient and consumer, workforce and administration, and back office. These groups identify and prioritize key use cases for their areas and leverage the guardrails, data protection and other governance structures to guide work to develop and implement AI solutions.

Demonstration Projects

- **Inbasket**- AI-Powered tools to manage the provider inbasket, including Grace and ProvARIA. These internally developed innovations focus on answering patients' questions before they send a message to their provider. And when patients do send a message to their provider, AI classifies the patient messages, directs the messages to the appropriate caregiver and pre-drafts responses, reducing providers' workloads.
- **MedPearl** – Providence's clinician education and referral platform designed by clinicians for clinicians, gives primary care providers advice on whether — and where — to send patients for specialty care. Generative AI is used to accelerate content creation and enhance the end user's search experience.
- **Patient contact center**- Nuance is developing an AI-powered chat capability to ensure phone calls are answered quickly and triaged appropriately.

- **Case management/utilization management tools** - We are currently deploying AI capabilities from third-party vendors to provide case management teams with decision-support tools to ease and improve the process of constructing a case in the way that is optimal for the patient and has the highest likelihood of being successfully approved by payors/reduce denials.
- **ProvidenceChat** - A secure alternative to other general-purpose chatbots, such as ChatGPT, available on the internet. ProvidenceChat enables caregivers to experiment with generative artificial intelligence and not share Providence information on the internet.
- **Computer-Assisted Physician Documentation and Ambient Technology** - Physician-patient conversations are automatically transcribed and uploaded directly to EPIC and Providence's EHR through tools such as Nuance's DAX, removing the technological barrier that typically inhibits personal connection in exam rooms and allowing caregivers to deliver even better care.
- **Research** - With Trial Connect, Providence is using AI to match patients with more than 2,500 research trials.

Patient & Consumer

- **Grace** – Conversational navigation platform to support patients in finding information they need and navigating them to the proper workflow to self-serve around things like appointment scheduling, MyChart Password resets, medication refills and other simple requests.
- **Personalization** – Understanding user needs and presenting them with the right service and care options through our consumer data platform and our personalized channel experiences.
- **Digital discovery and navigation solutions** using DexCare and our Digital Experience team to direct patients to the right care/modality that reflects consumer intent and motivation, clinical appropriateness and capacity.

There are many other examples across Providence in research, cybersecurity, finance and administration, operations, as well as clinical and patient innovations focused on augmenting caregivers' work to extend Providence's Mission.

AI in relation to cybersecurity, Mission/values

Mission/values

- Providence is committed to developing and deploying AI in ways that best serve and benefit our caregivers, patients and communities, as well as respects the inherent dignity of the human person, taking into account the needs of vulnerable populations.
- The ways in which we deploy AI and other technologies is done with the purpose of extending our Mission and continuing the legacy of our founders.
- We believe AI can strengthen the human connection found within our facilities and deepen the compassionate side of care.

Cybersecurity

- As with any new technology adopted here, we approach AI implementation with careful consideration, thoroughly identifying and vetting possible risks. We are confident in the safety protocols we have in place, knowing our cybersecurity standards will evolve and improve with the technology.
- Providence has an outstanding record of protecting patient safety and privacy. Shielding the highly sensitive information entrusted to us is and always will be the top consideration when pursuing new AI solutions.