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Investing in Care: How AI Delivers Value for Patient(s) and Physician(s)/APC(s)

2025 HFMA Texas State Conference

Tuesday May 20, 2025 @ 8:15 am – 9:15 am

Speakers



Brandon Teenier
CFO
Aspire Allergy and Sinus

Brandon Teenier, CPA, is a seasoned Healthcare Chief Financial Officer (CFO) with two decades of financial leadership and strategic management experience in complex healthcare environments. Known for his deep financial acumen, operational expertise, and people-centric leadership style, Brandon has successfully driven organizational growth, improved financial performance, and navigated the evolving challenges of the healthcare sector.

With a proven track record in leading large-scale financial operations both non-profit and for-profit Physician groups (Primary Care, Multi-Specialty, Multi-Site, Integrated Behavioral Health, Population Health, ASCs, Advanced Radiology, Pharmacy, Optometry, Lab, and the like) ranging from \$100M to \$500M in revenue and experience at larger payor with \$1.2B in premiums. Brandon excels in translating data-driven insights into strategic decisions that optimize performance, reduce costs, and enhance patient care outcomes. A true narrative CFO. His background as a CPA has equipped him with a sharp eye for risk management, regulatory compliance, and sustainable fiscal strategies, all critical competencies for executive leadership.

Speakers



Dr. Shams Syed - Speakers

Chief AI Officer
SNH AI

Dr. Shams Syed is Chief AI Officer at SNH AI, where he leads the company's Autonomous Workforce Platform—built to deliver fully operational digital employees that scale on demand and work around the clock. With over 20 years in AI research and product development, Dr. Syed holds a PhD in Computer Science, three patents in machine learning, and has co-founded multiple AI startups. His work bridges deep technical expertise with real-world enterprise impact across regulated industries.

Speakers



Jacob Childers, M.D.
Medical Director
NormanMD

Dr. Childers practices Urgent Care Medicine at Austin Regional Clinic's Far West location where he has worked since 2009. Dr. Childers serves as Medical Director of NormanMD, ARC's acute care on-demand telemedicine service, serving over 125,000 Texans. He also serves as Physician Lead for ARC's electronic medical record.

Dr. Childers studied Biomedical Science at Texas A&M University. He earned his medical degree from the University of Texas McGovern School of Medicine in Houston, TX before completing his Family Medicine Residency in North Carolina.

Dr. Childers is a board member of the Tony Foundation, a non-profit that provides financial grants to cancer fighters and their families. He enjoys spending time with his wife and two sons, cycling, reading non-fiction, snow skiing, tennis, travel, and photography.



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AI at the Ground Level

SNH AI





Pitch Deck

How AI Enhances the Doctor–Patient Relationship

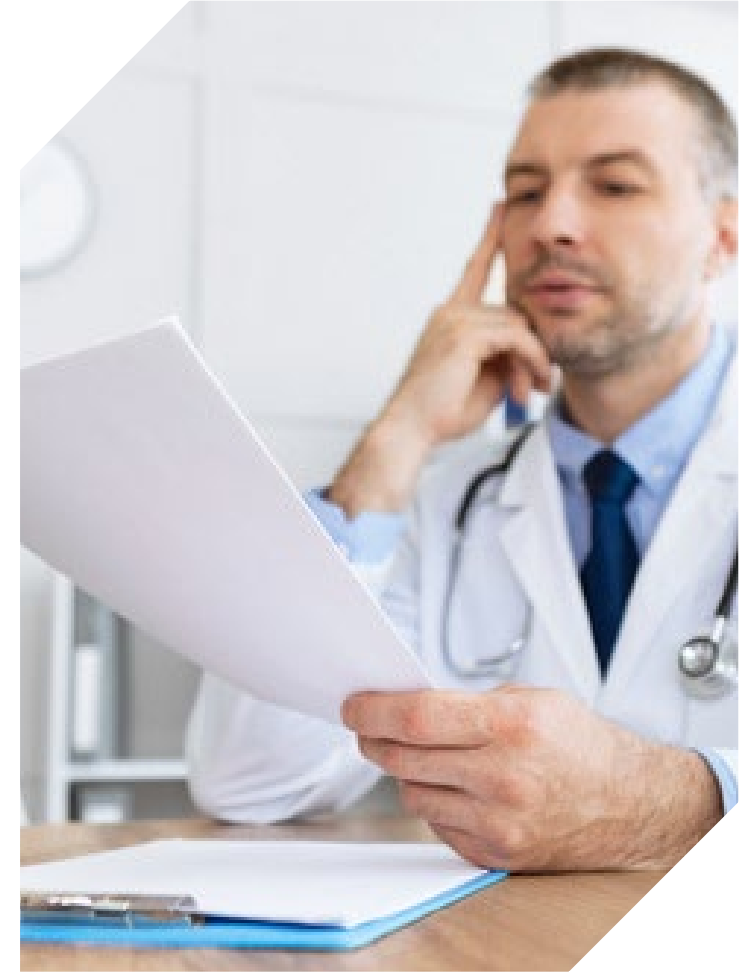
Insights from the Front Lines of Applied AI in Healthcare



The Human Impact of Healthcare Admin

Clinicians didn't train to do paperwork.

- 15.5 hours/week on admin tasks (AMA)
- Burnout and staff shortages are rising
- Time lost to EHRs = time lost to patients



The Real Role of AI in Healthcare

AI should bring doctors and patients **closer**

...



AI isn't a substitute—it's a digital coworker



AI reduces friction in the care journey



Goal: More meaningful patient interactions



Shallow AI doesn't cut it in clinical care.

- General models miss clinical nuance
- SNH AI builds vertical-specific digital employees
- Examples: virtual RNs, prior auth agents, discharge risk monitors

Reclaiming Time for Patient Care

AI helps clinicians do what only they can do.



57%

of doctors say AI's top value is admin reduction

Tools like ambient AI cut SOAP note time by

30–50%

SNH AI's platform handles scheduling, billing, verifications, and more

Meet Taylor Lee:
SNH Digital Medical Coder



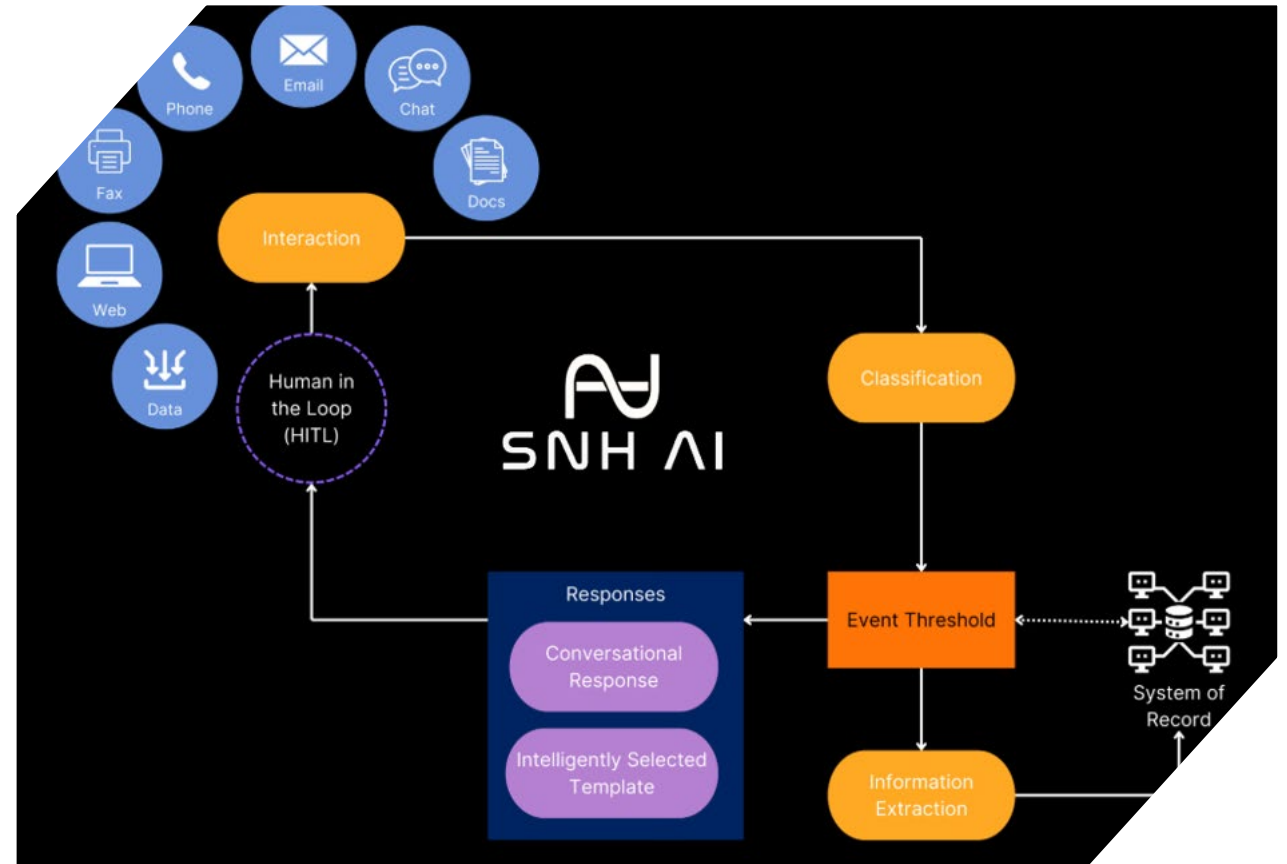
Tackling No-Shows & Scheduling Gaps

- **24-hour** turnaround (from 3 days)
- **90%** reduction in data errors
- **63%** fewer human interventions
- **60%** cost savings
- **94%** drop in inbox volume needing human review

Building the Autonomous Workforce

We deploy digital coworkers in under 48 hours.

- Secure data governance
- Modular services (plug-and-play AI agents)
- Scales instantly—no HR overhead



The Future of Patient-Centered AI

AI is not the future of healthcare.
It's the now.



The best AI
disappears into
the background



It empowers—not
replaces—human
connection



Systems that embrace digital coworkers
win on efficiency and empathy



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AI Use Case # 1

**Suki – ambient AI
technology**





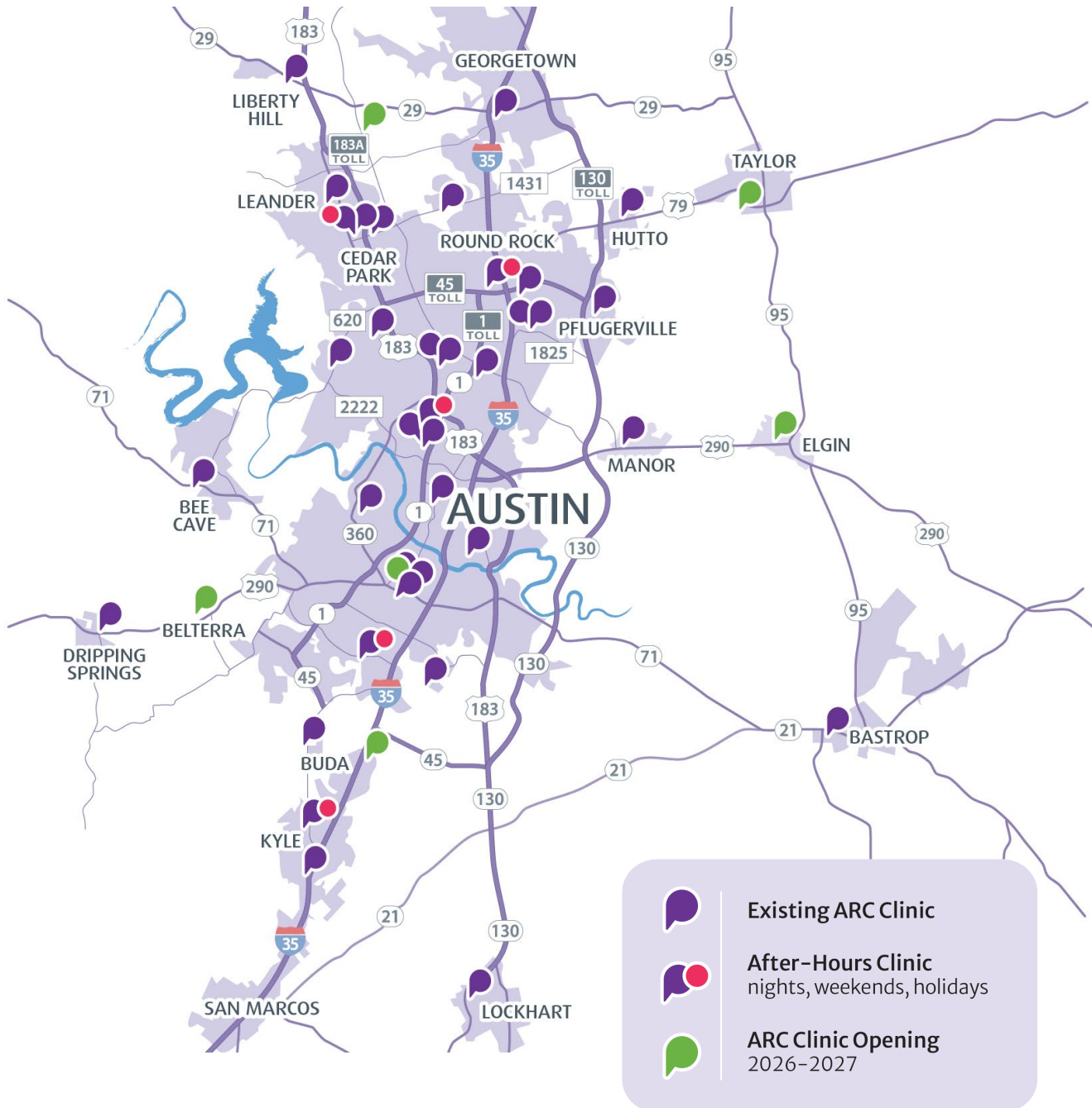
AUSTIN
REGIONAL
CLINIC

Austin Regional Clinic



AUSTIN
REGIONAL
CLINIC

Ambulatory Applications of AI to Address Physicians' Burden and Engage Patients



Accessible Reliable Convenient

1.65M+ patient visits

700,000+ active patients

2,500+ employees

3,000 square miles and growing

450+ physicians and APCs

45 years of caring

37 locations *(and counting)*

28% of the Austin Metro Population

21 specialties

17 cities

5 counties

1 multispecialty medical group since 1980

HOW TO EVALUATE SOLUTIONS



What problem are you trying to solve?



What is your risk tolerance?



Resource capabilities



Leadership/champion



Do you want to drive the development or “plug and play”?



Talk to your colleagues – they are all trying to solve the same issues.

A GLIMPSE OF ARC'S AI/AUTOMATION SOLUTIONS

- Electronic refill protocols
- AI Bots process automation for obtaining HPI and pending orders based on visit type (using this same platform for text appointment reminders and registration)
- Ambient dictation
- Automated lab resulting

DEFINING THE PROBLEM



Increasing time in in-basket



Note documentation burden



Increased patient engagement in patient portals and inbound communications.



Phone call volume



Connecting with patients in the exam room

Suki®

A graphic element for the Suki logo, featuring a blue and green sphere with several thin, curved lines radiating from it, suggesting sound waves or a signal.

Suki Hears You

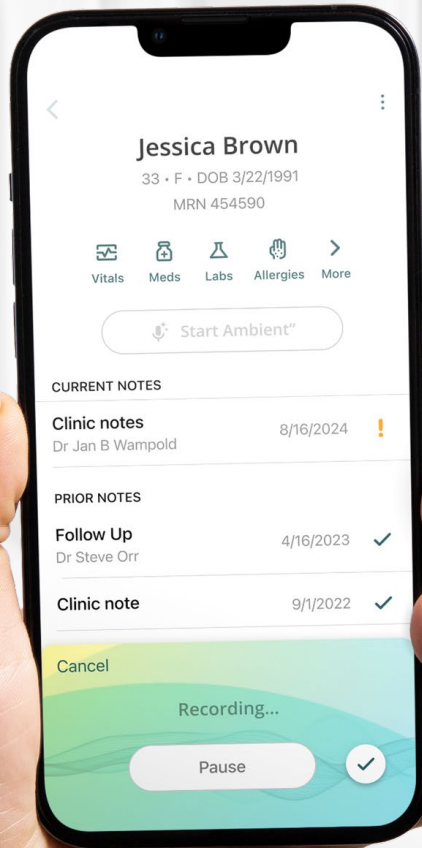


Enterprise-grade

AI assistant

for healthcare

Suki Assistant



Suki's skills help clinicians save time on tedious administrative tasks.



Reduce burnout

Clinical documentation, order entry *(coming soon for Epic)*



Improve clinical reasoning

Patient summaries, Q&A



Increase patient access

Patient instructions



Revenue cycle

Diagnosis & HCC coding suggestions

Integrated with all major EHRs

Epic

ORACLE Cerner

 athenahealth

MEDITECH

Suki Assistant

Suki is used across all clinical settings.



Ambulatory



Inpatient



Telehealth



Skilled nursing facilities/home health

On all platforms

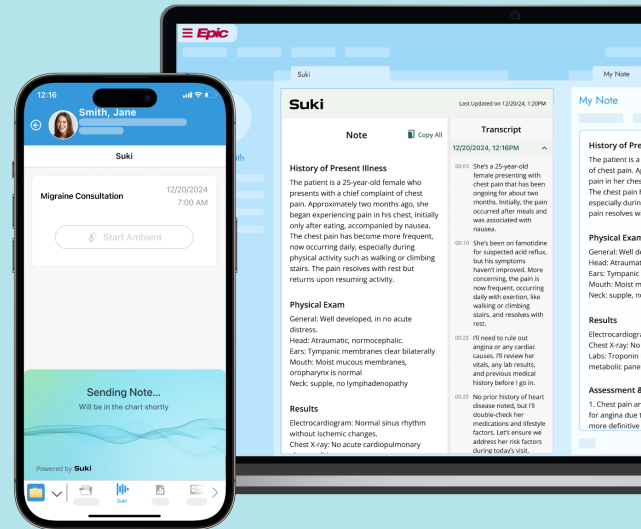


Two ways to use Suki with Epic



Suki INSIDE Haiku Integration

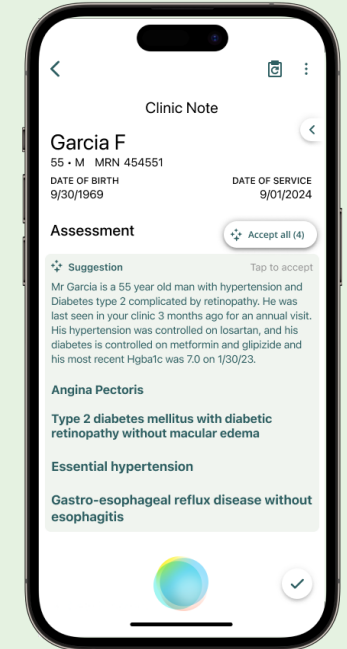
Supports
ambulatory & ED.



Suki Assistant

Integrated with Epic

Full featured assistant.
Works on all devices.



Suki's impact at



60-70%

Adoption of Suki
among calibration
cohort

71%

Users with same
day submission
gains

65%

Users with
reduction in
pajama time

32

Avg. weekly
encounters in Suki
per active user

Provider Spotlight



Onboarded to Suki: October 30, 2023
Onboarded to Epic integration: March 6, 2024
Suki utilization: Typically, 75% of patient encounters

Context

Dr. Posey continues to be high-performing and enthusiastic in the integrated phase of the calibration: “I like it, and it’s still saving me a lot of hours in the week.” After integration, he has seen even more significant increases in same-day note submission and elimination of pajama time and submissions after 7 days – all with a sizeable increase in patient load. Spanish capabilities will drive even more efficiency.



Dr. Nick Posey
Internal Medicine

Increase: March
patient load

+35%

From 325 to 440

Increase: Same day
note submission

+34%

From 61% to 82%

Reduction: Pajama
Time

-100%

From 5 hrs

Provider Spotlight



Onboarded to Suki & Epic integration: March 22, 2024

Suki utilization: Typically 40% of patient encounters

Dr. Aguiar has been delighted with Suki since onboarding: “it’s amazing – I’m really impressed, very happy”. Since a significant proportion of her visits are conducted in Spanish, she has not been able to leverage Suki across-the-board, until joining our Spanish multilingual capabilities pilot. She notes a significant decrease in stress since adopting, which her patients have also picked up on.



Dr. Rudxandra Aguiar
Internal Medicine

Increase: April
patient load

+38%

From 186 to 256

Increase: Same day
note submission

+21%

From 67% to 81%

Reduction: Time in
note

-21%

From 4.7 to 3.7 mins



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AI Use Case # 2

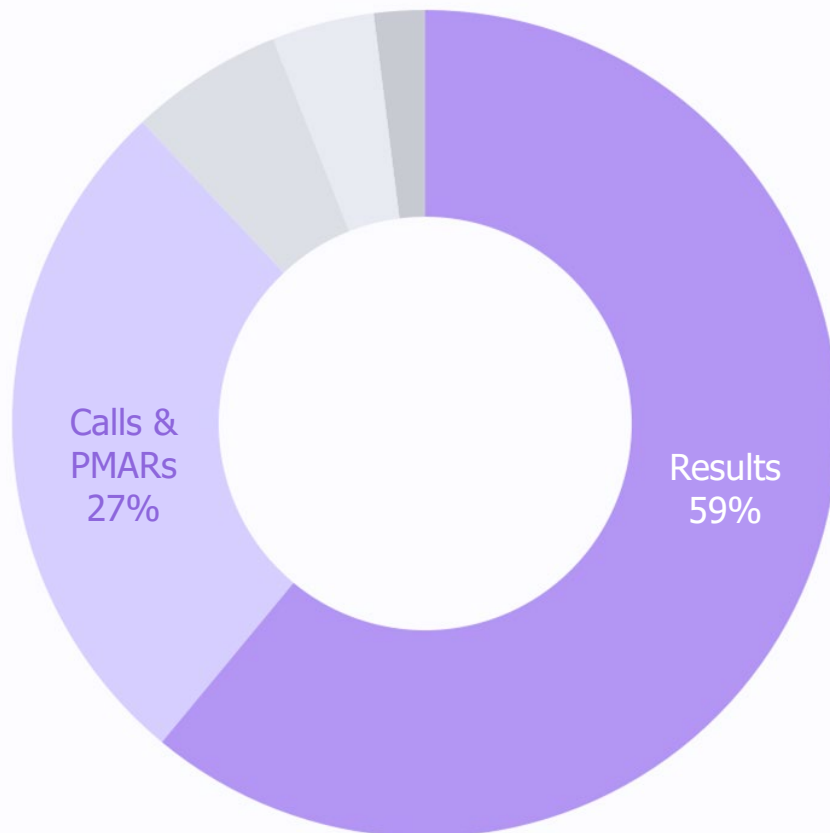
**Elaborate – AI inbasket
technology solution**



BEGINNING WITH FOCUS ON RESULTS MAXIMIZED IMPACT

ARC Inbasket Time Burden (Pre-Launch 2023)

~15% of PMARs are related to results!



Why start with results?

Clinicians were dedicating significant in-basket time to drafting manual result summaries, cross-referencing patient charts, and addressing patient inquiries about recent results.

Having evaluated the time burden of managing resulting workflows, the team prioritized implementing Elaborate to streamline these resulting processes and enhance efficiency.

PROACTIVELY SENDS PERSONALIZED RESULT SUMMARIES AT THE TIME LAB RESULTS ARE DIRECTLY RELEASED TO PATIENTS TO ELIMINATE MESSAGES, SAVING TIME FOR ARC CLINICIANS

Clinician Inbasket

! Comprehensive Metabolic

eGFR

34.0 !

Narrative

Clinician-only Summary:

1. eGFR: 34, expected with dx: CKD

No clinically significant change since the last blood draw.

2. The rest of your CMP is within the acceptable range.

Patient-facing Summary:

Hi Soleil,

MyChart (FHIR)

RESULTS

Glucose mg/dL

70.0

BUN mg/dL

8.0

Creatinine mg/dL

0.76

eGFR mL/min/1.73m²

34.0

59.0

Potassium mmol/L

3.5

Carbon Dioxide mmHg

20.0

S Test Results

Comprehensive Metabolic

Collected on (Blood)

Resulted on

NARRATIVE

Hi Soleil, here's an overview of your July 10 results:

- Your eGFR is low, but this is expected given your previous diagnosis of Chronic Kidney Disease (CKD) from 2023. The level has remained stable since your last testing, indicating no significant change in your kidney function.

Additionally

A·R·C

PROTOCOL INTELLIGENCE: CUSTOMIZABLE & HALLUCINATION-FREE



Rules-Based

Utilizes a structured, rules-based approach to generate clear and accurate result summaries, eliminating the risk of AI-generated inaccuracies.



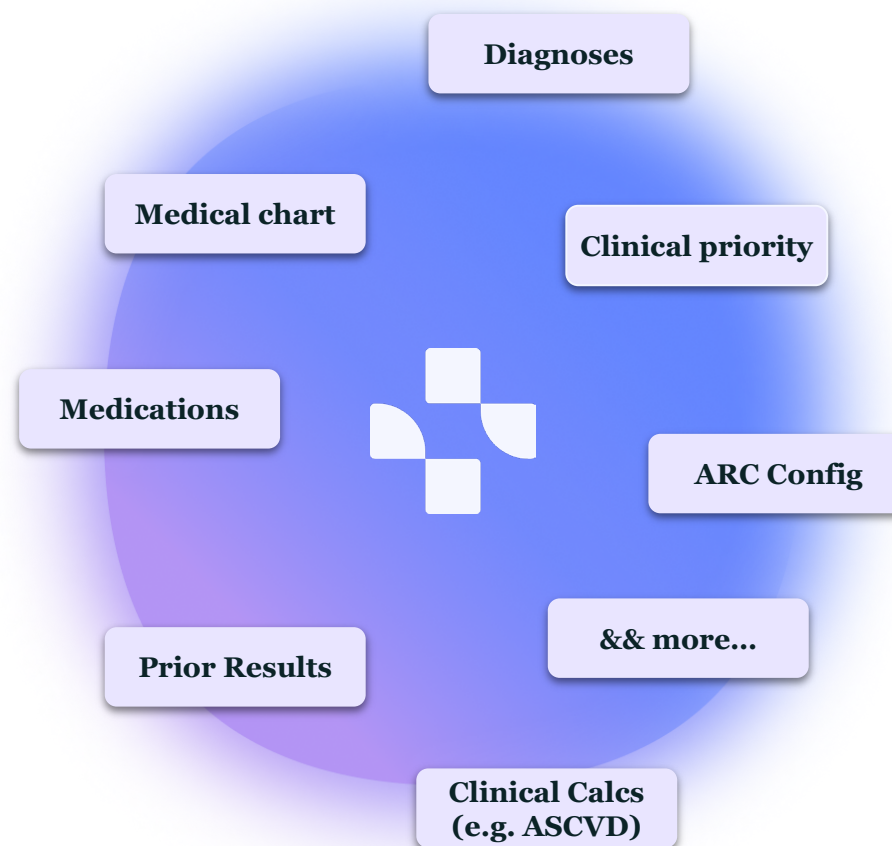
Hassle-Free Customizations

Customizations without burdening your IT resources. The system adapts to your needs over time, seamlessly integrating feedback to achieve unparalleled no-edit rates.



Personalized to patient and context

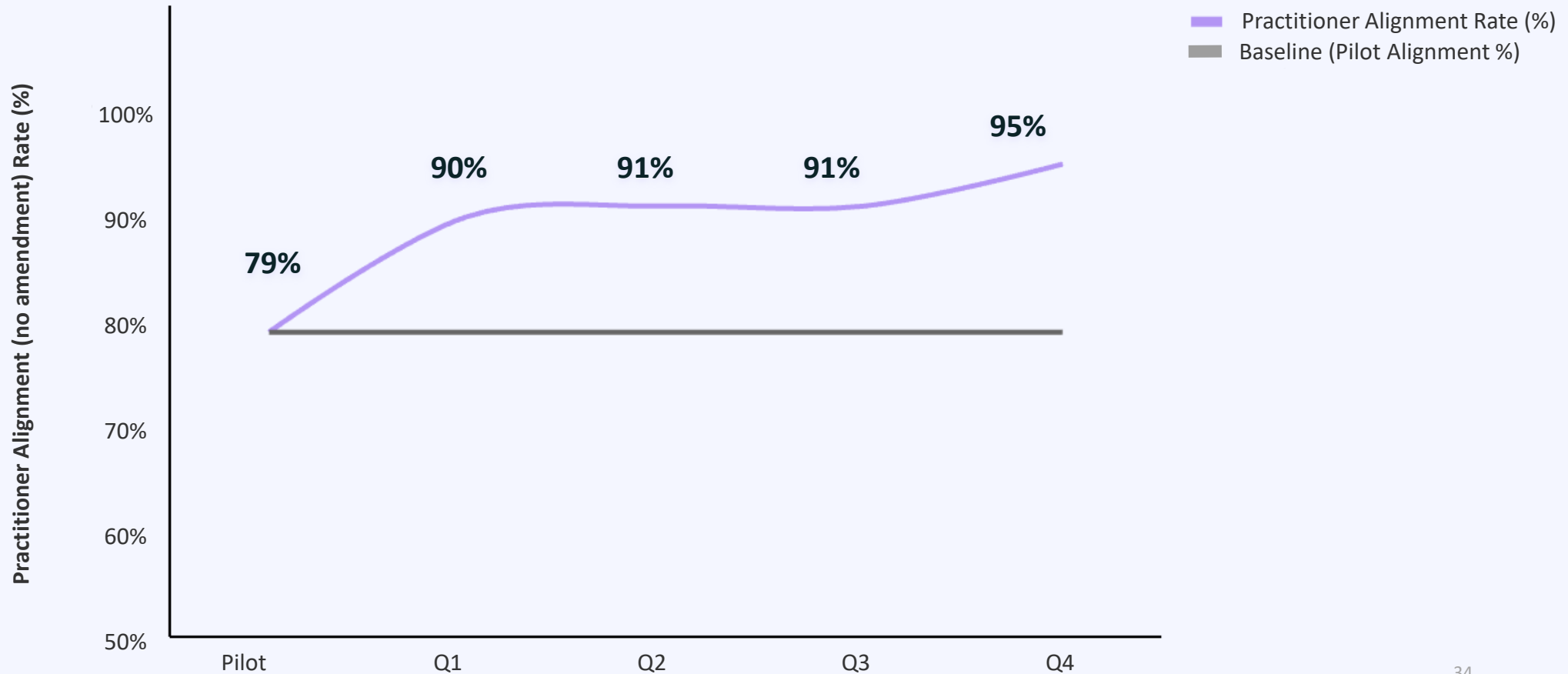
Tailors information by considering both the patient's current and past clinical context, as well as the clinician's workflow and preferences to ensure hyper-personalization.



PILOT SUCCESS LED TO SYSTEMWIDE DEPLOY IN 10 MONTHS



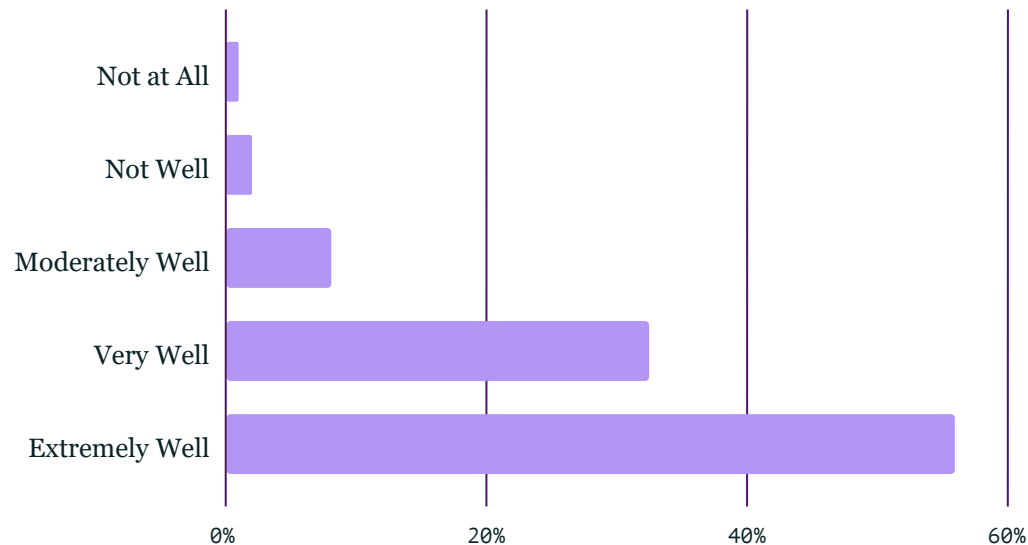
CLINICIANS ACCEPTED AS-IS SUMMARIES FOR >95% RESULTS



87% OF ARC PATIENTS FELT THE NOTE HELPED THEM TO UNDERSTAND THEIR RESULTS

Patient Impact

Q. You received an automated message alongside your lab results, how well did this summary help you understand your lab results?

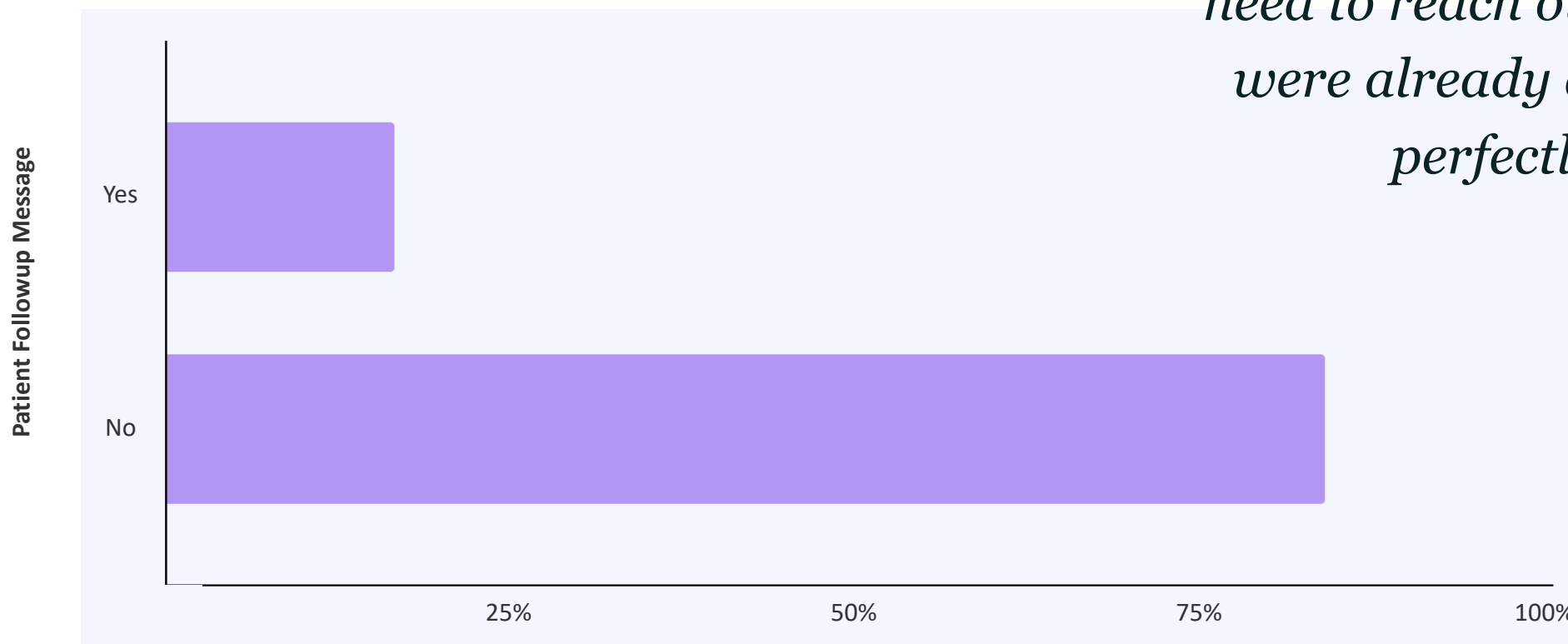


“It provides me with information that allows me to be proactive with my doctor. Keep up the great work.”

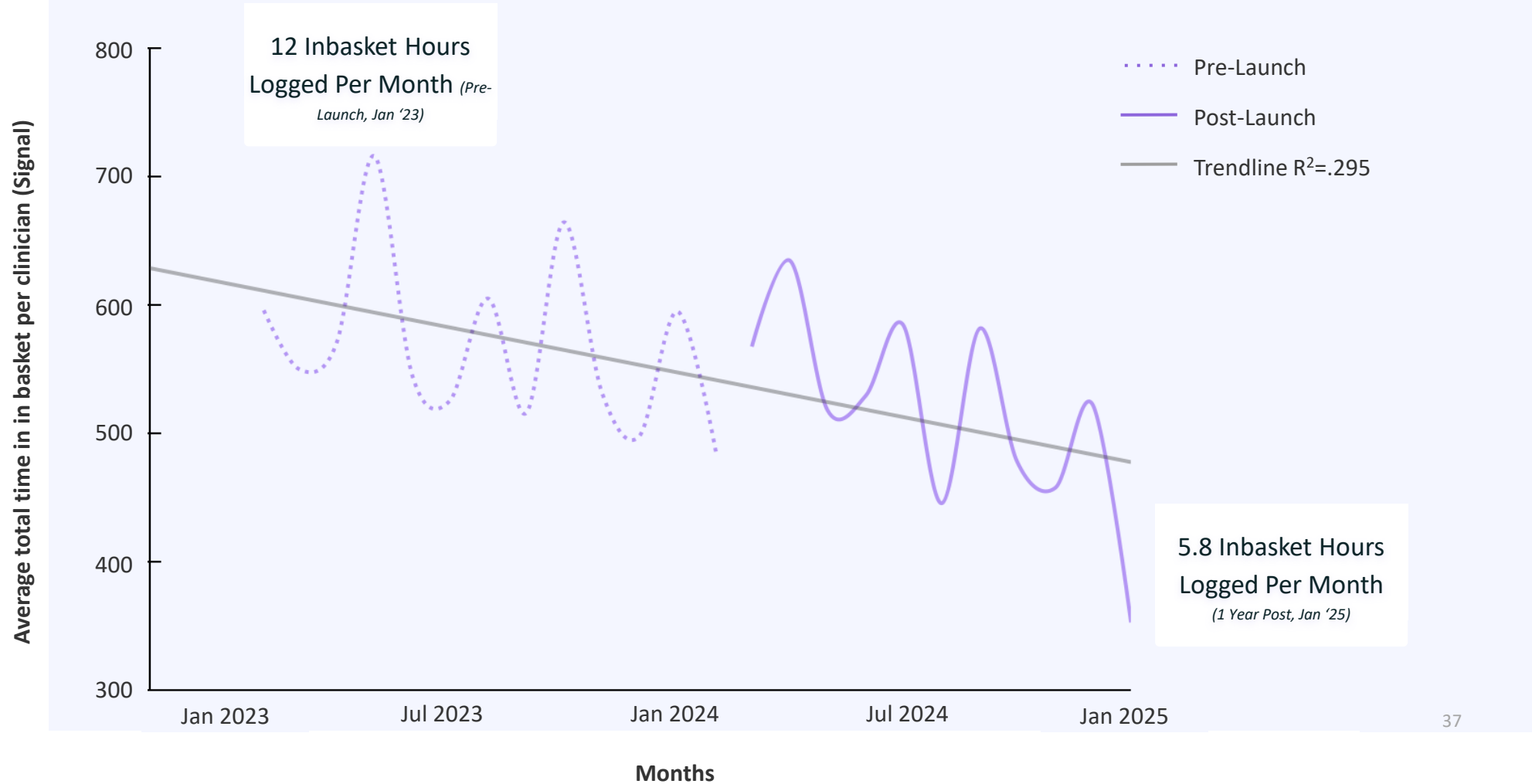
— ARC Patient

84% OF PATIENTS WITH THE SUMMARY DID NOT REACH OUT

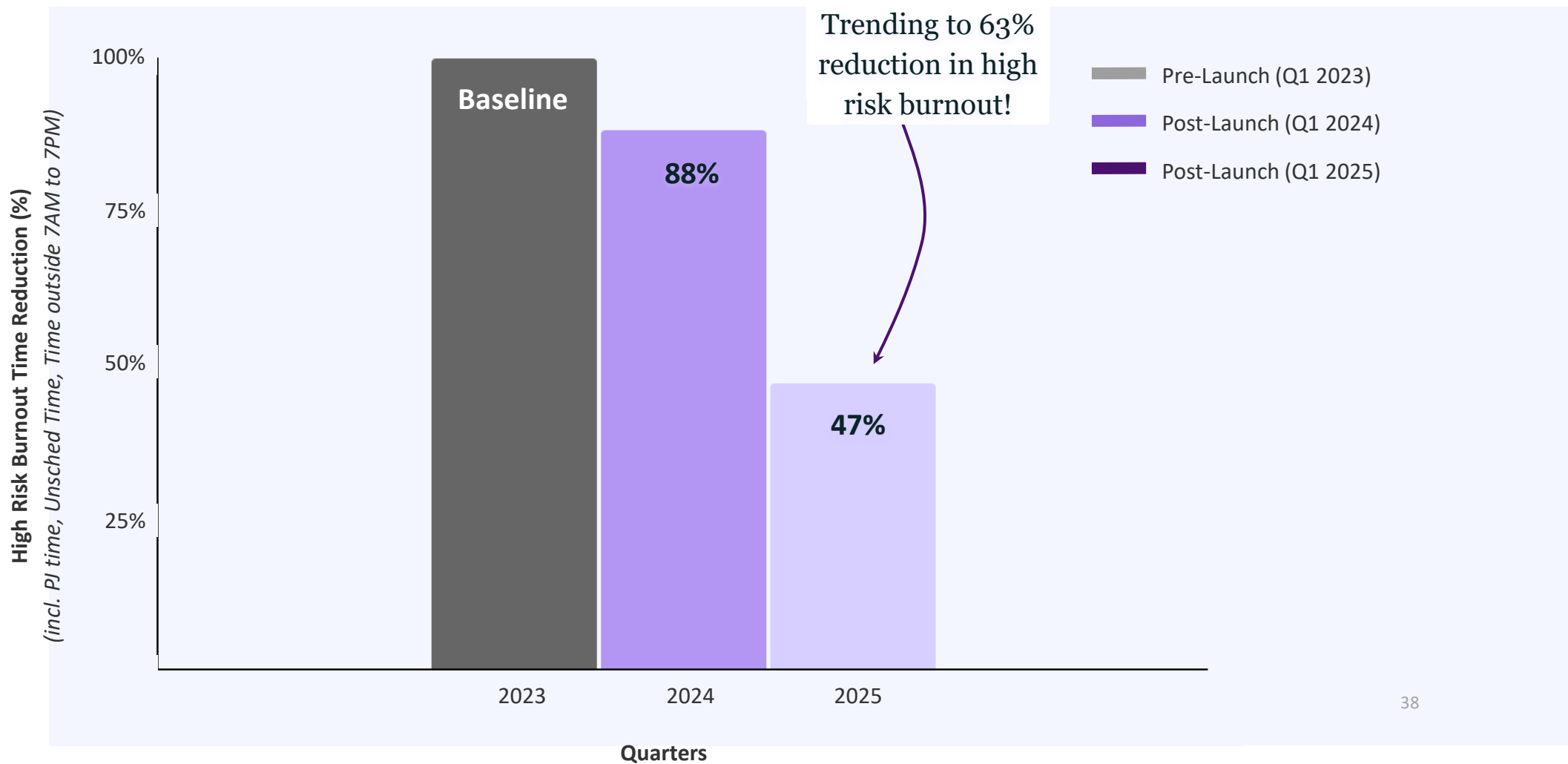
Patient: “There was no need to reach out, the labs were already explained perfectly.”



86% OF CLINICIANS SAVED TIME, WITH REDUCTIONS UP TO 41%



CLINICIAN WELL-BEING METRICS IMPROVED BY NEARLY 2X



Enhancing Clinician Well-Being & Delivering Hard ROI

Faster Inbox Management

86%

% of clinicians get through the inbox faster with Elaborate

High Clinician Trust

95%

% of clinicians make no edits or follow-ups to Elaborate responses

Reduced Inbasket Time

36%

% reduction in time spent managing inbasket messages

Operational Cost Savings

\$5.30

Non-clinician dollars saved per message (e.g. nurse pools, calls)

COMING SOON

**Expanded
content for
bilingual
patients**

**More results
coverage,
including
mammograms**

**Additional
tools for
inbasket
task
management**



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AI Use Case # 3

**Oatmeal Health – Cancer
Screening**





Scaling Early Cancer Detection with AI-Driven Virtual Care

Oatmeal Health is an AI-powered cancer screening platform that combines care navigation, radiology risk tools, and embedded care teams to improve outcomes and advance inclusive research.

SAVING LIVES, REDUCING COSTS, FUNDED BY HEALTH PLANS



Core Points:

Despite 500+ FDA-approved AI devices, fewer than 16 are billable—and AI barely registers across 11 billion annual CPT claims.

Clinical AI barriers:

- Low/no reimbursement** discourages uptake.
- Workforce unprepared** to assess or operationalize AI.
- High implementation costs**, with **no outcome guarantees**.
- Vendors not accountable** for clinical results.
- Workflow disruption**: AI adds steps rather than streamlining care.
- AI concentrates in wealthy metros**, widening care inequity.
- Clinician time constraints**: No bandwidth

Table 1. Summary of AI CPT Codes.*

| Total Claims | Condition or Medical AI Procedure | CPT Code(s) |
|--------------|--|-------------|
| 67,306 | Coronary artery disease | 0501T–0504T |
| 15,097 | Diabetic retinopathy | 92229 |
| 4,459 | Coronary atherosclerosis | 0623T–0626T |
| 2,428 | Liver MR | 0648T–0649T |
| 591 | Multiorgan MRI | 0697T–0698T |
| 552 | Breast ultrasound | 0689T–0690T |
| 435 | ECG cardiac dysfunction | 0764T–0765T |
| 331 | Cardiac acoustic waveform recording | 0716T |
| 237 | Quantitative MR cholangiopancreatography | 0723T–0724T |
| 67 | Epidural infusion | 0777T |
| 4 | Quantitative CT tissue characterization | 0721T–0722T |
| 1 | Autonomous insulin dosage | 0740T–0741T |
| 1 | CT vertebral fracture assessment | 0691T |
| 1 | Noninvasive arterial plaque analysis | 0710T–0713T |
| 0 | Facial phenotype analysis | 0731T |
| 0 | X-ray bone density | 0749T |

[Source](#)

Data Points:

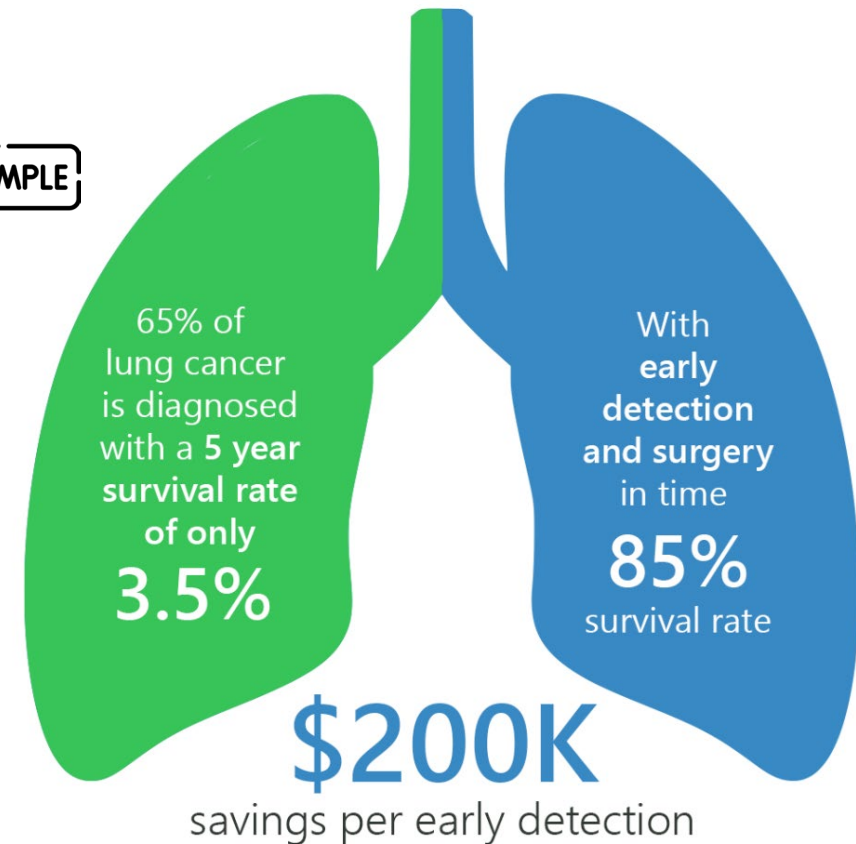
1 in 2 people will get cancer; **1 in 3** will die from it

Most communities lack access to screening tools.

Missed screening = high costs, poor health outcomes, persistent inequities.

AI Alone is Not Enough
People + Tech + Incentives Must Align

EXAMPLE

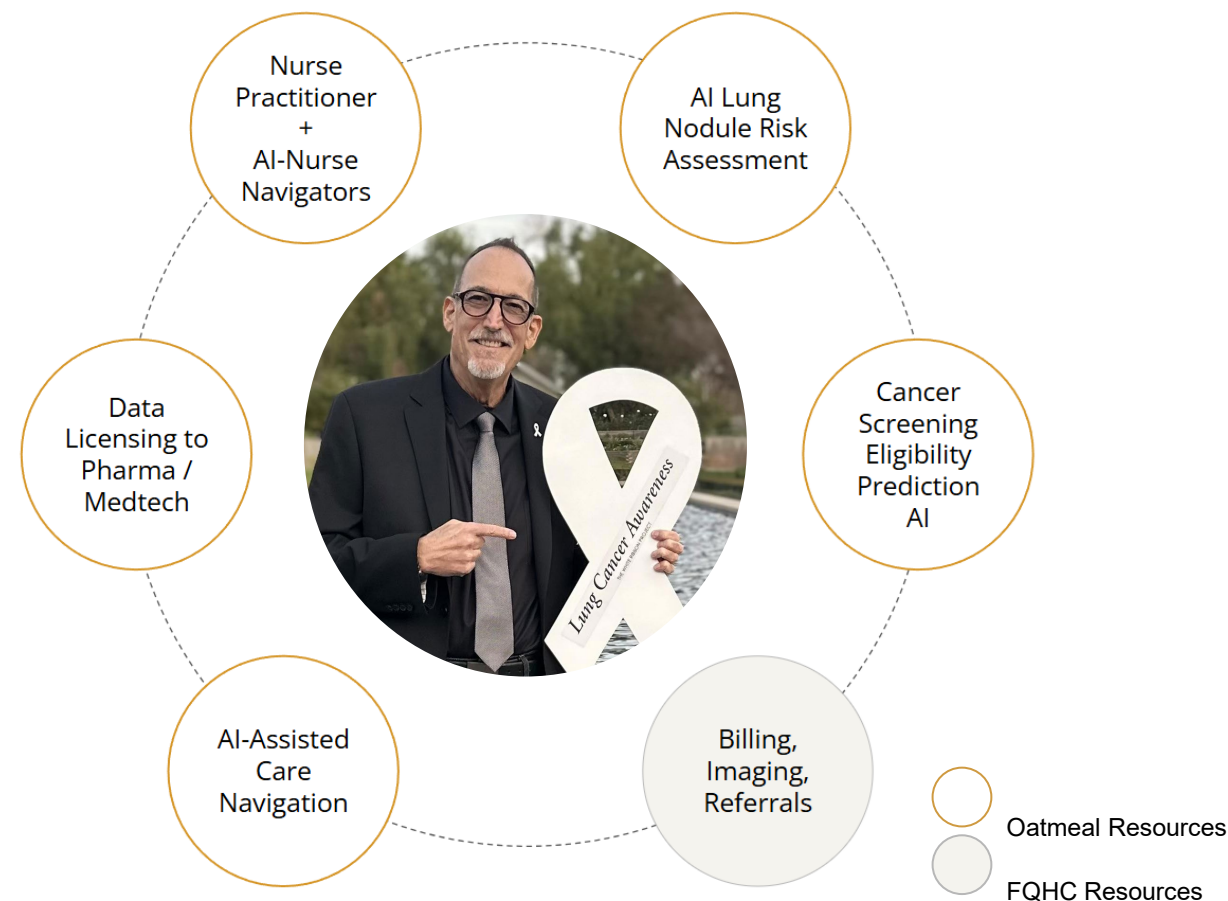


Improvements in Healthcare Outcomes Driven by the Right Combination of People and Technology.

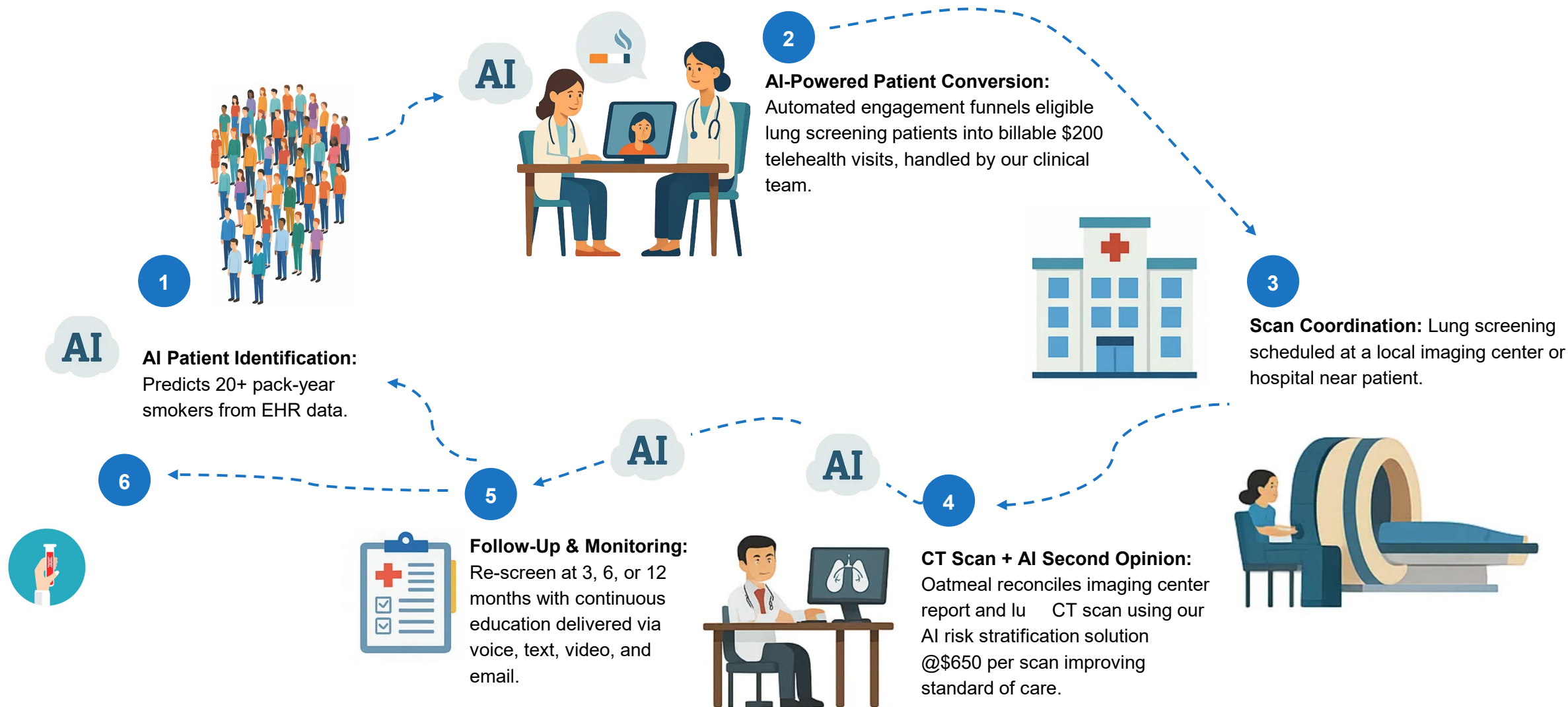
Oatmeal Health is a **virtual cancer clinic** focused on early detection—combining AI-driven outreach with clinically trained cancer specialists to scale screening access, starting with lung cancer.

Features:

- **No-cost, revenue-share model** for for Community Health Centers and Health Systems.
- **Oatmeal provides** the clinical staff and tech.
- **Lowers costs**, boosts access, drives outcomes.



AI-DRIVEN LUNG CANCER SCREENING WORKFLOW



PRECISION CANDIDATE IDENTIFICATION FOR LUNG SCREENING



Why Patients Are Missed: Unlike breast cancer screening, lung screening eligibility is complex:

4 criteria required (age - 50-77, smoking history (15 year history), pack-years (quantity of smoking (1 pack a day for 20 years), asymptomatic)

Most EHRs **don't document pack-years** or symptom exclusion clearly

This leads to **under-identification of eligible patients**

Patients are **not always truthful** to their doctors, our AI can detect inconsistencies

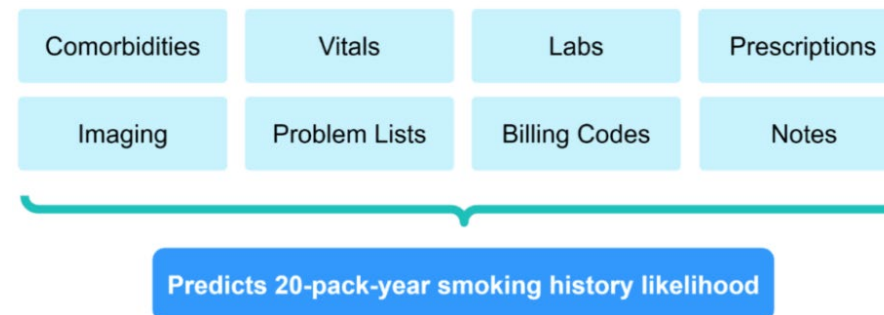
Only ~5.8% of patients are screened nationally vs 45% for mammograms at an FQHC

What We Built: ICARE Predicts Smoking History from EHRs

Uses AI/NLP on 10+ structured & unstructured data sources

Flags patients likely to meet **20 pack-year** criteria

Based on **USPSTF eligibility logic**—but adds **predictive inference** where data is missing



Proven in the Real World

- **Validated on 1,000 patient charts** from the Cardiovascular Research Consortium
- **Live Deployment:** At Stigler Health & Wellness Center, our algorithm flagged **5,600+ eligible patients** from a panel of 35,000
- Scalable across new FQHC partners to unlock hidden screening opportunities fast

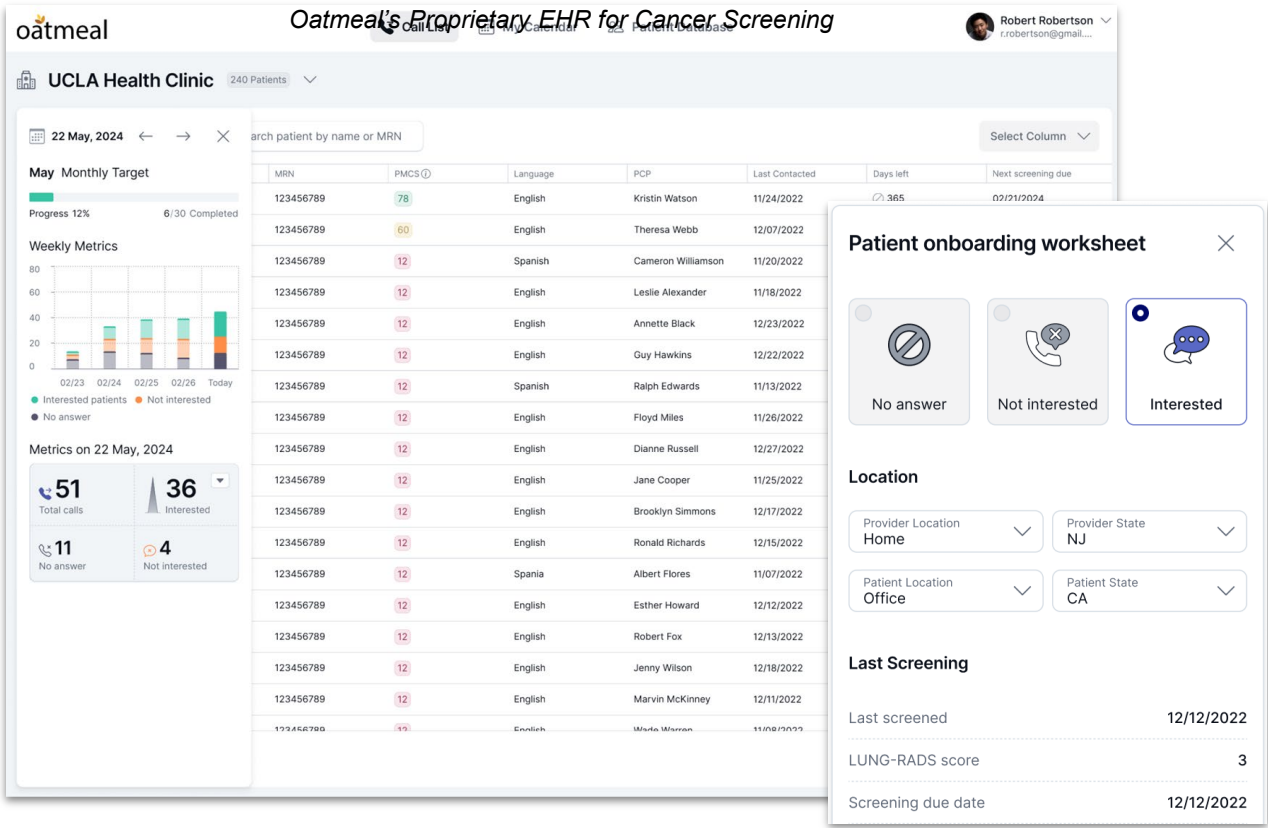
Why It Matters

- ✓ Cuts manual chart review time
- ✓ Increases screening rates
- ✓ Accelerates early detection in underserved communities

Boosting Adherence. Closing Gaps. Saving Lives.

Oatmeal Health combines AI-powered automation with compassionate human support within **our custom EHR** to ensure more patients complete life-saving cancer screenings—especially in underserved communities.

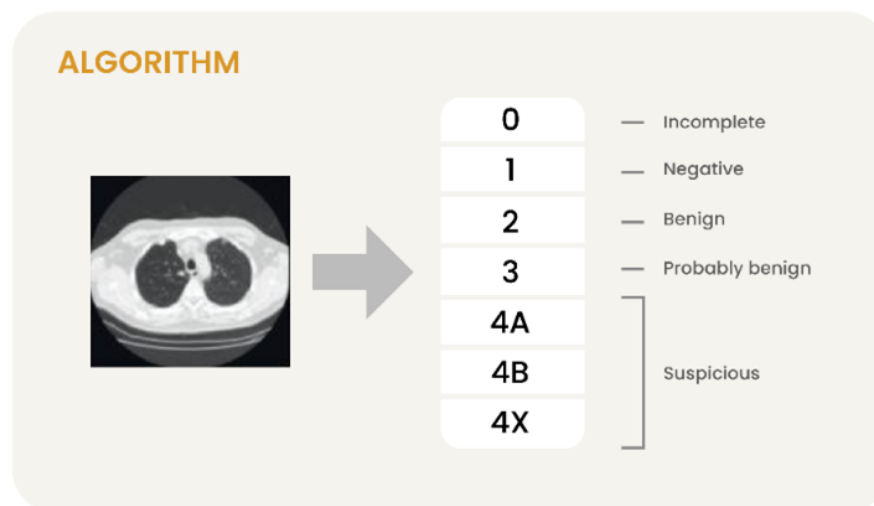
- ◆ **AI Nurse Navigators**
Automated interactive calls intelligently guide patients through screening education and appointment scheduling—eliminating the need to manually call thousands of patients each month. [Listen to demo](#)
- ◆ **24/7 Hyper-Personalized AI + Human Communication**
Every patient receives tailored education via **voice, text, or email**—customized to their unique health history and preferences. No two messages are alike based on **language, ethnicity, and condition**.
- ◆ **Human Support When It Matters**
~15% of patients receive a shared decision-making visit, with **real nurse navigators** stepping in as needed to provide extra support, build trust, and drive follow-through.



The screenshot displays the Oatmeal EHR interface for UCLA Health Clinic, showing a patient list and a 'Patient onboarding worksheet' overlay. The interface includes a sidebar with metrics for May (Progress 12%, 6:30 Completed) and a main table of patients with columns for MRN, PMCS, Language, PCP, Last Contacted, Days left, and Next screening due. The 'Patient onboarding worksheet' overlay contains three status buttons: 'No answer', 'Not interested', and 'Interested' (selected). It also includes dropdowns for 'Provider Location' (Home) and 'Provider State' (NJ), and 'Patient Location' (Office) and 'Patient State' (CA). The 'Last Screening' section shows 'Last screened' as 12/12/2022, 'LUNG-RADS score' as 3, and 'Screening due date' as 12/12/2022.

| MRN | PMCS | Language | PCP | Last Contacted | Days left | Next screening due |
|-----------|------|----------|--------------------|----------------|-----------|--------------------|
| 123456789 | 78 | English | Kristin Watson | 11/24/2022 | 365 | 02/21/2024 |
| 123456789 | 60 | English | Theresa Webb | 12/07/2022 | | |
| 123456789 | 12 | Spanish | Cameron Williamson | 11/20/2022 | | |
| 123456789 | 12 | English | Leslie Alexander | 11/18/2022 | | |
| 123456789 | 12 | English | Annette Black | 12/23/2022 | | |
| 123456789 | 12 | English | Guy Hawkins | 12/22/2022 | | |
| 123456789 | 12 | Spanish | Ralph Edwards | 11/13/2022 | | |
| 123456789 | 12 | English | Floyd Miles | 11/26/2022 | | |
| 123456789 | 12 | English | Dianne Russell | 12/27/2022 | | |
| 123456789 | 12 | English | Jane Cooper | 11/25/2022 | | |
| 123456789 | 12 | English | Brooklyn Simmons | 12/17/2022 | | |
| 123456789 | 12 | English | Ronald Richards | 12/15/2022 | | |
| 123456789 | 12 | Spania | Albert Flores | 11/07/2022 | | |
| 123456789 | 12 | English | Esther Howard | 12/12/2022 | | |
| 123456789 | 12 | English | Robert Fox | 12/13/2022 | | |
| 123456789 | 12 | English | Jenny Wilson | 12/18/2022 | | |
| 123456789 | 12 | English | Marvin McKinney | 12/11/2022 | | |
| 123456789 | 12 | English | White, Warren | 11/08/2022 | | |

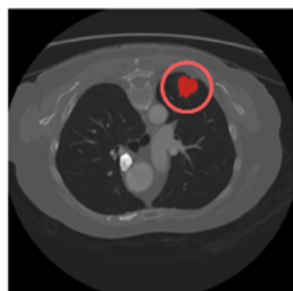
LUNG-RADS v2022 is currently the standard of care for prediction of malignancy in low-dose lung CT, but with **85% of cases being diagnosed late stage**, it is not enough.



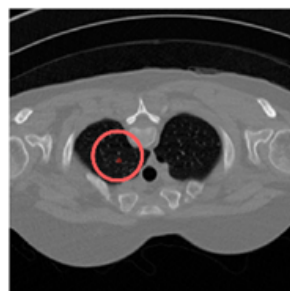
- ✗ Missed cancer diagnoses
- ✗ Unnecessary invasive biopsies
- ✗ Increased patient anxiety + cost

There is an urgent need for **improved, data-driven and interpretable** approaches to early lung cancer risk stratification.

iCARE nodule clinic uses the cutting edge in computer vision technology to identify pulmonary nodules on LDCT scans and estimate the risk that a nodule represents lung cancer.



Malignancy: **High**



Malignancy: **Low**

SENSITIVITY - SPECIFICITY TRADEOFF

LUNG-RADS

91 - 82

iCARE

91 - 96

ALL-STAGE DETECTION

LUNG-RADS

0.88

iCARE

0.965 ↑ 10%

EARLY-STAGE DETECTION

LUNG-RADS

0.89

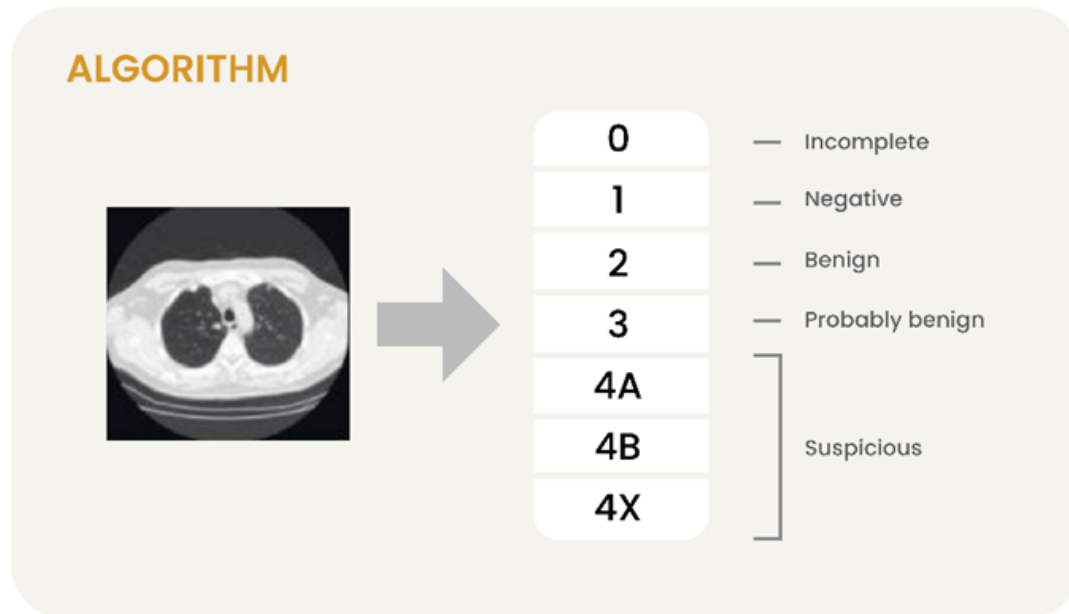
iCARE

0.97 ↑ 9%

PERFORMANCE COMPARISON ON 80K LDCT SCANS

LUNG-RADS v2022 is currently the standard of care for prediction of malignancy in Low-Dose lung CT.

But is it not enough.



✗ **Missed cancer diagnoses**

✗ **Unnecessary invasive biopsies**

✗ **Increased patient anxiety + cost**

There is an urgent need for **improved, data-driven, interpretable** approaches to early lung cancer risk stratification

Market Demand and Clinical AI Readiness

Cancer doesn’t discriminate, but lack of access to early detection does—and lives are being lost.

Oatmeal Health bridges this gap with AI-powered cancer screenings for underserved communities, unlocking a **multibillion-dollar cancer screening market**.



“

“Partnering with Oatmeal Health on this proof-of-concept project is important in terms of advancing lung cancer screening as a public health initiative. Equally important is bringing this opportunity to the patients we serve within the community health center movement who frequently suffer disproportionately, barriers to healthcare and lack of access to innovations in healthcare screening.”



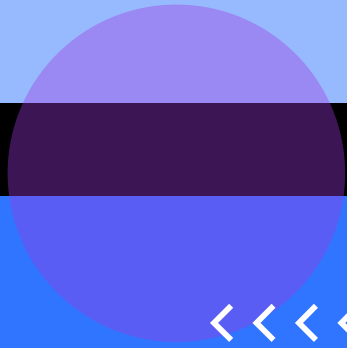
Doug Spegman M.D.
Chief Clinical Officer, MSPH, FACP
El Rio Health
Arizona

“

“As the largest, rural Community Health Center in Oklahoma, one of the main focuses for our patients is access to affordable, quality care, with screenings being a big part of our primary and preventative mission. Our patients in rural areas often have many barriers to overcome, so partnering with Oatmeal will assist us in removing some of those barriers to provide the best possible access to lung cancer screenings available in the rural eastern portion of our state.”



Brooke Lattimore
COO
Health and Wellness Center
Oklahoma



<<<<

Healthcare AI Industry

Healthcare AI Guy & more!



LinkedIn AI Surveys

ARTIFICIAL
INTELLIGENCE
(AI)

What is your organization's biggest barrier to adopting AI?

You can see how people vote. [Learn more](#)

| | |
|--------------------------------|-----|
| Cost or unclear ROI (buy-in) | 29% |
| Data quality and integration | 14% |
| Compliance or privacy concerns | 43% |
| We've already adopted AI ✓ | 14% |

LinkedIn AI Surveys

ARTIFICIAL
INTELLIGENCE
(AI)

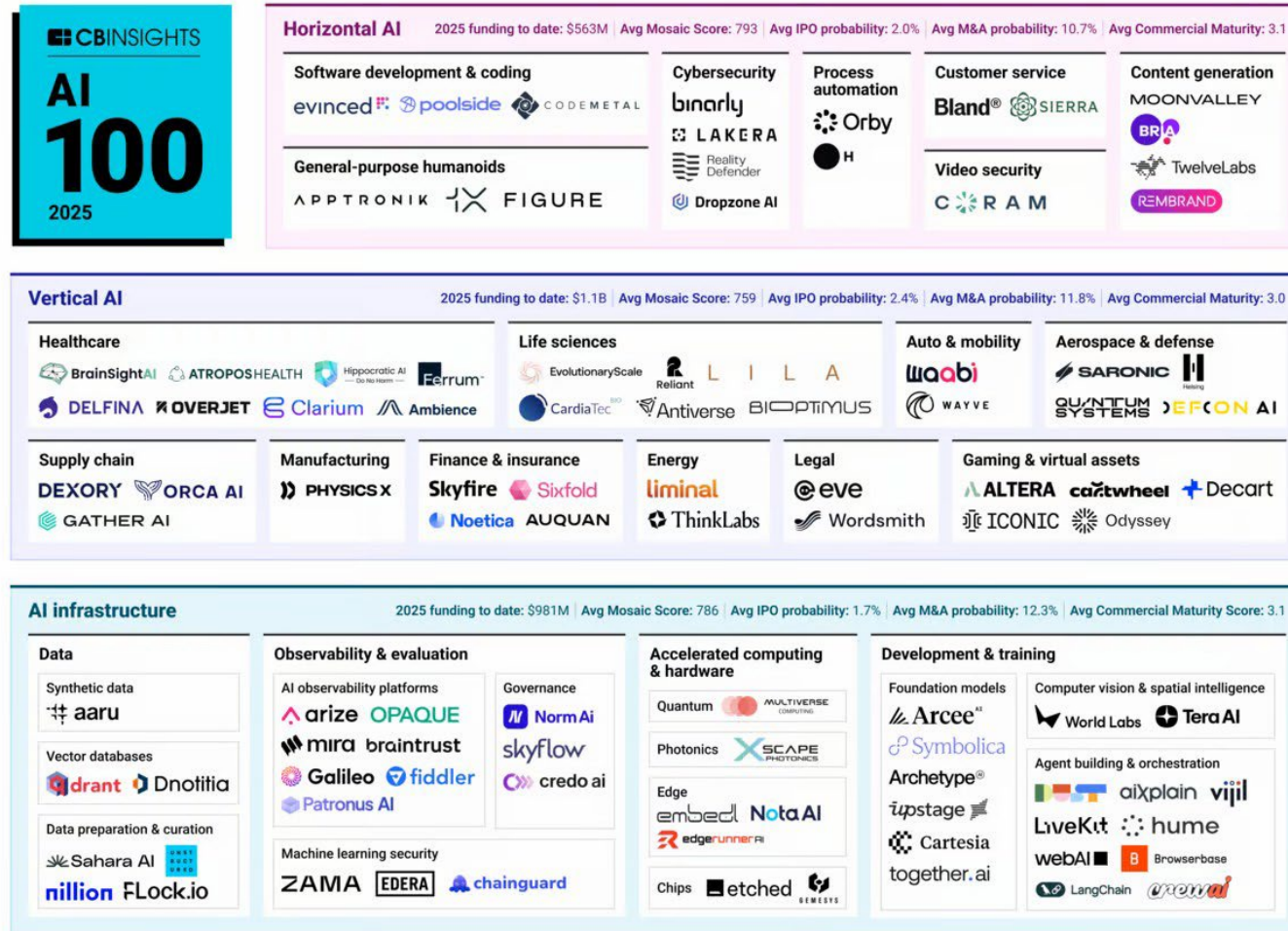
Which area do you think AI will transform the most in the next 3 - 5 years?

You can see how people vote. [Learn more](#)

| | |
|--------------------------------|-----|
| Revenue Cycle (RCM) | 19% |
| Care Coordination (Pop Health) | 12% |
| Diagnostics & Radiology | 15% |
| Clinical Documentation | 35% |
| Patient Engagement / Education | 19% |

Top 100 AI Companies

ARTIFICIAL
INTELLIGENCE
(AI)



Note: Companies are private as of 4/21/25. Categories are not mutually exclusive.

AI potential and investments.....

Healthcare organizations believe in AI's potential and are actively developing an AI strategy and investing heavily

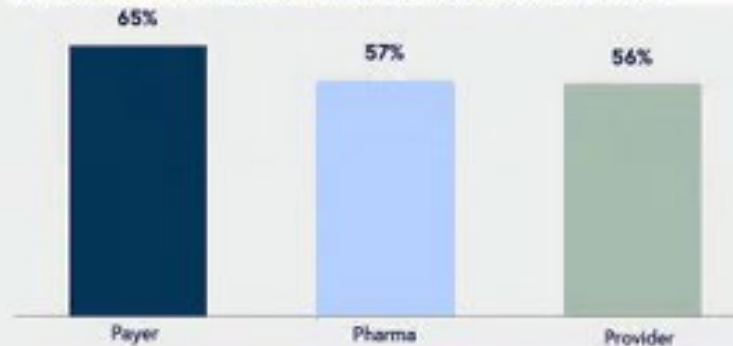
ACROSS THE INDUSTRY, ALMOST EVERYONE EXPECTS GENAI TO BE TRANSFORMATIVE



of organizations believe GenAI will transform the industry's revenue, costs, or admin burden

AI IS A STRATEGIC PRIORITY AND BUDGETS ARE GROWING

% of respondents seeing GenAI budgets growing faster than general IT



ACROSS ORGANIZATIONS...

50%

Have established AI/GenAI strategies

57%

Have AI governance committees to set policies, with Payer (67%) significantly ahead of Pharma (55%) and Provider (52%)

54%

Are already seeing material ROI in 12 months of implementation

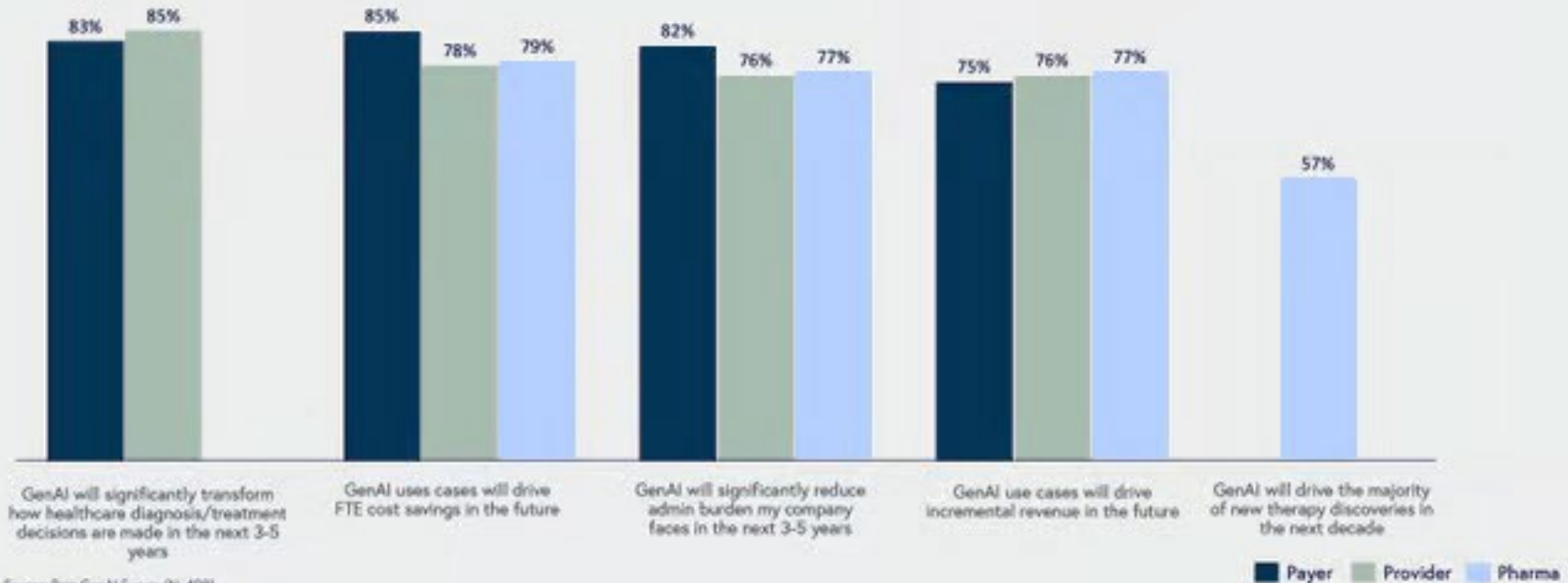
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Executive aspirations for AI.....

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Majority of executives have big aspirations and expectations on what GenAI use can do for the healthcare industry




% of respondents expressing either "Agree" or "Strongly Agree"



59 jobs to be done by AI.....

59 jobs-to-be-done as potential use cases for AI across segments

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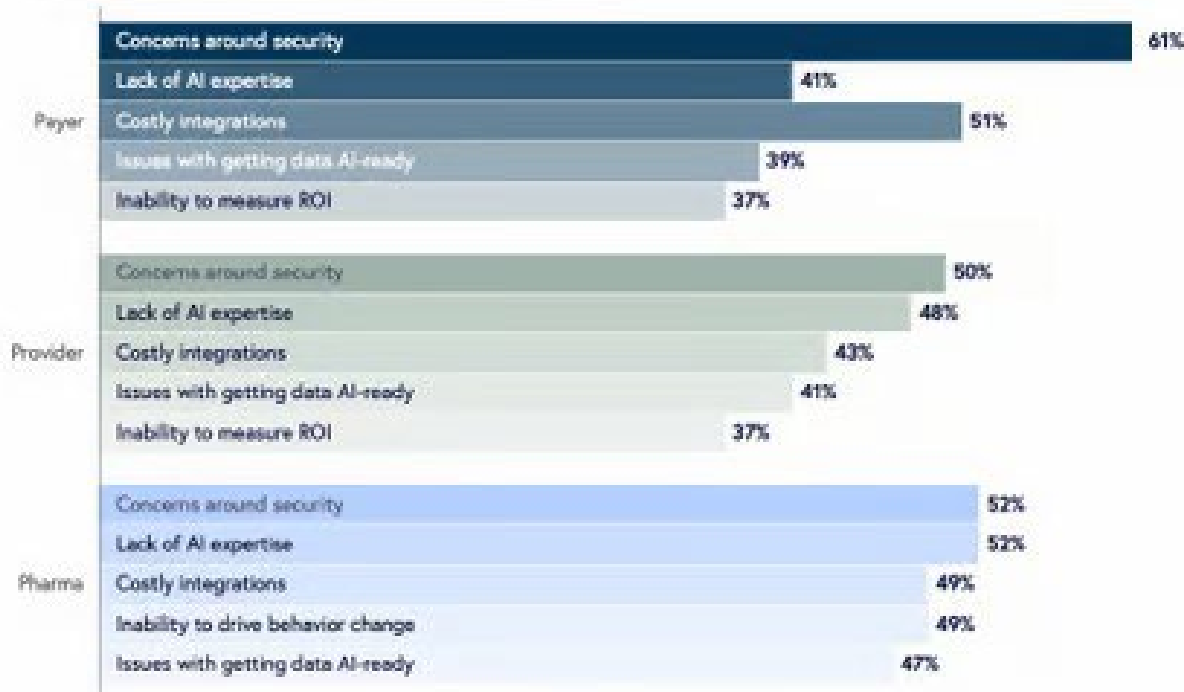
|  PAYER |  PHARMA |  PROVIDER |
|--|---|--|
| CLAIMS <ul style="list-style-type: none">Stop-loss managementBenefits verificationCoordination of benefitsOON claim negotiations | PRECLINICAL <ul style="list-style-type: none">Molecule identification and structure designHit-to-lead optimizationTarget identification | CARE <ul style="list-style-type: none">Patient triageProvider credentialing and enrollmentPatient schedulingStaff schedulingRisk adjustment/accurate patient diagnosis captureReferral management |
| NETWORK <ul style="list-style-type: none">Provider contractingProvider credentialing and enrollment | CLINICAL <ul style="list-style-type: none">Patient recruitment optimizationProtocol designData management, site logistics, and comms | RCM <ul style="list-style-type: none">Medicaid/Medicare enrollmentPrior authorizationsMedical codingUnderpayment mgmt.Payor contracting mgmt. |
| MEMBER <ul style="list-style-type: none">Member enrollmentMember follow-up and engagementProactive wellness program | MARKETING & SALES <ul style="list-style-type: none">Hub and patient servicesHCP engagementCompetitive intelBudgeting and forecasting | <ul style="list-style-type: none">Care gap identificationClinical trial coordinationDocumentation support (scribe/ambient listening)Follow-up careQuality metrics and patient registry reportingDenial/appeal managementClinical documentation improvement and compliance assurance for payer interactions |
| PRICING <ul style="list-style-type: none">Underwriting and pricingProspective risk adjustment | <ul style="list-style-type: none">Indication selectionBiomedical literature review and miningIND submissionRegulatory intelligenceNDA submissionPharmacovigilance monitoringPredictive analyticsPricing and patient affordabilityMarketing, sales and medical affairs team enablement | |

Note: Jobs-to-be-done descriptions in Appendix

Executive Roadblocks ahead.....

Executives cite roadblocks to scale: security concerns, costly integrations and lack of AI expertise in-house

% of respondents indicating issue as significant roadblock



Note: "Significant roadblock" defined as respondents describing a roadblock as a high barrier or extreme barrier | Source: Bain GenAI Survey (N = 400)

MOST CITED ROADBLOCKS



Concerns around security, given significant amounts of confidential/sensitive patient data in healthcare



Lack of AI expertise in nascent healthcare IT solutions



Costly integrations and additional IT work needed to move to full production



Issues with getting data AI-ready attributed to fragmented, unstructured, non-standardized data inputs throughout healthcare



Inability to drive behavior change among key stakeholders/the frontline due to longstanding habits among tenured professionals

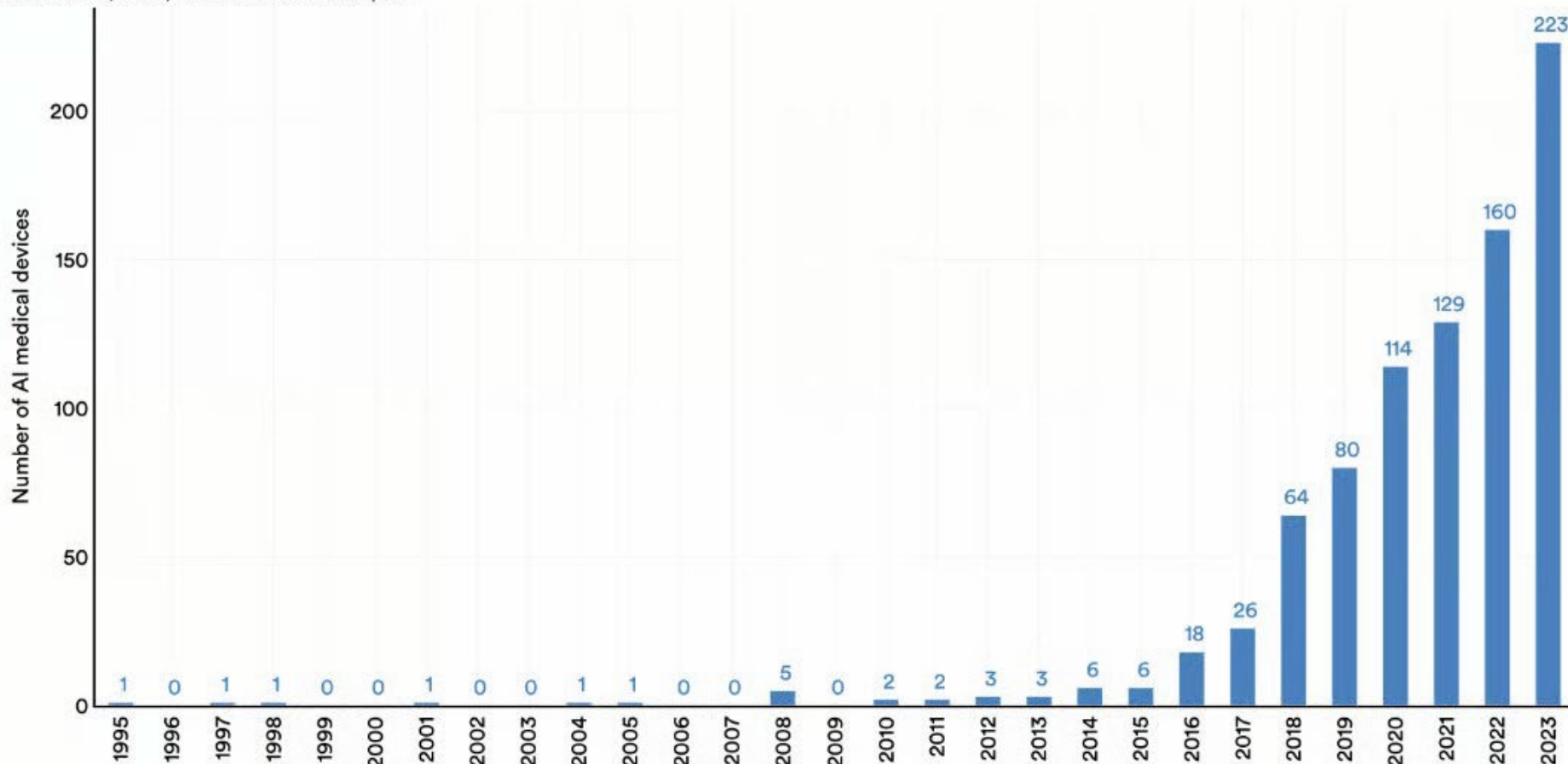
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AI Medical Devices approved by FDA

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Number of AI medical devices approved by the FDA, 1995–2023

Source: FDA, 2024 | Chart: 2025 AI Index report



Early Insights on Ambient Scribe Adoption

Exhibit 1

SUMMARY OF EARLY INSIGHTS ON THE IMPACT OF AMBIENT SCRIBE ADOPTION

+ Suggest or Support Positive Impact ■ Too Early to Draw a Conclusion ● Mixed Feedback on the Impact

| Impact Area | Example Metrics | What We Know Today |
|-------------|---|---|
| Clinician | Attrition | ■ Too early to draw a conclusion |
| | Burnout | + Emerging evidence suggests a positive impact |
| | Clinician experience | ● Mixed feedback on the impact |
| | Clinician time saved | ● Mixed feedback on the impact |
| | Cognitive load | + Emerging evidence suggests a positive impact |
| | Pajama time | ● Mixed feedback on the impact |
| | Quality of clinical note summary | + Data/anecdotal feedback support a positive impact, with a human in the loop |
| Patient | Patient experience | + Emerging evidence suggests a positive impact |
| Financial | Number of patient encounters per period | ● Mixed feedback on the impact |
| | Accuracy of coding | ■ Too early to draw a conclusion |

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Say What, Bill Gates?

ARTIFICIAL INTELLIGENCE (AI)

Bill Gates thinks AI will replace doctors in the next 10 years

Bill Gates believes AI will reshape the world over the next decade — and healthcare is right at the heart of that transformation. In a recent interview, he said expertise like top-tier medical advice will soon be free and widely accessible, thanks to AI. Insights once limited to elite doctors could soon be available to anyone, anywhere. Gates calls this the era of “free intelligence,” where breakthroughs in medicine, diagnostics, and care delivery become the norm. He’s optimistic about what this means for global health: faster drug development, smarter diagnostics, and better patient outcomes. While he admits the rapid pace of change can be unsettling, he sees AI in healthcare as a massive opportunity and he’s urging the next generation to lead the charge. We agree that AI will accelerate the move toward lower-cost, more accessible care. But healthcare is still deeply human, and it’s hard to imagine a future where that element is removed entirely.

[\(link\)](#)



US Provider C-Suite Executives

US Provider C-Suite Executives: Biggest Opportunities and Outcomes from Gen AI

Figure 1: What do you consider the biggest opportunities for GenAI in your organization?

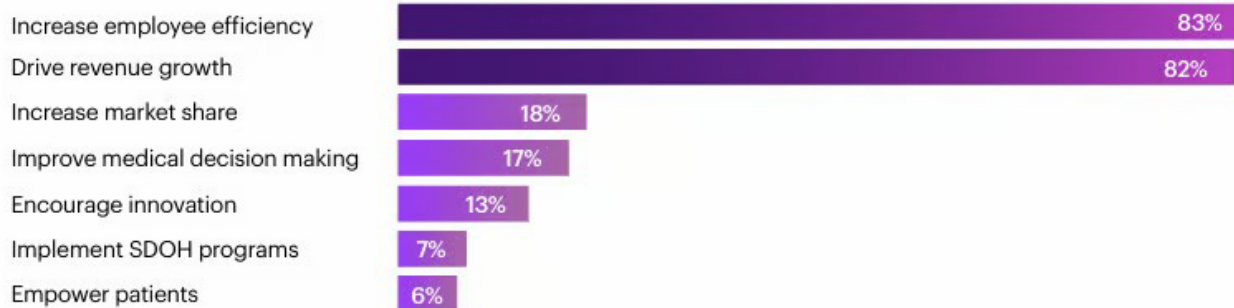
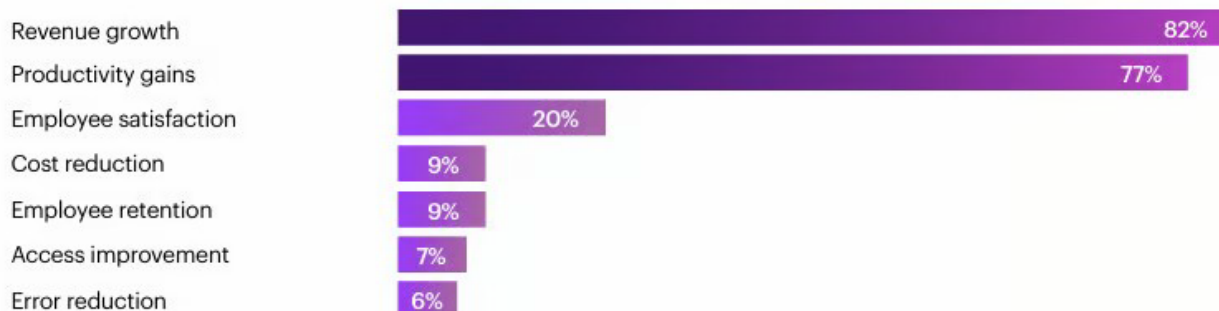


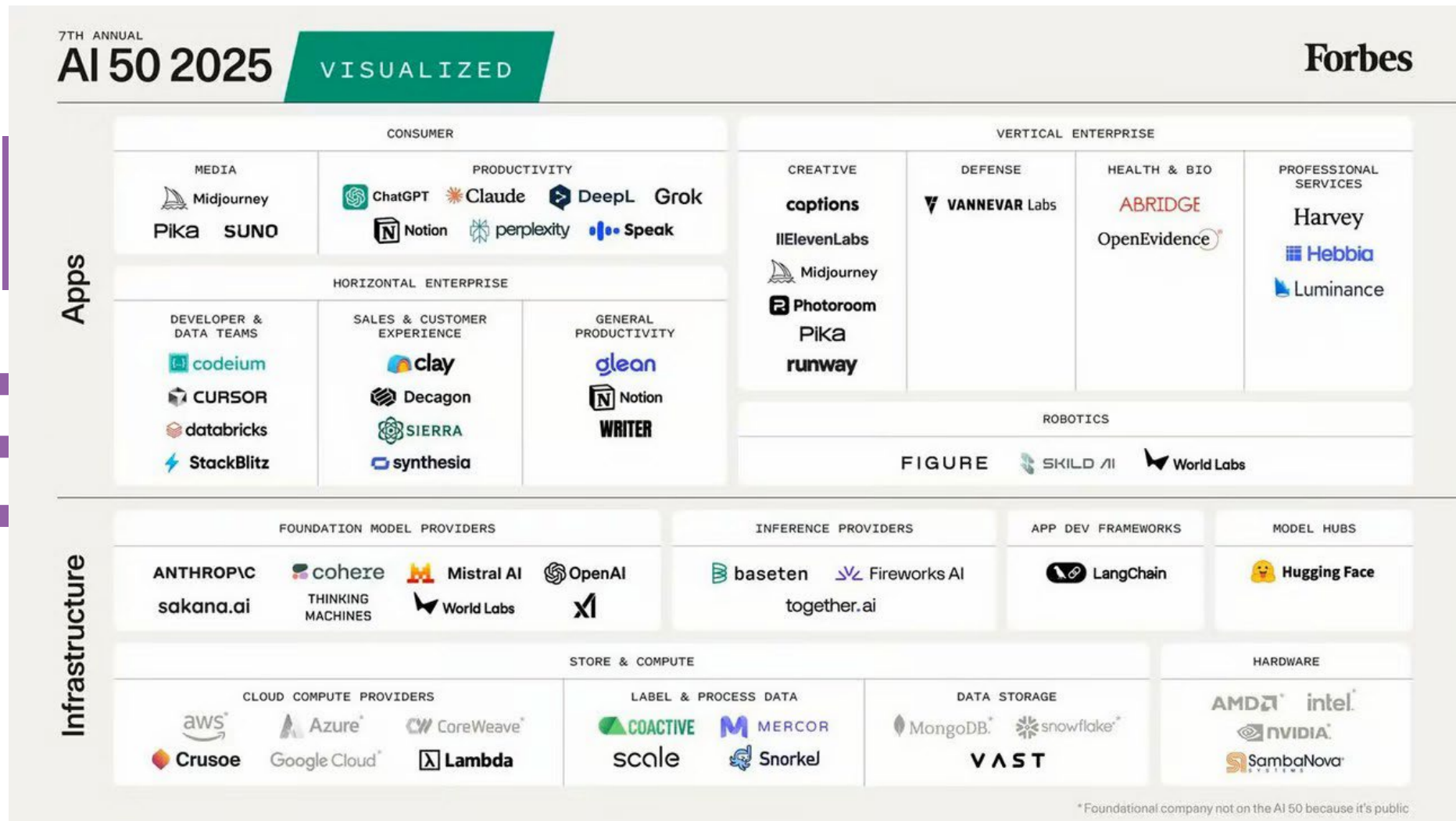
Figure 2: Which of the following outcomes do you anticipate will be most positively impacted by the implementation of GenAI tools in your workforce?



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Forbes AI Top 50

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Thank you!

ARTIFICIAL INTELLIGENCE [AI]



Brandon Teenier, CPA • You

Mission to Accomplish | Culture to Embrace | Place to Grow | People ...
2mo •

The AI Revolution: A Model T Moment for Business 🚀

In the early 1900s, Henry Ford didn't just build a better horse.....he redefined transportation. The Model T wasn't just a car; it was a revolution, making personal mobility affordable and reshaping industries overnight.

Fast forward to today: AI is our Model T moment. Businesses clinging to manual processes and legacy systems are like horse-and-buggy operators watching the roads fill with automobiles. The shift isn't coming.....it's here!

Leaders have a choice:

- ◆ Harness AI to drive efficiency, innovation, and competitive edge
- ◆ Or get left behind in a world that's moving faster than ever

Just like Ford's assembly line didn't eliminate workers—it changed the nature of work—AI won't replace workers/leaders/Organizations. But workers/leaders/Organizations who embrace AI will replace those who don't. History does not always repeat itself, but it often rhymes!

What a great event this morning at the [Austin CFO Leadership Council](#)

Are you driving the future or holding the reins of the past?

[#AI](#) [#Innovation](#) [#Leadership](#) [#DigitalTransformation](#)



The Austin CFO Leadership Council Presents

AI Policy

LEVERAGING GROWTH & MITIGATING RISKS



“That’s cute,
but don’t tell
anyone about it.”

Kodak exec on seeing
digital camera



“We know better
what customers
need than they do.”

BlackBerry CEO on iPhone



literally
laughed them
out of the room

Blockbuster on
Netflix offer

Questions?

ARTIFICIAL INTELLIGENCE (AI)

