Navigating the AI Integration Maze

The Healthcare Guide to
Agentic AI Implementation

naviant™

The Evolving Human-Digital Healthcare Collaboration

Artificial Intelligence (AI) is setting a new standard in healthcare, transforming how providers deliver care and payers manage health services. From early diagnostic systems in the 1960s to today's sophisticated algorithms, AI has evolved to address complex challenges in the medical field. The journey of AI in healthcare is marked by significant milestones, including the development of systems like INTERNIST-1, DXplain, and IBM Watson, each pushing the boundaries of what's possible in medical diagnosis and research.

Today, AI applications are integral to both healthcare providers and payers. Providers use AI for clinical decision support, medical imaging analysis, and personalized medicine, while payers leverage it for efficient claims processing, fraud detection, and risk assessment. Agentic AI is the latest advancement in this field, representing the next evolutionary stage in human-digital collaboration.

Agentic AI, characterized by its autonomy, adaptability, and goal-oriented decision-making, promises to address many of the challenges facing the healthcare industry. It offers enhanced predictive analytics, dynamic resource allocation, and the potential for automated negotiations between payers and providers. However, implementing Agentic AI requires careful planning and preparation.

This eBook outlines five key strategies that healthcare organizations should adopt to successfully integrate Agentic AI into their operations, ensuring they harness the full potential of this transformative technology while navigating the challenges and complexities inherent in healthcare systems.
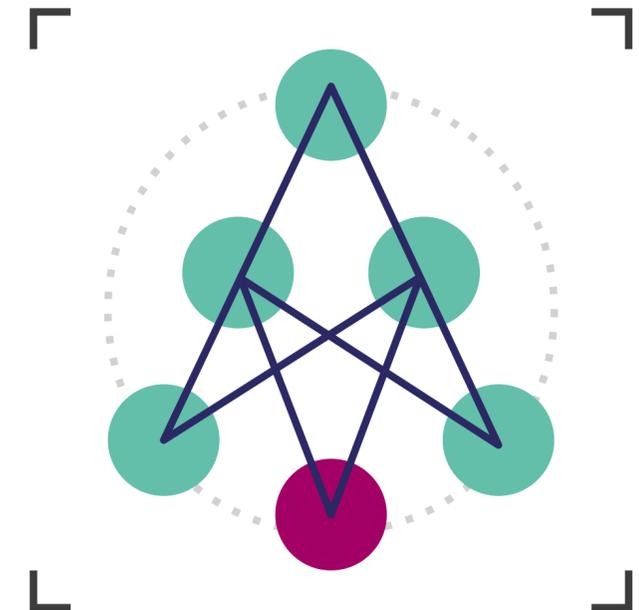
INTERNIST-1

Developed in 1971 at the University of Pittsburgh, was the world's first artificial medical consultant. It used a search algorithm to diagnose based on patients' symptoms, marking a significant milestone in clinical research.

The Path to
Implementation Success

(1)

Start With Small Pilot Projects

The journey of a thousand miles begins with a single step, and the same principle applies to implementing Agentic AI in healthcare. Starting with small, manageable pilot projects allows organizations to test the waters, measure impact, and minimize risk.

When considering where to begin, two areas particularly well-suited for initial Agentic AI implementation are claims processing and appointment coordination. These processes are often time-consuming and prone to human error, making them ideal candidates for AI-driven optimization.

Claims Processing

In claims processing, an Agentic AI system can supercharge an automated workflow by analyzing historical claims data, current policy information, and relevant regulations. Such a system could automatically categorize and prioritize claims, identify potential errors or fraudulent claims, and suggest appropriate actions based on policy guidelines. It can also learn from your human adjudicators' decisions, continuously improving its performance over time.

A pilot project in claims processing might involve processing a subset of claims in parallel with traditional methods. This approach allows for a direct comparison of efficiency and accuracy between AI-driven and human-led (or traditionally automated) processes. For instance, a healthcare organization might start by having the AI system process 10% of incoming claims, gradually increasing this percentage as confidence in the system grows.
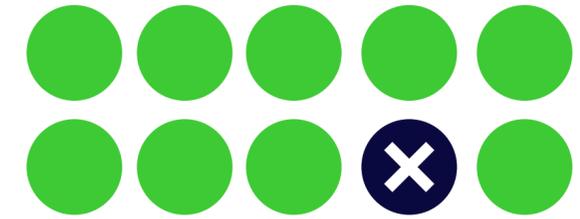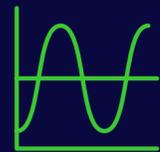
38%

*of survey respondents said that **at least one in ten claims is denied.***

Experian 2024 State of Claims Report

Areas for **Agentic AI Implementation**

Data Analysis

Categorize and Prioritize Claims

Identify Errors and Fraudulent Claims

Make Suggestions Based on Policy Guidelines

Appointment Coordination

Appointment coordination is another area ripe for Agentic AI implementation. An AI system operating in this area can analyze patient history and current health status to suggest optimal appointment times. It can consider factors like provider availability, equipment needs, and potential emergencies. Furthermore, it can automatically reschedule appointments when conflicts arise, considering patient preferences and urgency of care.

A pilot in appointment coordination could start with a single department or specialty. For example, a hospital might implement an AI scheduling system for its radiology department, where scheduling often involves complex coordination of patient needs, equipment availability, and staff schedules. As the system proves its effectiveness, it can be gradually expanded to other departments.

Areas for **Agentic AI Implementation**

Analyze Patient History and Health Status

Suggest Optimal Appointment Times

Automated Rescheduling Due to Conflicts

To evaluate the success of these pilot projects, organizations should establish clear metrics. These might include time saved in processing claims or scheduling appointments, reduction in errors or disputes, patient and provider satisfaction scores, and cost savings. For instance, you might set a goal of reducing claims processing time by 30% or increasing patient satisfaction with appointment scheduling by 25%.

By starting small and focusing on measurable outcomes, healthcare organizations can build a strong case for wider Agentic AI adoption. This approach also allows for the identification and addressing of any implementation challenges early in the process, paving the way for smoother, larger-scale adoption in the future.
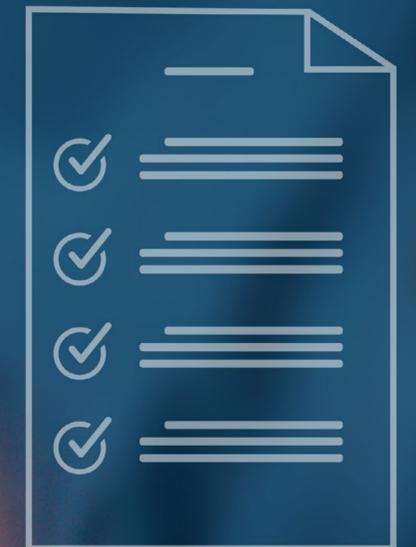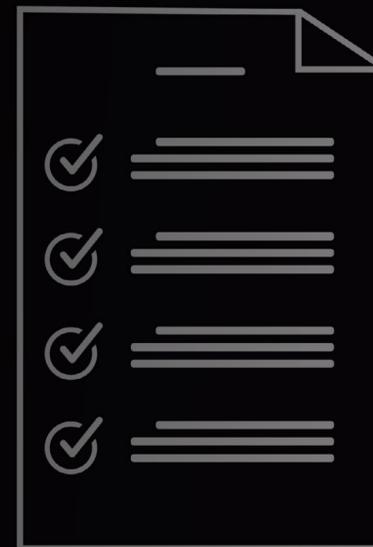
(2)

Establish Governance Models

As Agentic AI takes on more complex and autonomous roles in healthcare, it's crucial to establish robust governance models. These models ensure accountability, ethical compliance, and clear pathways for dispute resolution, all of which are essential for maintaining trust in AI-driven healthcare systems.

Responsibility

Developing a clear chain of responsibility for AI-driven decisions is a fundamental part of this governance structure. This involves designating human overseers for each AI system, individuals who understand both the technical aspects of the AI and the healthcare context in which it operates.

These overseers should be responsible for regular audits of AI performance and decision-making processes, ensuring that the AI continues to operate within its intended parameters and in line with organizational goals.

Who to consider for **AI systems oversight**

Chief AI Officer (CAIO):
This role focuses on the strategic implementation and governance of AI technologies across the organization.

Chief Information Officer (CIO):
The CIO oversees the overall information technology strategy, including the integration of AI systems.

Chief Data Officer (CDO):
The CDO is responsible for data governance, quality, and strategy.

Chief Medical Information Officer (CMIO):
The CMIO bridges the gap between clinical practice and IT.

**Director of AI/ML
(Artificial Intelligence/Machine Learning):**
This role focuses on the technical aspects of AI implementation

Compliance Officer:
The Compliance Officer ensures that AI systems adhere to all relevant laws, regulations, and standards.

Transparency

Transparency in how AI systems weigh different factors in their decisions is crucial for building trust. Healthcare organizations should be prepared to explain, in understandable terms, how their AI systems arrive at their conclusions. This might involve developing user-friendly interfaces that can display the key factors influencing an AI's decision or creating educational materials that explain the basics of AI decision-making to patients and providers.

Even with the best governance structures in place, disputes will inevitably arise from AI-driven decisions. Therefore, establishing clear procedures for addressing these disputes is essential. This should include creating an appeals process for patients or providers who disagree with AI-generated outcomes. For instance, if an AI system denies a claim or recommends against a particular treatment, there should be a clear pathway for human review of that decision.

Developing a system for logging and analyzing disputes can also help improve AI performance over time. By tracking patterns in disputed decisions, organizations can identify areas where the AI may need refinement or additional training.

Ethics

Ethical compliance is another critical aspect of AI governance in healthcare. This goes beyond mere regulatory compliance to ensure that AI systems adhere to the core ethical principles of healthcare: beneficence, non-maleficence, autonomy, and justice. To achieve this, organizations should incorporate ethical considerations directly into the AI's decision-making algorithms. *For example, an AI system making treatment recommendationsshould be programmed to prioritize patient well-beingover cost considerations, mirroring the ethical priorities of human healthcare providers.*

Regular ethics reviews by a diverse panel of experts can help ensure ongoing ethical compliance. This panel should include not just AI and healthcare experts, but also ethicists, patient advocates, and community representatives. Their role would be to review the AI's decision-making processes, identify potential ethical issues, and recommend adjustments as needed.

Privacy and Security

Data privacy and security are paramount in healthcare, and this extends to AI systems. Governance models should include stringent data protection measures that ensure compliance with HIPAA and other relevant regulations. This involves using advanced encryption for data storage and transmission, implementing robust access controls, and maintaining detailed audit trails for all AI interactions with patient data.

By establishing these comprehensive governance models early in the process of AI implementation, healthcare organizations can build trust in their Agentic AI systems among patients, providers, employees, and regulatory bodies. This trust is essential for the successful integration of AI into healthcare practices and for realizing the full potential of these powerful technologies.

HIPAA
Compliance

3

Strengthen Data Infrastructure

The effectiveness of Agentic AI is directly tied to the quality and accessibility of the data it can leverage. Therefore, strengthening data infrastructure is a critical step in preparing for AI implementation in healthcare.

Responsibility

Building robust data warehouses is a foundational element of this process. These centralized data repositories need to be capable of aggregating data from multiple sources, including Electronic Health Records (EHRs), claims systems, patient portals, and even wearable devices. The challenge lies not just in collecting this data, but in ensuring its consistency and quality.

To achieve this, organizations should implement automated validation processes that can identify and flag inconsistencies or errors in data as it's ingested. For example, a system might automatically check for discrepancies in patient information across different data sources, or flag lab results that fall outside expected ranges for further review.

These data warehouses must also support real-time data access for AI systems. In healthcare, decisions often need to be made quickly, and AI systems need to be able to access the most up-to-date information available. This might involve implementing technologies like in-memory databases or data streaming platforms that can provide near-instantaneous data access.

Scalability

Scalability is another crucial factor to consider. As healthcare organizations collect more data and implement more AI systems, their data infrastructure must grow accordingly. Cloud-based solutions can offer the flexibility and scalability needed to accommodate growing data volumes and new data types.

Key Benefits of **Data Warehouses in Healthcare**

Efficiency Enhancement

Challenge: Healthcare professionals lose 9 hours weekly navigating siloed data.

Solution: Centralized data repository for patients and providers

Impact: Improved data accessibility and usability, streamlining healthcare operations.

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Cost Optimization

Problem: Poor data quality costs organizations $12.9 million annually on average.*

Approach: Implement data warehouses to enhance data accuracy and consistency.

Result: Significant reduction in operational costs, improving financial health. .

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Informed Decision-Making

Need: Real-time access to analytics and reports.

Benefit: Continuous monitoring of patient trends and treatment outcomes.

Outcome: Empowers both providers and payers to make data-driven decisions.

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Improved Payer-Provider Collaboration

Goal: Better alignment between payer and provider systems.

Method: Shared access to service rates and reimbursement schedules.

Advantage: Enhanced cooperation, leading to more efficient healthcare delivery.

*Gartner

EHR Modernization

Modernizing Electronic Health Records (EHR) systems is another key aspect of strengthening data infrastructure. Many existing EHR systems were not designed with AI integration in mind, and may struggle to provide the structured, standardized data that AI systems need to function effectively.

Updating EHR systems to support AI integration involves several key steps. First, organizations should implement standardized data formats and terminologies. Standards like FHIR (Fast Healthcare Interoperability Resources) for data exchange and SNOMED CT for clinical terms can ensure that data is consistent and machine-readable across different systems and organizations.

Another crucial step is enabling API access for secure data exchange with AI systems. This allows AI systems to interact directly with the EHR, pulling the data they need and potentially updating records based on their analyses. Incorporating natural language processing (NLP) capabilities (like UiPath's Document Understanding) can help EHR systems make sense of unstructured data like clinical notes. This can greatly expand the range of data available to AI systems, allowing them to draw insights from the rich, detailed information often contained in these notes.

Finally, EHR user interfaces may need to be updated to display AI-generated insights alongside traditional EHR data. This integration can help healthcare providers seamlessly incorporate AI recommendations into their decision-making processes.

By strengthening data infrastructure in these ways, healthcare organizations can provide Agentic AI systems with the high-quality, real-time data they need to make accurate and timely decisions. This robust data foundation is essential for realizing the full potential of AI in healthcare.

Document **Understanding**

UiPath Document Understanding

UiPath Document Understanding is an AI-powered solution that automates the extraction and processing of data from various types of documents. It uses advanced machine learning and artificial intelligence technologies to classify, extract, and validate data from structured, semi-structured, and unstructured documents.

In healthcare, UiPath Document Understanding has significant applications, particularly in Electronic Health Record (EHR) automation.

EHR Automation

UiPath Document Understanding can streamline EHR workflows by:

⊕ Extracting patient information from various document types (e.g., intake forms, lab reports, and physician notes) and automatically populating EHR systems.

⊕ Classifying and organizing medical documents within the EHR system, improving accessibility and reducing manual data entry errors.

⊕ Automating the processing of referrals and medical histories, ensuring quick and accurate updates to patient records.

For instance, healthcare providers can use Document Understanding to automatically extract relevant data from scanned medical records or incoming digital documents and update the EHR system accordingly. This reduces the time clinicians spend on paperwork, allowing them to focus more on patient care.

4

Foster an AI-Ready Culture

The successful implementation of Agentic AI requires more than just technological readiness; it demands a workforce that is prepared to work alongside and leverage these advanced systems. Fostering an AI-ready culture is therefore a critical step in preparing for AI implementation.

Preparing Your Workforce

Upskilling employees is at the heart of this cultural shift. Healthcare organizations need to develop comprehensive training programs that cover not just the technical aspects of AI, but also its practical applications in healthcare, the ethical considerations involved, and the critical thinking skills needed to effectively leverage AI insights.

These training programs should be tailored to different roles within the organization. For clinical staff, the focus might be on interpreting AI-generated insights and incorporating them into clinical decision-making. For administrative staff, training might focus more on using AI tools for tasks like scheduling, resource allocation, or financial forecasting.

By fostering an AI-ready culture through these various initiatives, healthcare organizations can ensure that their workforce is prepared to leverage Agentic AI effectively. This cultural readiness is just as important as technological readiness in driving successful AI adoption and maximizing the benefits of these advanced systems.

→ Certifications

Supporting employees in obtaining relevant AI certifications can help build a core of AI expertise within the organization. There are a growing number of AI certifications relevant to healthcare, such as the AI in Healthcare Certification from MIT Management Executive Education or various machine learning certifications from cloud providers like Google and Amazon.

→ Workshops and Hackathons

Workshops and hackathons can be effective ways to encourage hands-on learning and innovation. For example, a healthcare organization might organize a hackathon where teams compete to develop innovative AI applications for improving patient care or operational efficiency.

→ Hands-on Experience

Hands-on experience is crucial for building comfort and competence with AI tools. Organizations should consider setting up "AI labs" where staff can experiment with new AI tools in a low-stakes environment. These labs could be physical spaces equipped with the latest AI technologies, or virtual environments where staff can access AI tools remotely.

→ Mentorship Programs

Mentorship programs can play a valuable role in spreading AI knowledge throughout an organization. By pairing AI-savvy staff with those less comfortable with the technology, organizations can facilitate knowledge transfer and build confidence across the workforce. These mentorship relationships don't have to be hierarchical; reverse mentoring programs, where younger, more tech-savvy staff share their digital native perspectives with more experienced colleagues, can be particularly effective.

→ Reward Incentives

Rewarding innovative ideas for AI implementation can help drive engagement and creativity. This could take the form of innovation challenges, where staff submit ideas for AI applications and the best ideas receive funding for further development. Or it could involve incorporating AI innovation into performance reviews and promotion criteria, signaling that AI skills and creativity are valued within the organization.

5

Collaborate with
AI Experts and Vendors

Advancements in AI are maintaining a lightning pace, and the required expertise may not be available in-house for many healthcare organizations. Collaborating with AI experts and vendors can provide access to cutting-edge tools and knowledge tailored for healthcare environments, accelerating the AI implementation process and helping organizations avoid common pitfalls.

Looking for the Right Partner

When identifying potential AI partners, healthcare organizations should look for experts and vendors who have a track record in healthcare AI implementation. The healthcare industry has unique challenges and regulations that require specialized knowledge. A partner with healthcare-specific AI experience will be better equipped to navigate these complexities.

It's also important to look for partners whose solutions can integrate with existing healthcare IT infrastructure. The ability to work with legacy systems and data formats can significantly smooth the implementation process and reduce disruption to existing workflows.

Once partners are identified, collaborative development becomes key. Rather than simply purchasing off-the-shelf AI solutions, healthcare organizations should work closely with their AI partners to customize solutions for their specific context. This might involve developing AI models trained on the organization's unique data, creating interfaces that integrate seamlessly with existing workflows, or adapting AI systems to meet specific regulatory requirements.

For example, a healthcare organization implementing an AI system for medical imaging analysis might work with their AI partner to train the system on their own historical imaging data, ensuring that it's calibrated to their specific patient population and imaging equipment. They might also collaborate on developing a user interface that integrates smoothly with their existing radiology workflow, minimizing disruption and maximizing adoption.

Educate & Assess	Identify & Prioritize	Roadmap
Department **Educate key department stakeholders** on what automation is and its impact **Document list of department tasks** by role and begin to assess for automation potential **Investigate potentially automatable tasks** through ideation sessions	**Facilitate iterative workshops** to break down work and catalog potential automation opportunities **Validate and prioritize identified opportunities** based on value, complexity, costs, and business needs	**Present roadmap on how to deliver high-impact automation use cases,** including ❖ Repository of prioritized use cases ❖ Delivery roadmap ❖ Initial value estimates
Automation Operating Model **Educate executive leadership** on operating model best practices and why it's important **Conduct surveys** on the change management process via questionnaire **Assess decision-making process and structures** (staffing, roles, responsibilities)	**Review and verify organization maturity** based on 11 key areas for automation **Align organizational needs to future automation operating model,** including governance, *CoE, and workforce transformation	**Propose recommendations for a future automation operating model structure,** including ❖ Decision making structure ❖ Governance model ❖ Staffing recommendations ❖ Roles and responsibilities

*CoE – Center of Excellence

Naviant's Blueprint

Discovery is one example of how AI vendors with healthcare expertise can help set organizations on the correct path for integration. The Blueprint process takes into consideration the educational needs at all levels, what processes would benefit the most from AI and automation integration, and the organization specific steps required for success.

Knowledge transfer should be a key component of these collaborations. While it's valuable to have access to external expertise, healthcare organizations should also aim to build their internal AI capabilities over time. This might involve regular training sessions where the AI partner educates the organization's IT and clinical staff on the workings of the AI system. It should also include comprehensive documentation of AI systems and processes, allowing the organization to gradually take over more of the system management.

80%

of healthcare leaders believe AI is essential for the future

CCM

70%

"of digital transformation projects fail within 2 years" due to lack of preparation.

McKinsley

Navigating healthcare AI's complex ethical and regulatory landscape is another area where external expertise can be invaluable. Healthcare organizations should look for partners who can help ensure that AI systems comply with relevant regulations like HIPAA and FDA guidelines. These partners should also be able to help develop protocols for responsible AI use in healthcare settings and create frameworks for ongoing ethical review of AI applications.

For instance, an AI partner might help a healthcare organization set up an AI ethics board, providing guidance on its composition and operating procedures. They might also assist in developing ethical guidelines for AI use that align with the organization's values and mission.

Staying current with the field of healthcare AI is an ongoing challenge. Partnerships can play a crucial role here too. Healthcare organizations should look for opportunities to participate in joint research projects with their AI partners, attend industry conferences and workshops together, and establish channels for ongoing knowledge sharing. This might involve regular briefings on new AI developments relevant to healthcare, or collaborative explorations of emerging AI technologies.

By collaborating effectively with AI experts and vendors, healthcare organizations can accelerate their Agentic AI implementation, benefiting from external expertise while building internal capabilities. These partnerships can provide access to cutting-edge AI technologies, help navigate complex regulatory landscapes and ensure that AI implementation aligns with the organization's broader goals and values.

The Future of Healthcare
is Intelligent, Adaptive, and Patient-Centered

Implementing Agentic AI in healthcare is a journey that requires careful planning, robust infrastructure, cultural change, and strategic partnerships. By starting with small pilot projects, establishing strong governance models, strengthening data infrastructure, fostering an AI-ready culture, and collaborating with experts, healthcare organizations can successfully navigate the complexities of AI integration.

The potential benefits of Agentic AI in healthcare are immense – from improved operational efficiency to enhanced patient outcomes. It's crucial to approach this transformation with a balance of enthusiasm and caution, always keeping the core mission of improving healthcare at the foundation.

By following these strategies, healthcare organizations can position themselves at the forefront of the AI revolution in healthcare, ready to leverage the power of Agentic AI to drive better outcomes for patients, providers, and the healthcare system as a whole. The future of healthcare is intelligent, adaptive, and patient-centered – and Agentic AI is set to play a crucial role in bringing that future to life.