



# DART

DRONE AUTOMATION & ROBOTICS TECHNOLOGIES

&

**STARTUP**  
**MONTEREY BAY**  
**CONNECT**



2024 OUTLOOK FROM REGIONAL INDUSTRIES • TUESDAY, JANUARY 9 @6PM | ONLINE



**AG & AG-TECH**



**HEALTH**



**HOSPITALITY**



**ENERGY**



**ELECTRICAL AERIAL RIDESHARING**

SPONSORED BY  The **James Irvine** Foundation



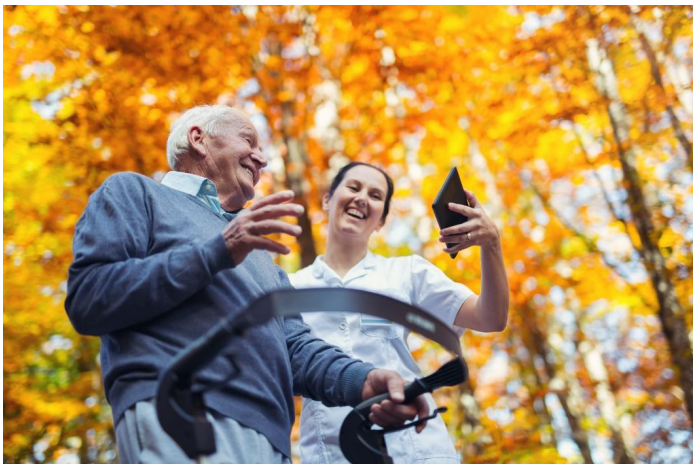
# Meg Burke Dingae

Director, Digital  
Health  
Montage Health



&





# Montage Health Digital Health Update

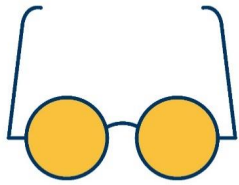
January 9, 2024

# Montage Health



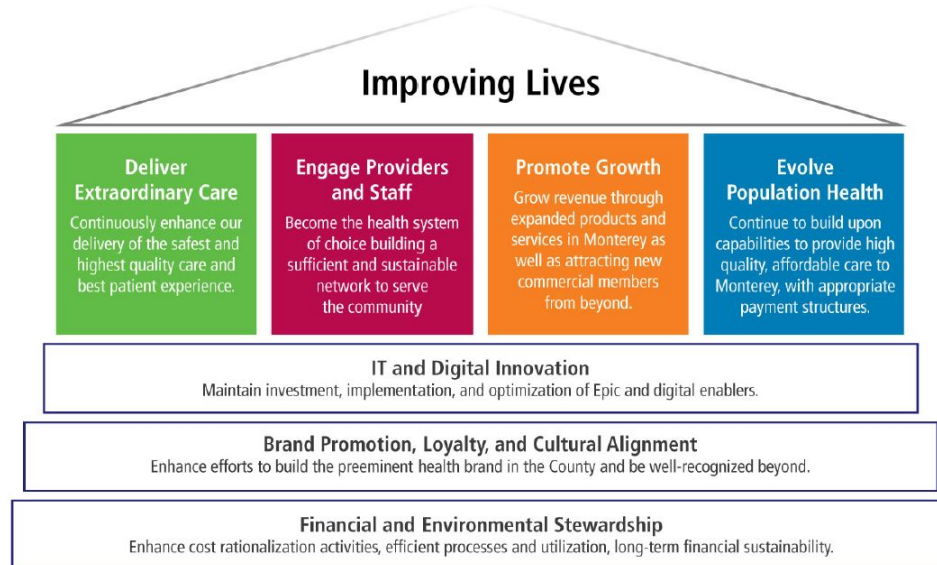
# Digital Health Vision & Big Rock Strategies





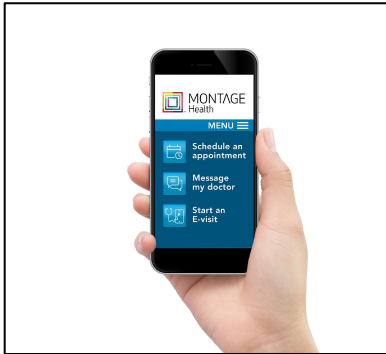
# Digital Health Vision

Improve lives with the most **seamless**, **exceptional**, **consistent** and **accessible** digital health program possible that engages community members, patients, providers and staff across the entire **health journey**.



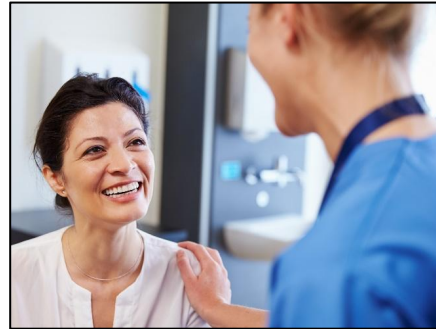
# Digital Health Big Rock Strategies

*Meet patients where they are.*



- On-demand telehealth
- Remote Patient Monitoring (RPM)
- Self-service tools

*Leverage technologies to improve connection.*



- AI and LLM's
- Automate mundane clinical and administrative workflows

*Build the program with the "Voice-of-the-Community."*

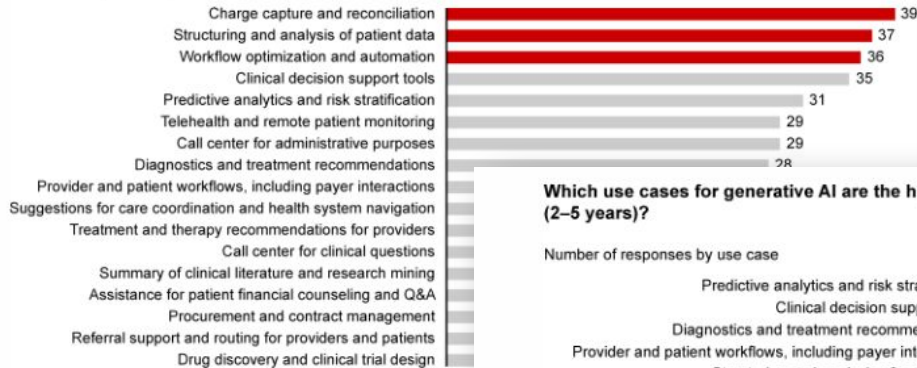


- Press Ganey Hx Platform
- Voice of the community (VOC) engagements

# Leveraging Generative Artificial Intelligence (AI)

## Which use cases for generative AI are the highest priority for your health system in the near term (within the next 12 months)?

Number of responses by use case



Source: Bain Health Systems Survey (N=94)

Generative AI uses sophisticated large language models (LLM's) to create original text, images, and other content. It's inspiring an explosion of ideas around use cases, from reviewing medical records for accuracy to making diagnoses and treatment recommendations.

## Which use cases for generative AI are the highest priority for your health system in the long term (2-5 years)?

Number of responses by use case



Source: Bain Health Systems Survey (N=94)





# AI Impact at Montage Health



# Care Gap Closure & Outreach Automation

Automatically review patient charts to identify or confirm open care gaps

Surface recommendations for care gaps and create and validate care gap pursuit lists.

**EHR**

Smith, Katherine 000-12-871 03/10/1988

**Profile**

Name: Katherine Smith DOB: 03/10/1988  
Patient ID: 000-12-871 Gender: Female  
Address: 534 Erewhon St, Gino, WI 54401  
Language: English  
Mobile Phone: (456) 789-0123

**Medications**

None

**To Do List**

Mammogram	11/14/2023	Unscheduled
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**History** Last updated on 09/12/2023

Inpatient	Outpatient
06/08/2022 Dr. Carl Duncan	11/08/2018 University Hospital - George Ganneth
01/04/2020 Dr. Carl Duncan	04/28/2017 University Hospital - Dorothy Bailey
06/12/2018 Dr. Carl Duncan	01/31/2010 University Hospital - Dorothy Bailey

PCMA: We noticed you are overdue for a routine check-up. Click here to schedule: <https://visit.pcma.org/gC>

Please select a time from the availability below to schedule your appointment.

West Hills Clinic - Women's Health  
Mammogram screening  
4231 SW Temple St, Salt Lake City, UT  
(123) 456-7690

## Mammogram questionnaire

Your provider is requesting additional information about your care.

Begin questionnaire

Sep 15, Friday

8:00am 1:15pm

Sep 18, Monday

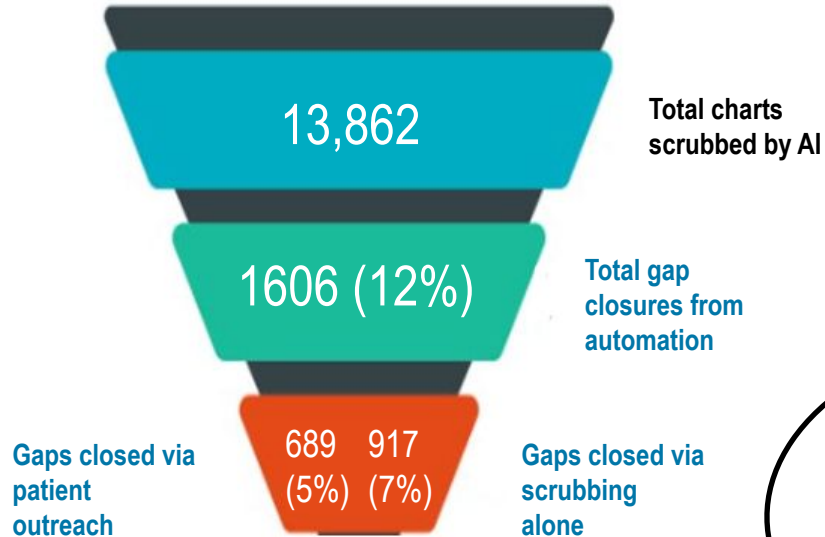
8:00am 9:15pm 10:00am 11:15pm

12:00am 1:15pm 2:00pm 2:15pm

# Impact of Care Gap Automation (2023)

## Which Care Gaps?

- Cervical Cancer Screening
- Colon Cancer Screening
- Breast Cancer Screening
- Diabetic Eye Exams
- Hypertension



## What's Next?

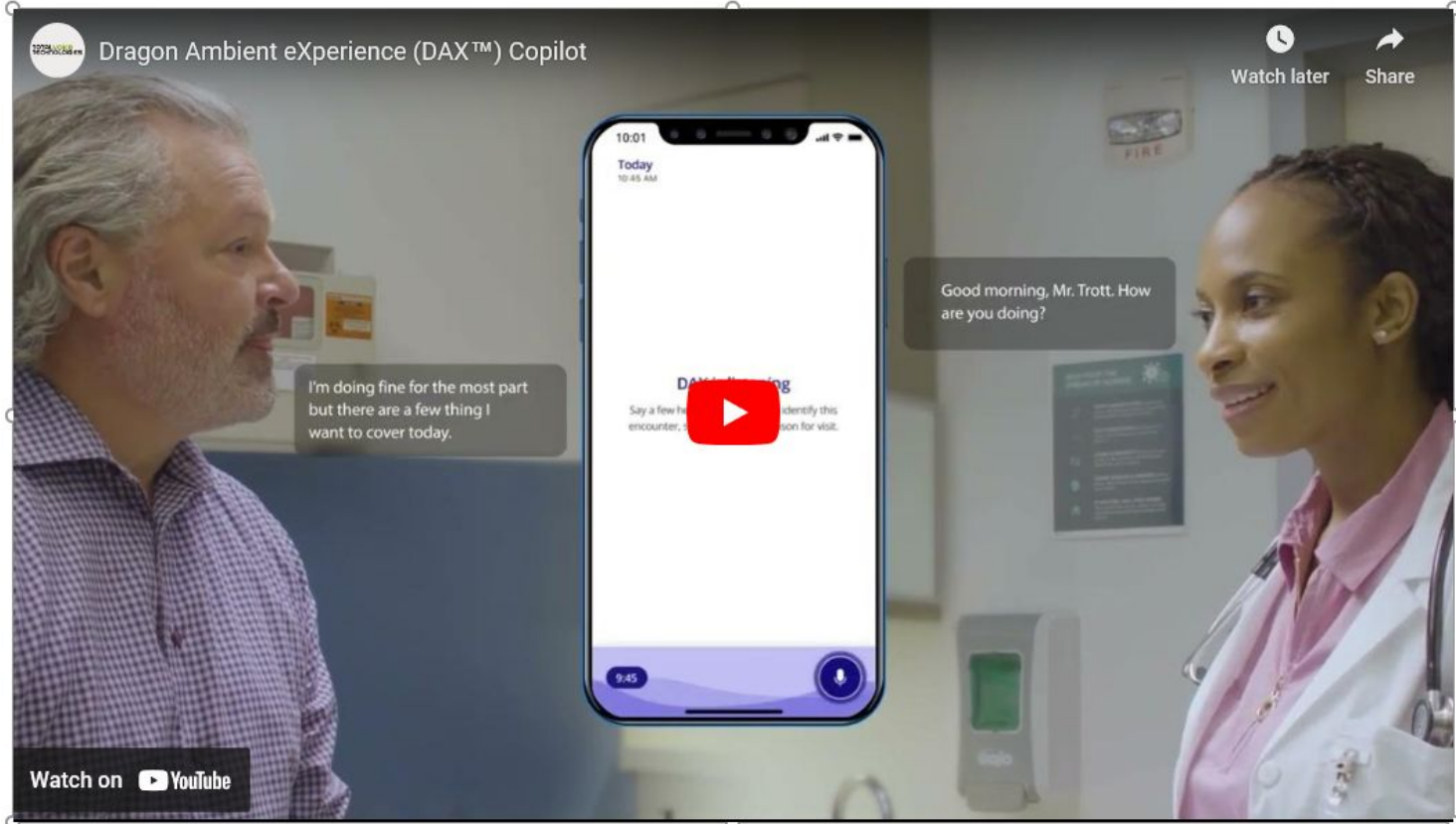
- Continuous scrubbing and outreach
- CACH partnership for MediCal cohort

"My gap closures are actually going up *without more work* on my plate – and that is actually amazing."  
– Montage Medical Group Physician

**What's Next in 2024?**



# Clinical Documentation via AI – DAX



# MyChart Email Responses via AI

Message Patient Info Meds/Problems Vitals/Labs My Last Note Help

George Adams  
Male, 61 y.o., 6/1/1962  
MRN: 9000101  
Phone: 608-270-4567

Drew Walker, MD  
PCP

ARY INS.  
US Healthcare

APPT

Done Reply Reply All Forward

### Generated Draft Reply Pioneering Feature

Hello George,

Congratulations on becoming a new grandpa! It's wonderful to hear about your adorable granddaughter. Regarding your concern about your aortic valve, it's important to maintain good hygiene practices, such as washing your hands frequently and avoiding close contact if she is sick. However, if you have specific concerns about your aortic valve or your overall health, I would recommend scheduling an appointment to discuss this further.

Please don't hesitate to reach out if you have any more questions or concerns.

Sincerely,  
Dr. Walker

[Learn More](#) [Start with Draft](#) [Start Blank Reply](#)

Did you find the draft reply helpful?

[This was helpful](#) [This was helpful](#)

### New grandpa (Newest Message First)

George Adams (Patient) → P Triage Nurses (supporting Drew Walker, MD) 1hr ago (9:41 AM)

Hi Dr. Walker, I forgot to tell you I'm a new grandpa! She's adorable but also is frequently sick. Do I need to be concerned that being around her germs will hurt my aortic valve?

### Encounter Messages

Read	Composed	From	To	Subject
Y	6/28/2023 9:41 AM	Adams, George	P Triage Nurses (supporting Drew Walker, MD)	<a href="#">New grandpa</a>