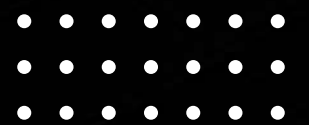




SAN YSIDRO
HEALTH

DIGITAL **TRANSFORMATION**

Embracing Innovation to Drive
Business and Patient Outcomes





COUNTY FACTS

- 11,721 km²
- Home to ~ 3.5 million residents

WHO WE ARE & WHAT WE DO

- 100% Ambulatory Environment
- 150 care delivery sites
- 500+ providers, 4,500 staff
- Providing PC, Dental, BH, Specialty
Chiro, Urgent Care, & PACE services



WHY DIGITAL TRANSFORMATION IS CRITICAL FOR SYH

**OPERATIONAL IMPERATIVES TO DRIVE
EFFICIENCIES AND ENHANCE THE PATIENT
EXPERIENCE AND CLINICAL OUTCOMES**

DIGITAL TRANSFORMATION

FOCUS AREAS

SYSTEM CONSOLIDATION

**AI FOR TARGETED CLINICAL, RESEARCH, AND
OPERATIONAL USE CASES**

SYSTEM CONSOLIDATION

SECHS BIS
EINS

Outcomes >

- REDUCED DUPLICATE TESTING AND PROCEDURES
- STREAMLINED CARE COORDINATION: A UNIFIED RECORD ENABLES FASTER, CLEARER COMMUNICATION BETWEEN PRIMARY, SPECIALTY, AND ANCILLARY PROVIDERS, REDUCING DELAYS AND MEDICAL ERRORS
- ACCELERATED CLINICAL DECISION-MAKING WITH REAL-TIME DATA AT THE POINT OF CARE SUPPORTS MORE CONFIDENT, TIMELY DIAGNOSES AND TREATMENT PLANS

Outcomes >

TARGETED AI USE CASES

CLINICAL AMBIENT
LISTENING

AI fax automation

AI DETECTION for MTM
DIABETIC RETINOPATHY

- SAVING CLINICIANS ~ 1 HOUR PER DAY
- REDUCING COGNITIVE LOAD
- ENHANCES PATIENT ENGAGEMENT
- BETTER BILLING COMPLIANCE

- 56K INBOUND E-FAXES PER MONTH
- AI AUTOMATION ELIMINATED 12 FTE'S
- AI CATEGORIZES, INTEGRATES & ROUTES INTO EHR (KIS)
- COSTS IS \$4 PER HOUR PER AI AGENT

- 5 MINUTE TEST DURING AW EXAMS
- INCREASED SCREENINGS FROM 59% - >90%
- EARLIER DETECTION AND INTERVENTION WITH

EVERYTHING DOES NOT ALWAYS WORK OUT

***CONVERSATIONAL AI WITHIN THE SYH CALL CENTERS**

**THOUGHTFUL ADOPTION CAN DRIVE INNOVATION AND IMPROVE PATIENT OUTCOMES,
BUT IT MUST BE BALANCED WITH RIGOROUS OVERSIGHT TO PROTECT SAFETY, PRIVACY,
AND EQUITY.**