SAN YSIDRO HEALTH

DIGITAL
TRANSFORMATION

Embracing Innovation to Drive
Business and Patient Outcomes

SAN YSIDRO HEALTH

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

SAN YSIDRO HEALTH

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

SAN YSIDRO HEALTH

SAN YSIDRO HEALTH

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

SAN YSIDRO HEALTH

TARGETED AI USE CASES

CLINICAL AMBIENT LISTENING

AI fax automation

AI DETECTION for MTM DIABETIC RETINOPATHY

Outcomes >

- SAVING CLINICIANS ~ 1 HOUR PER DAY
- REDUCING COGNITIVE LOAD
- ENHANCES PATIENT ENGAGEMENT
- BETTER BILLINING 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 DECTECTION AND INTERZVENTION WITH

SAN YSIDRO HEALTH

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.