

Navigating the Behavioral Health AI Journey from Concept to Reality

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Welcome!

We invite all attendees to ***please enter questions in the chat*** as we talk through the discussion.

Presenters may address questions immediately, but ***we plan to leave 10-15 minutes at the end of the presentation for questions and discussion.***

Thank you for joining!



Today's Agenda

AI Fundamentals in HHS

1. Defining AI and Key Concepts
2. Opportunity for AI in Health and Human Services

Activating AI:

3. AI Readiness Management Framework
4. AI Trust, Ethics and Governance
5. Behavioral Health AI Roadmap and Demonstration
6. Enabling Evidence-based Practices



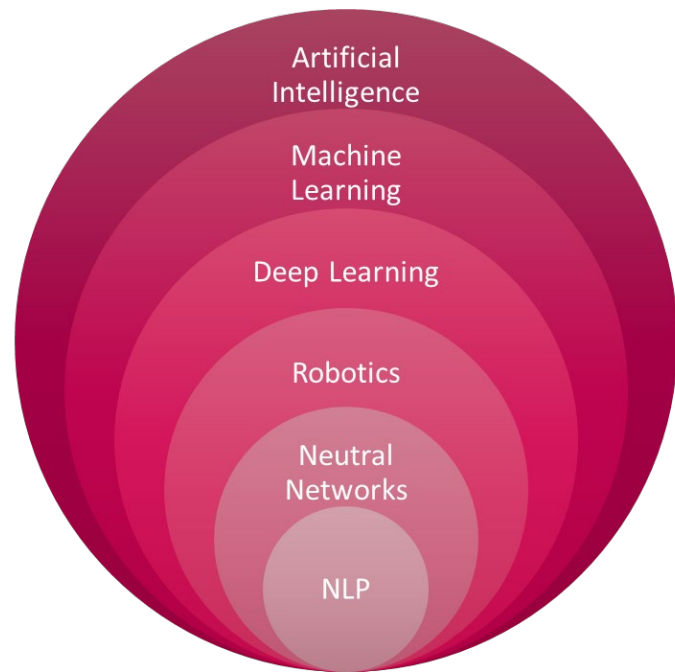
AI Fundamentals in HHS

What is Artificial Intelligence (AI)?

“The capability of computer systems or algorithms to imitate intelligent human behavior.”

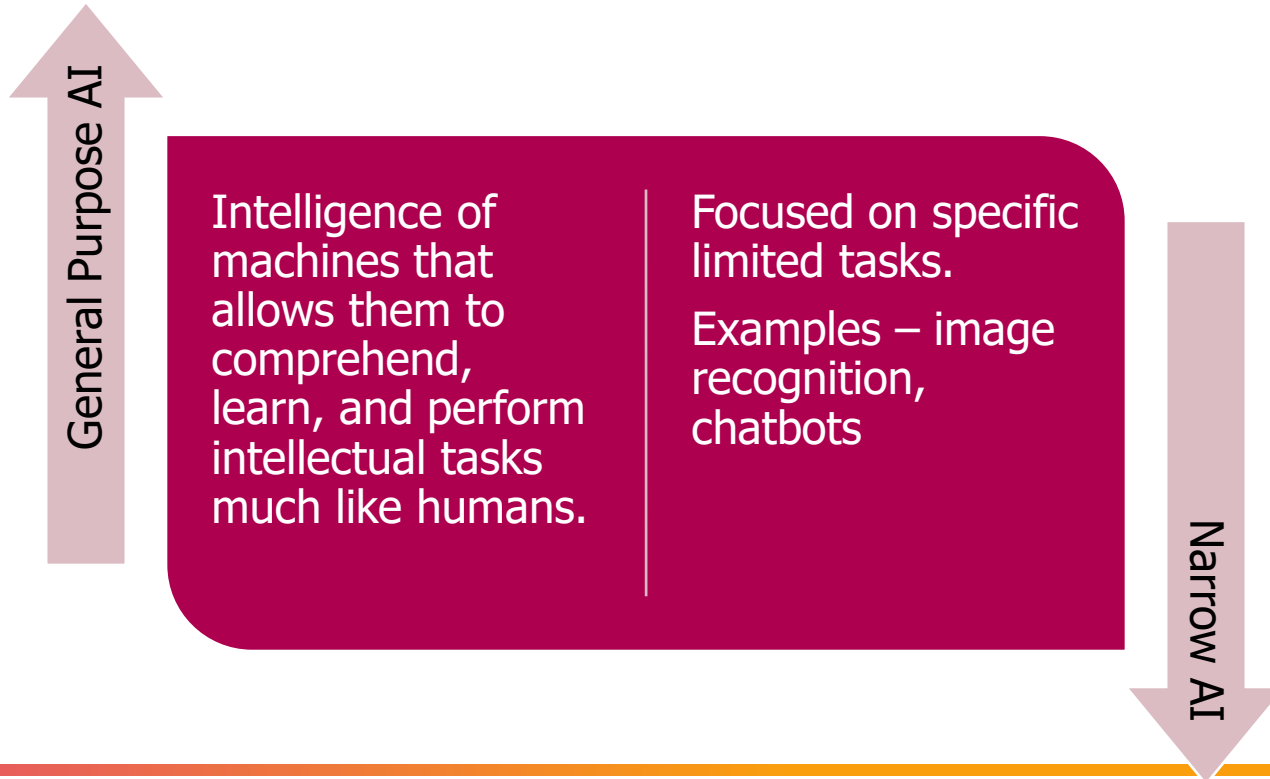
- Merriam-webster.com

- Understanding language
- Reasoning
- Navigating the physical world
- Learning



Top Subsets of AI

Narrow AI vs. General Purpose AI



Key Concepts in AI

- **Machine Learning**

Training algorithms to learn from and make predictions or decisions based on data.

- **Deep Learning**

Uses neural networks with many layers (deep networks) to analyze various forms of data. It's particularly useful for complex tasks such as image and speech recognition.



Key Concepts in AI

- **Natural Language Processing**

NLP is a branch of AI focused on interacting computers and humans through natural language. It involves tasks like language translation, sentiment analysis, and speech recognition.

- **Large Language Model**

Category of foundation models trained on immense amounts of data making them capable of understanding and generating natural language and other types of content to perform a wide range of tasks..



What's Our Mission For Utilizing AI?



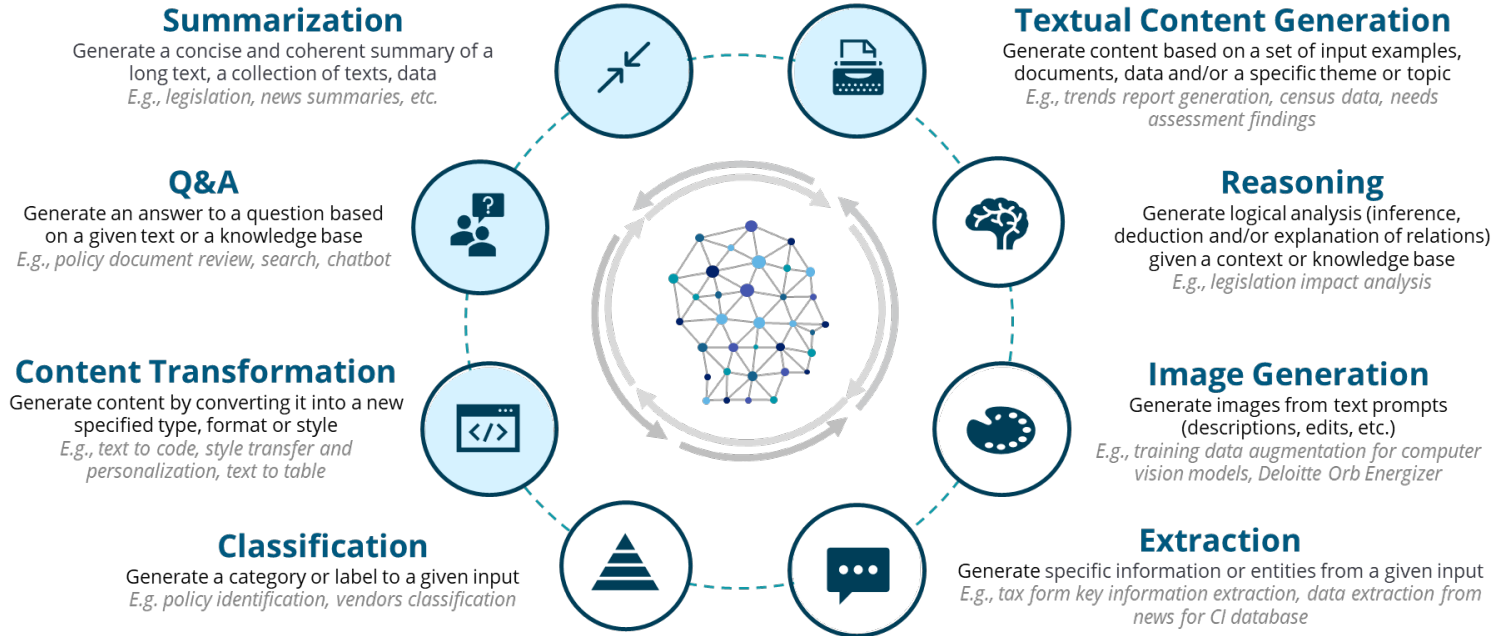
Act as a **force multiplier** for our people



Reduce the **burden** of human interaction for many types of tasks



Use technologies to **guide decisions** and focus on critical tasks



AI in Healthcare: Current Use Cases

Here are **five use cases** depicting how organizations – including government agencies – are harnessing the power of AI to improve organizational efficiencies and drive digital transformation in health:

Pushing Back on Paper Pushing

*Claims Processing
Back Office
Automation.*

Tackling Problems Before they Become Crises

*Health and
Environmental
Predictions.*

Medical Breakthroughs at Record Speed

*Biomedical Data
Science.*

Getting in Front of Social Problems

*Population Risk
Support.*

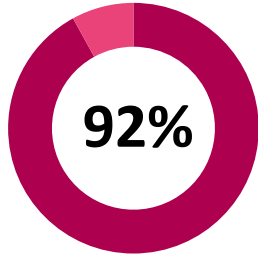
Analyzing the Impact of Federal Policies

*Policy Impact Analysis
on Operations.*

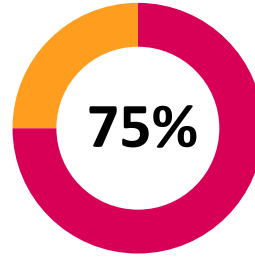
Activating AI

How are organizations using AI?

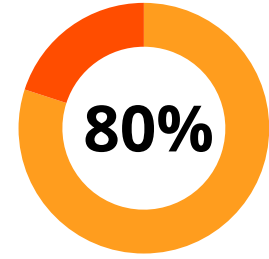
Looking across different sectors, several common trends emerge – organizations are beginning to **use AI to make their operations more efficient, improve employee job satisfaction and increase the quality of services offered.**



of healthcare leaders see promise in Generative AI for improving efficiencies as well as enabling quicker decision-making (65%)



of leading healthcare companies are experimenting with or planning to scale Generative AI across their enterprise



of government organizations are still at the initial or developing digital maturity stages; most believe that AI can positively impact efficiencies and outcomes

AI Readiness and Management Framework (aiRMF)

Deloitte's aiRMF approach can help organizations to assess where they are, define target outcomes and chart a path forward

Set the AI Direction

AI Use Cases

AI Strategy / Governance

Build Core Capabilities and Deliver AI Value

Data

Technology

People

Data Readiness

AI Apps and Solutions

AI Enabled Workforce

AI Infrastructure & Platforms

Customer &
User
Experience

Trustworthiness,
Security, & Risk

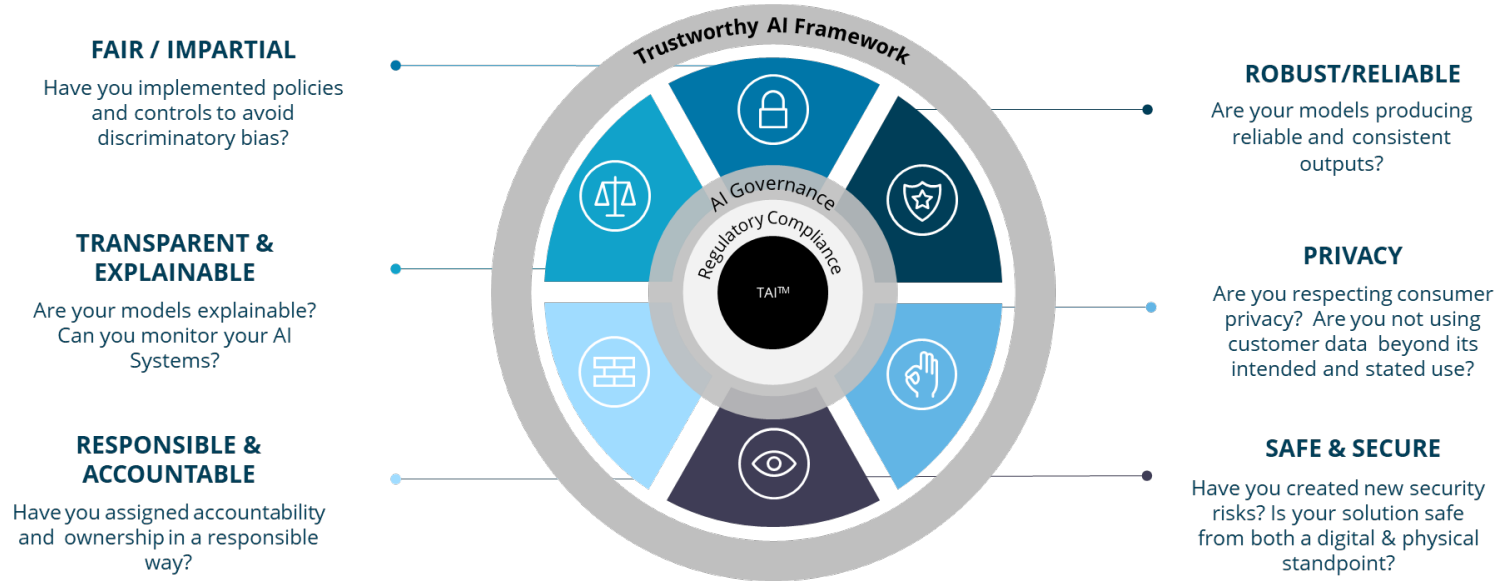
Manage AI Holistically

AI Delivery and Operations

AI Sourcing Management

Deloitte's Trustworthy AI

Utilizing a Trustworthy AI Framework helps organizations develop ethical safeguards across 6 key dimensions to define your AI approach to executing governance and innovation side by side. Our frameworks helps to ensure the technology is:



Trust leaders unlock greater AI adoption

When trust is high....

Clients are

1.9x

More likely to
engage with AI¹

Workers are

2.6x

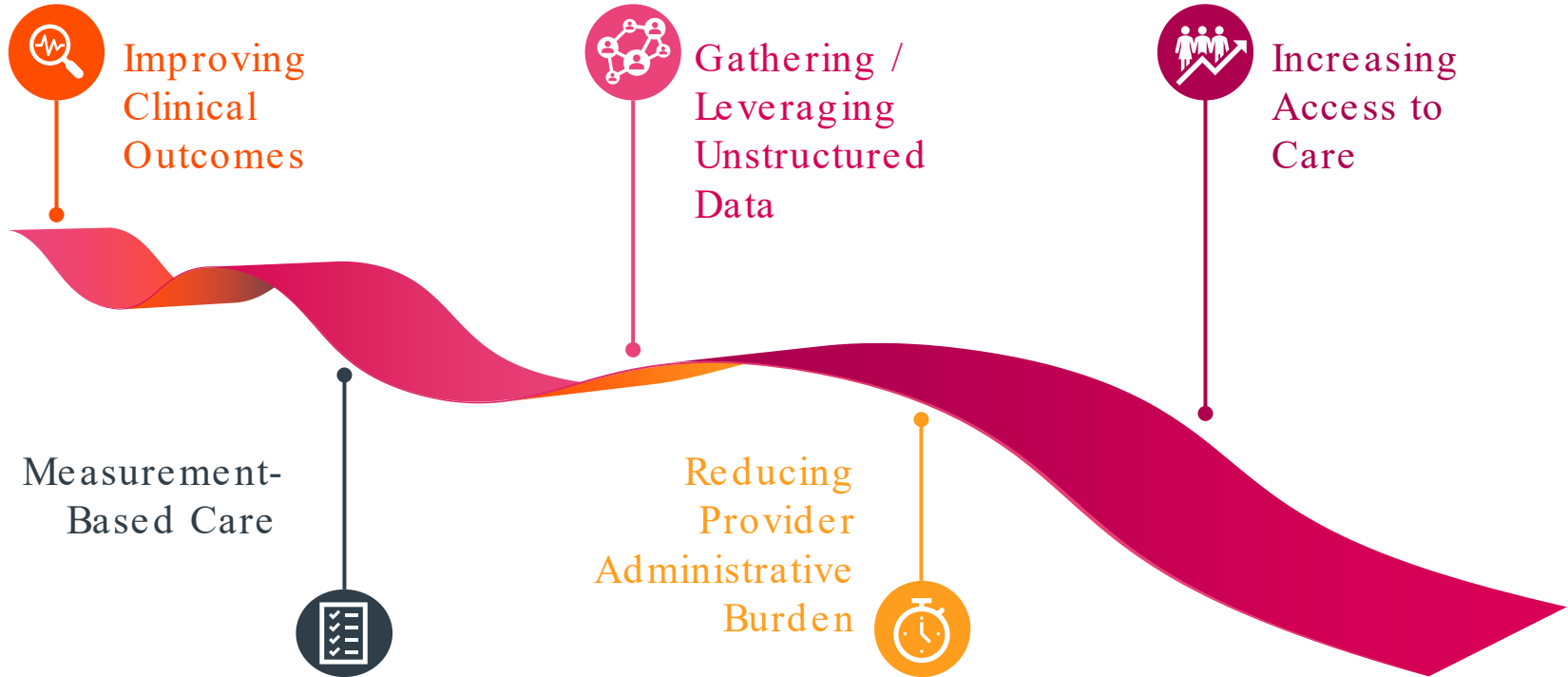
More likely to **report feeling comfortable using AI tools by their employer²**

¹ Based on the Deloitte TrustID Brand Index study of 60,000 customer responses across 150 brands conducted in January 2024

² Based on a study across 1,500 employees across 9 sectors conducted in January 2024

Behavioral Health AI Roadmap

5 AI solutions that can impact providers now and in the near term



AI and Evidence-based Best Practices

- Integration of artificial intelligence into evidence-based practice has the potential to improve outcomes, lead to more accurate and precise diagnoses, individualized treatment plans, and improved individual/family and provider experience.
- A more accurate and precise diagnosis can enhance the clinical decision-making process that can lead to the best intervention/evidence best practice to use with individuals and families.
- AI can support evidence best practices implementation by monitoring fidelity and provide ongoing assessment on best intervention/evidence best practices.

Thank you

What questions do you have?



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