

AI in Healthcare

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WELLSPAN HEALTH



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HEALTH

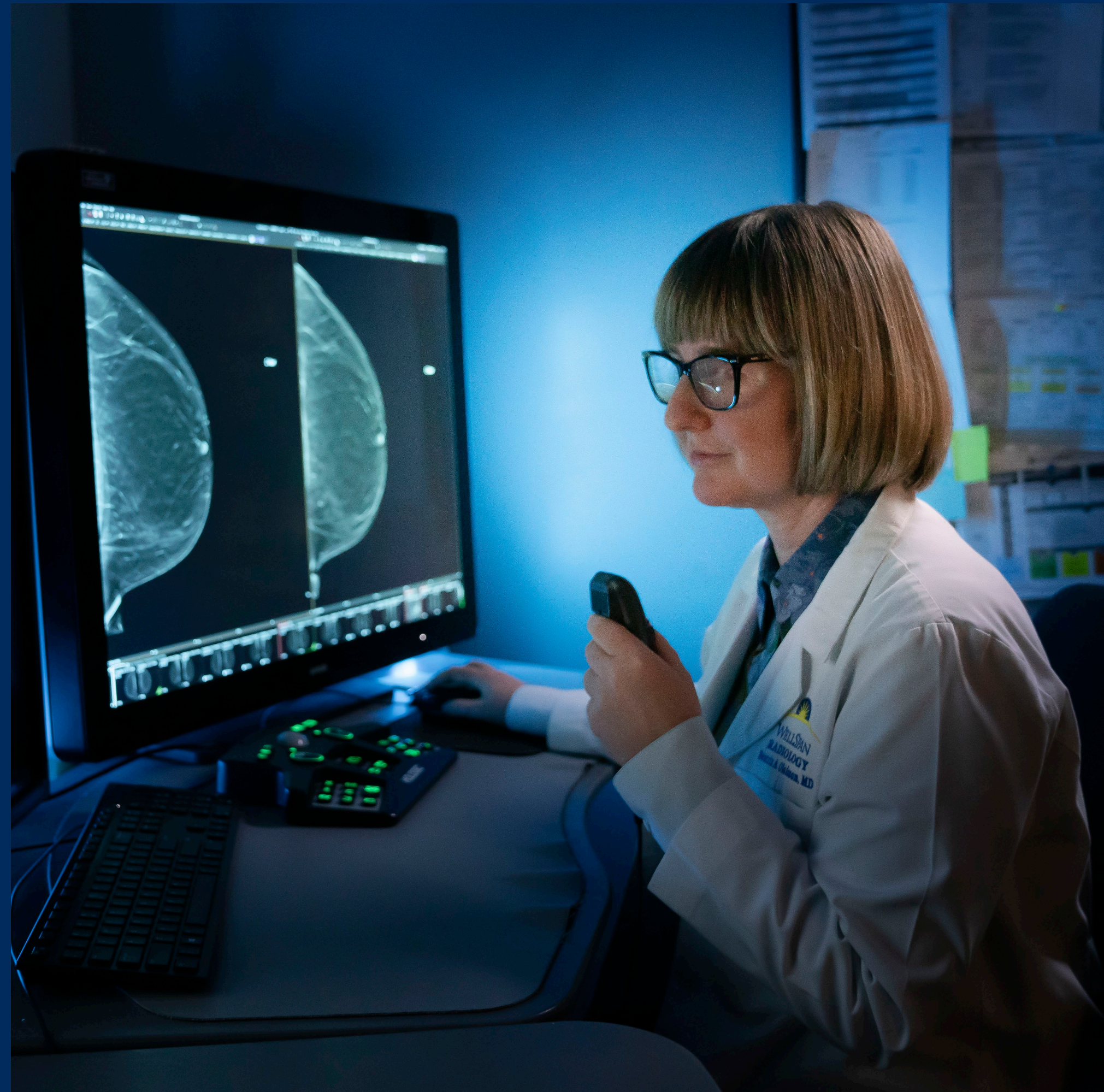
AI WITH PURPOSE

Better care. Stronger communities.

How WellSpan is thoughtfully using artificial intelligence to improve access, safety, connection and health.

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Better Together Summit | Connected Futures | Lebanon County



A COMMUNITY LENS

Start with the human need

AI impact matters when it makes health care feel more accessible, more personal and more connected.

ACCESS

ANSWERS

CONNECTION

EQUITY



PLAIN LANGUAGE

What AI means in health care

AI is a set of tools that can recognize patterns, organize information, carry out routine steps and bring the right issue to a person’s attention.

LISTEN

Create a draft note from a care conversation.

NOTICE

Surface a scan that may need urgent review.

CONNECT

Answer a question or help schedule care.

WATCH

Support safer monitoring in a hospital room.

The goal is a better care experience, not simply more technology.

PATIENT JOURNEY

One strategy, several moments of value



Human expertise and compassion connect every step.

Ana helps make care easier to reach



What patients can experience

- Help with primary care calls and scheduling
- Outreach for screenings or missed care
- Normal result notifications and next-step guidance
- English and Spanish conversations
- A clear path to a human team member

Ana manages 140,000+ calls and engages in 5,000+ hours of conversation each month

An extension of the care team, not a replacement for people.

SCREENING OUTREACH

Ana can help close gaps in care

WellSpan used Ana for colorectal cancer screening outreach. The source presentation reports stronger connection and screening-request rates among Spanish-speaking patients.

- 1 Reach out in a preferred language
- 2 Explain the screening option
- 3 Answer routine questions
- 4 Connect the patient to the next step

As a result of screenings that were facilitated by Ana, we've seen an estimated 5,051 years of life preserved and 443 deaths prevented during FY25.

WHY THIS MATTERS

Language, time, transportation, uncertainty and complicated processes can become barriers to preventive care. Thoughtful outreach can make the next step clearer and easier.

Technology creates the opening. Trust and human care carry it forward.

DIAGNOSTIC SUPPORT

Aidoc helps teams see what may need attention sooner



AI helps prioritize. A radiologist interprets the scan, and the care team makes the clinical decision.

Faster attention

~30 diagnostic solutions identify urgent findings to move up the worklist.

Reliable follow-up

Potential concerns can be surfaced for another look.

Human judgment

Clinical experts remain responsible for diagnosis and care.

SAFER, MORE CONNECTED HOSPITAL CARE

Artisight extends the reach of the care team



Virtual nursing

Support admissions, discharges and education. Now launched across the health system.

Virtual sitting

Help monitor patients at risk of falls or pulling at needed lines. *In pilot, we saw a 59% reduction in patient falls.*

AI-enabled detection

Support early awareness while bedside teams remain central.

THE EXAM ROOM

Bring the conversation back to the center

WITHOUT SUPPORT

- Listen while typing
- Organize the note
- Finish documentation later
- More screen time



WITH AMBIENT AI

- Talk naturally
- Technology creates a draft
- Clinician reviews and finalizes
- More eye contact and connection

TRUST, SAFETY AND OVERSIGHT

Responsible AI is a care commitment

Health care deserves a higher standard.

START SMALL

Focused uses with clear clinical goals.

INVOLVE EXPERTS

Clinical, quality, operational and innovation voices.

KEEP PEOPLE INVOLVED

Human review, escalation and patient choice.

MEASURE WHAT MATTERS

Safety, quality, experience and equity.

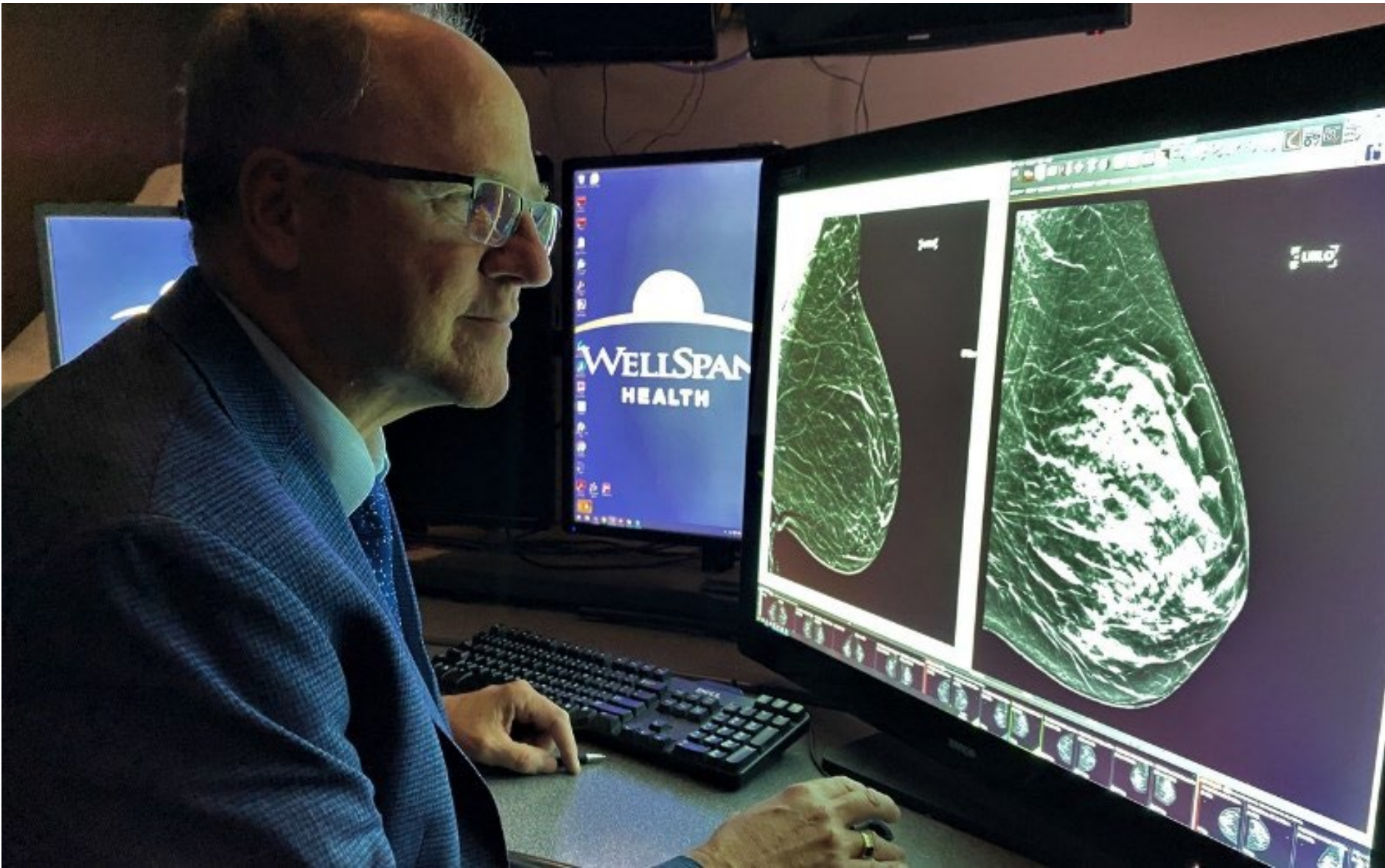
LEARN AND IMPROVE

Scale what works and adjust what does not.

AI supports care. People remain accountable for care.

A SHARED ROLE IN SHAPING TRUST

What community leaders should expect



ASK

What community problem are we solving?

INCLUDE

Whose barriers or experience may be missing?

EXPLAIN

Will people understand when AI is used and what happens next?

CONNECT

How can health care, public health, nonprofits and education work together?

THE TAKEAWAY

AI should make care more human, not less.

Easier to reach

Faster to respond

Safer to navigate

More personal

At WellSpan, innovation begins and ends with the people and
communities we serve.