Exploring Healthcare AI

Balancing Innovation with Impact

BerryDunn

May 14, 2025

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Presenters

Holly McCormack

DNP, RN

President & Chief Executive
Officer | Cottage Hospital

Chris Mouradian

CPA*

Partner | BDMP Assurance, LLP
Principal | Berry, Dunn, McNeil
& Parker, LLC

Brittney Brinker

Lean Six Sigma Green Belt Certified

Senior Manager | Berry, Dunn,
McNeil & Parker, LLC

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Getting to Know Your Presenters

Speaker insights

- What sparked your interest in Artificial Intelligence?

Learning objectives

- Identify high-impact AI opportunities
- Learn about effective AI governance
- Define success metrics for your next rollout

Polling question #1

AI 101

Unlocking the basics

AI
(Pattern-Based Intelligence)

What it is
A broad term for software that detects patterns or learns from data to make decisions

Example
An AI system analyzes patient X-rays to spot early signs of tumors, flagging them for a doctor's review

LLMs
(Advanced AI)

What it is
Specifically trained on huge amounts of text to understand and produce human-like language

Example
Given a multi-page medical report, ChatGPT can summarize it into a concise, patient-friendly overview for quick reading

Chatbots
(Conversational Interfaces)

What it is
Interactive tools (usually powered by LLMs) for back-and-forth discussions

Example
A patient types, "I have a fever and cough," and the chatbot asks follow-up questions and suggests next steps

AI Agents
(Goal-Driven Autonomy)

What it is
Self-directed AI systems that do more than answer questions—they plan and act to achieve a goal you set
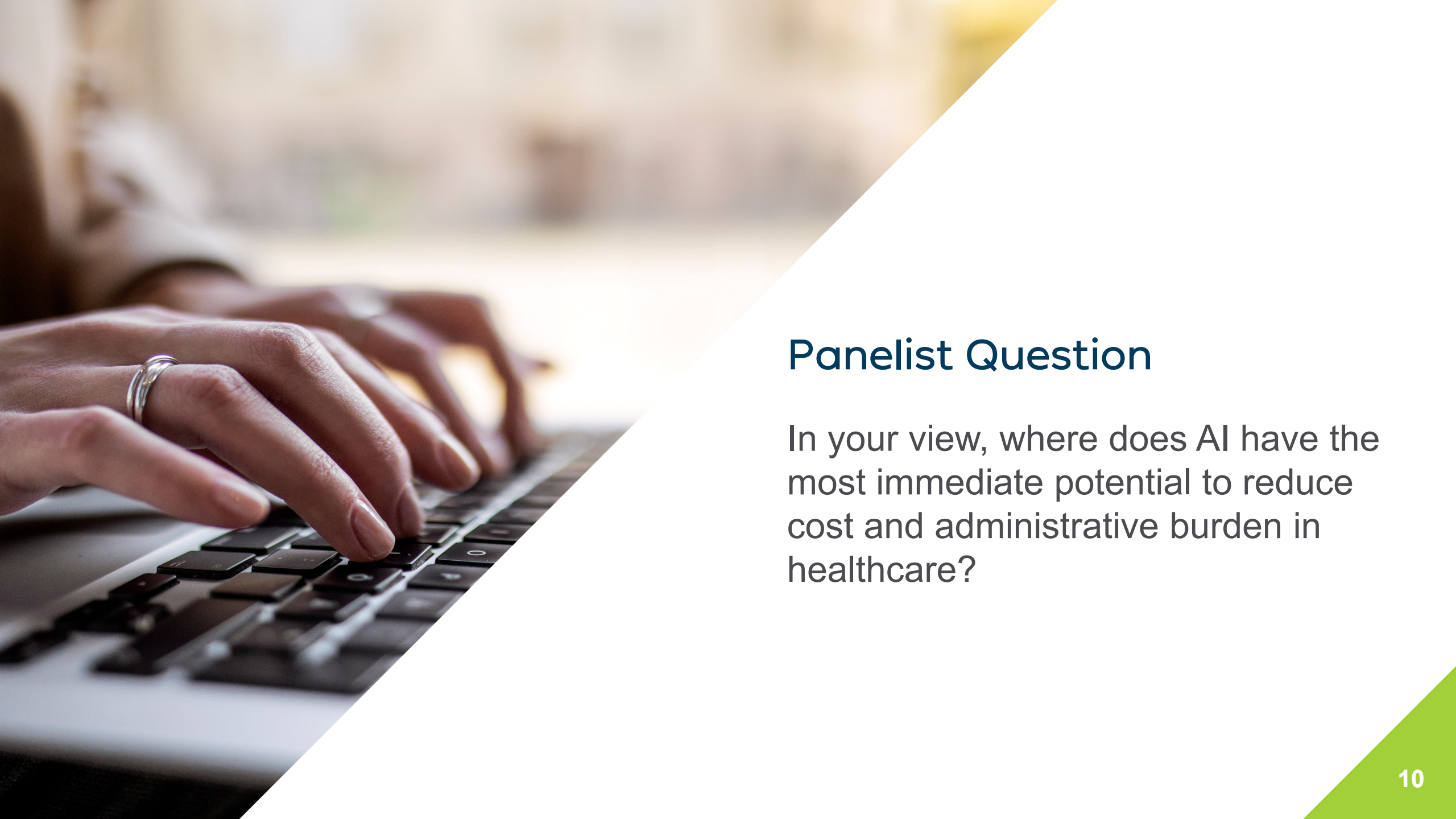
Example
You instruct an AI Agent, "Coordinate all my appointments, send reminders, and manage test results." It books time slots, alerts patients, and updates your calendar automatically—no step-by-step instructions required

Why AI in healthcare?

Administrative burden leads to rising costs

Burnout

Recruitment challenges

Retention

Possibilities

Polling question #2

Panelist Question

In your view, where does AI have the most immediate potential to reduce cost and administrative burden in healthcare?

Cottage Hospital – Case Study Questions

1 — **Spark Moment –** What specific event first convinced you that Cottage Hospital needed to explore AI—not someday, but right then?

2 — **First Foot Forward –** Once you decided to act, what was the very first step you took—pilot selection, leadership buy-in, budget—and why did you start there?

3 — **Biggest Surprise –** During the ambient-documentation rollout, what was the most unexpected win—or setback—that reshaped your implementation playbook?

4 — **Real-Time Pulse Check –** Which KPI, story, or dashboard signal now tells you whether the AI program is truly improving care, efficiency, or staff well-being?

5 — **Roadmap Ahead –** What did you learn from your first AI project — and how is that shaping your next use case and biggest anticipated challenge?

Polling question #3

Revenue Cycle – Case Study Questions

1

One-Step Scheduling

How can we grab demographics and verify insurance right at scheduling—and can AI make that easy?

2

Denial Hot-Spot

Which single eligibility step would you automate first to slash denials, and how would you keep bad data out?

3

Up-Front Payments

How might AI improve real-time price estimates and patient payment conversations before care begins?

Panelist Question

What's your boldest prediction — or biggest fear — about AI in healthcare?

Questions?

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Blank fun slide for Chris to mess with.

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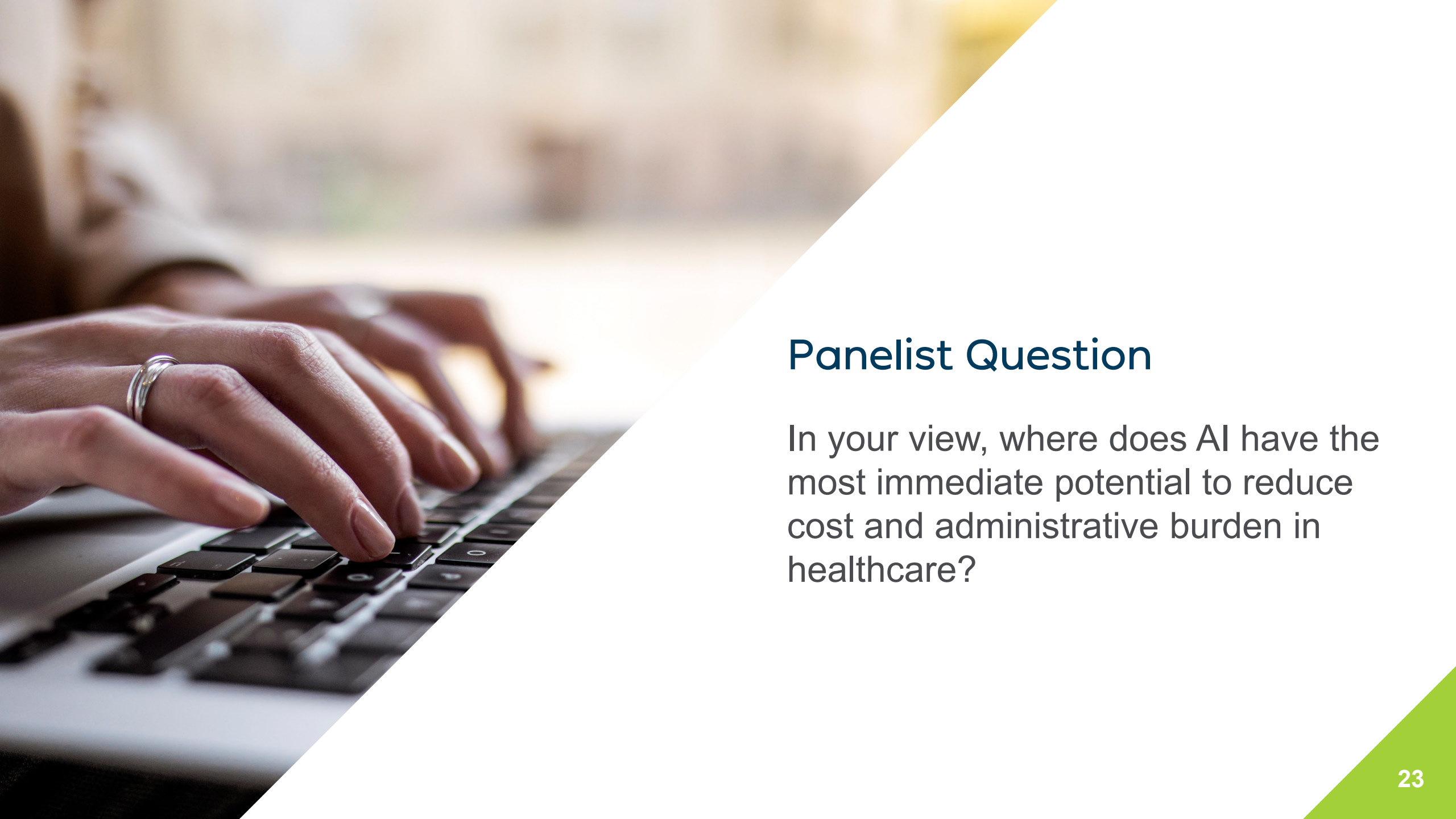
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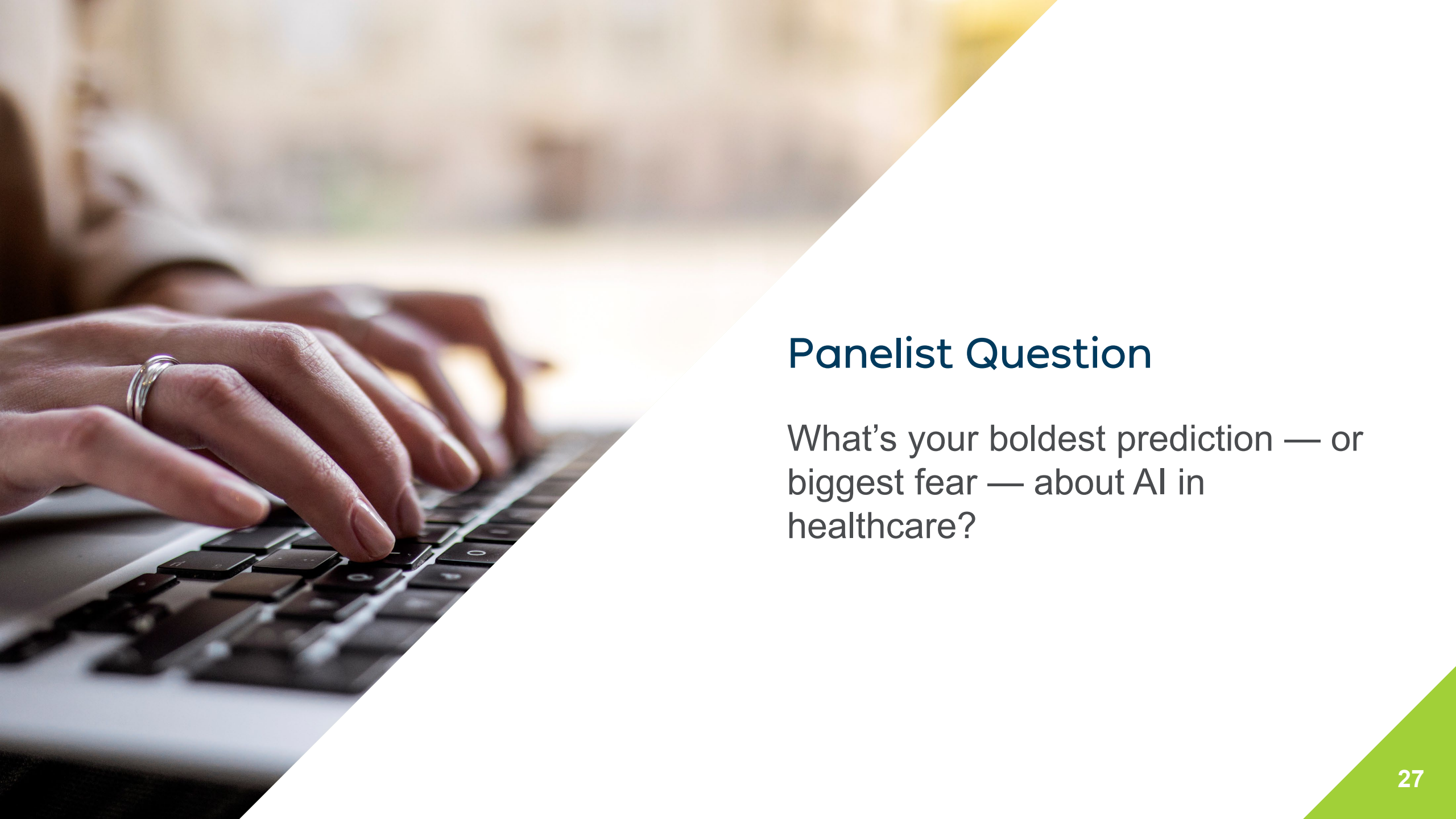
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