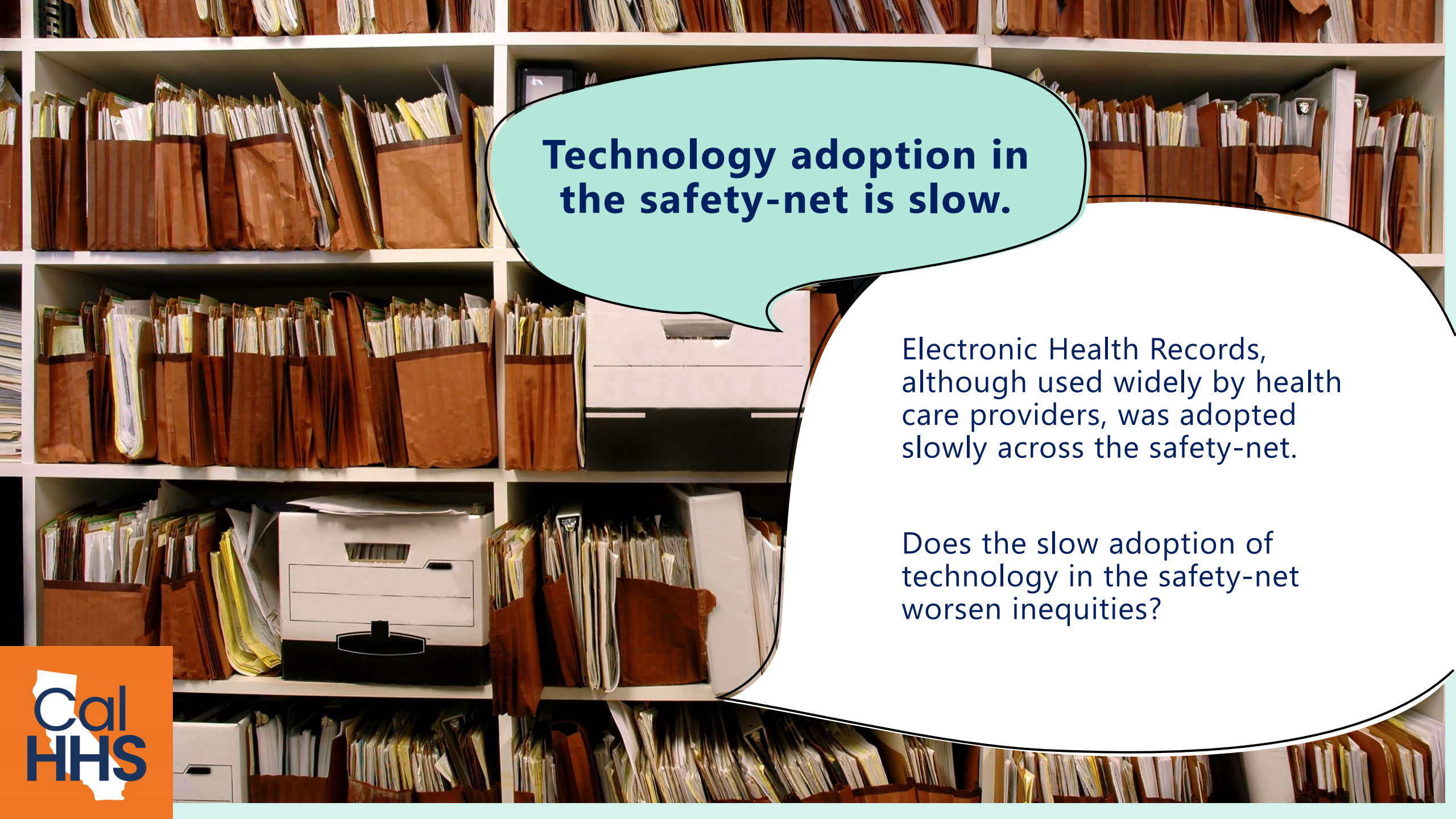


ARTIFICIAL INTELLIGENCE:

The Next Frontier for California's Safety-Net?

Mark Ghaly, MD, MPH
CalHHS Secretary

Can AI help free time on certain tasks to enable us to spend more time with our patients?



**Technology adoption in
the safety-net is slow.**

Electronic Health Records,
although used widely by health
care providers, was adopted
slowly across the safety-net.

Does the slow adoption of
technology in the safety-net
worsen inequities?

**AI presents a unique
opportunity for the safety-net.**



We must balance our fears
and our optimism for AI.

**Can we address our collective
concerns and fears?**

Eduardo

Community Health Worker

- ✓ Uses AI tool to capture his note and visits with his clients.
- ✓ Uses AI tool help him make better sense of the data he collects on his clients.
- ✓ Uses AI tool to help develop culturally competent and linguistically appropriate follow-up.



**We must be guided by
a set of core values.**



A large, white, hand-drawn style speech bubble with a black outline is positioned on the left side of the slide. It has a tail pointing towards the top right.

CORE VALUES

for deploying AI tools

- ❑ Address Inequities
- ❑ Enable Service Delivery
- ❑ Promote Accountability
- ❑ Protect Privacy
- ❑ Generate Demonstrated Value
- ❑ Empower Human Capacity
- ❑ Strengthen Community
- ❑ Cultivate Innovation
- ❑ Improve Accessibility

**We must consider the
workforce impacts.**




We in California have a significant shortage in the number of health care workers that are needed to meet the growing needs of an aging and diversifying population.

AI can be an incredible job aide for some health care workers to free them up to do more or to do things differently.

Key questions we need to answer together

- ❑ How do we build trust and familiarity in communities that depend on safety-net providers?
- ❑ How do we support patients to understand how AI tools might help support their care?
- ❑ How do we connect health and social services via AI?
- ❑ How can AI expand access to care in areas where it is currently missing or difficult to access?
- ❑ How do we ensure that AI doesn't attempt to replace the relationship aspects of care so to depersonalize?
- ❑ How do we address the generational gap in comfort with technology when developing strategies to have AI support our care?

What opportunities do you
see with AI in California's
safety-net?



There is uncertainty but working together through that uncertainty, we can build a better future.