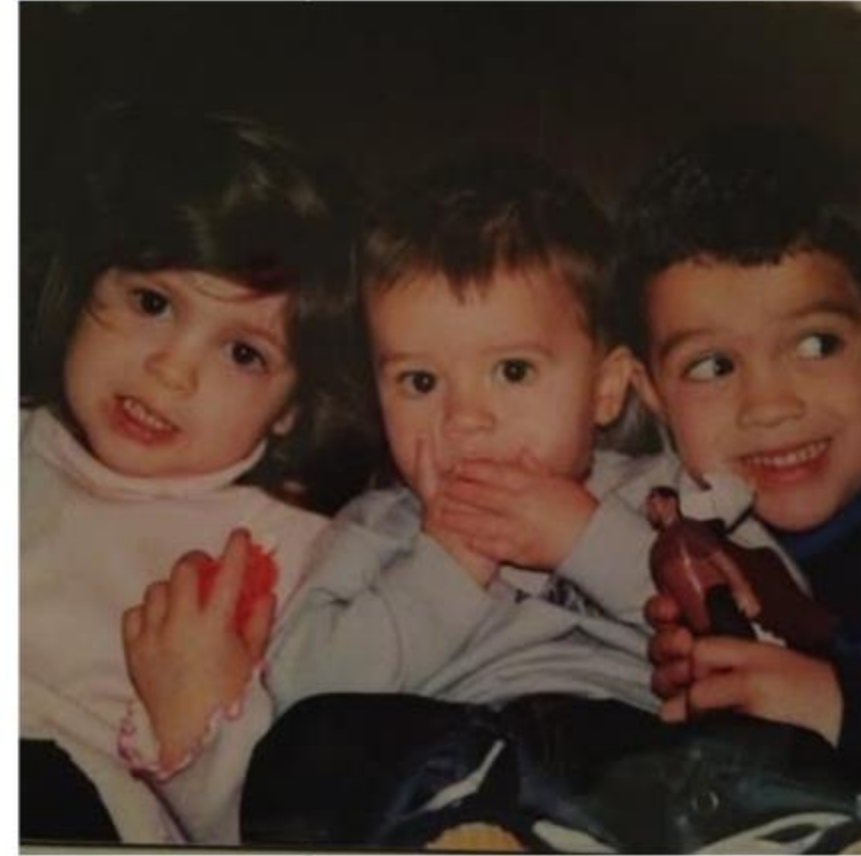




Palmetto Care Connections Annual Telehealth Summit

Becoming AI Pioneers:
A Data-First Journey to Enterprise AI

Who am I?



What is



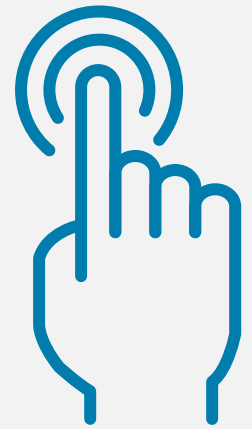
What is AI?

AI is tech that helps computers think and learn like humans—so they can spot patterns, answer questions, and make smart suggestions.



Why should you care?

Telehealth Challenges



Access and
Digital Divide



Reimbursement
& Payment Models



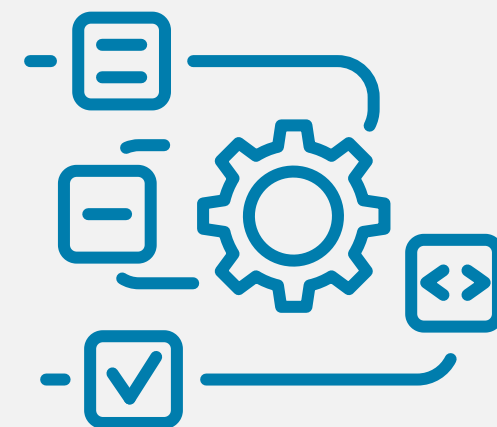
Regulatory &
Licensure Barriers



Clinical
Appropriateness &
Quality of Care



Data Security
& Privacy



Integration with
Existing Workflows
& EHRs



Patient & Provider
Adoption



Equity & Health
Outcomes

AI Use Cases In Healthcare

Clinical Applications

- Imaging & Diagnostics
- Pathology & Lab Analysis
- Predictive & Preventative Care
- Virtual Health Assessments

Operational Applications

- Care Documentation
- Workflow Automation
- EHR Optimization
- Hospital Operations

Research & Drug Development

- Drug Discovery & Development
- Clinical Trials
- Genomics & Precision Medicine

Patient Engagement & Remote Care

- Wearables & Remote Monitoring
- Enhance Telehealth Experience

Security & Risk Management

- Fraud Detection
- Cybersecurity



AI Scribe





Employee AI Usage

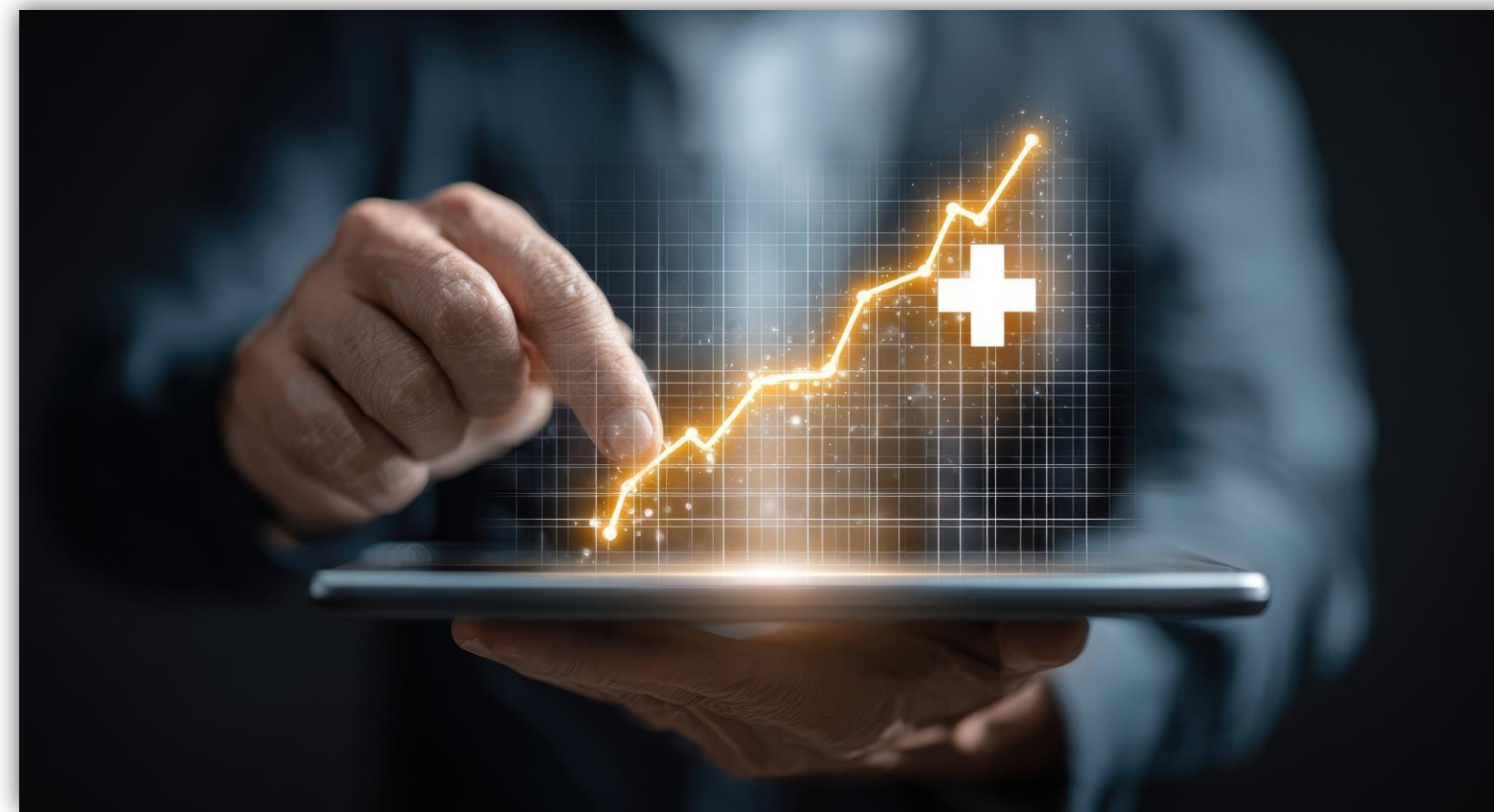




Enhanced Medical Imaging



Benefits of AI in Healthcare



Benefits of AI In Telehealth

Category	AI Role	Benefits
Scalability & System Performance	- Predictive Analytics - Improved Performance Monitoring	- Downtime - Service Quality - Cost Optimization
Patient Data Integration & Interoperability	- NLP for Clinical Notes - AI Driven Data Interoperability - Real Time Patient Summary	- Charting Time - Patient Data Accuracy - Duplicate Testing Time
Cybersecurity & Patient Privacy	- XDR - Improved ID verification - Predicting Breaches	- Threat Detection - Security Incidents - Compliance
Provider & Patient Experience	- Virtual Assistants - AI Scribes - Sentiment Analytics	- Documentation Time - HCAHPS - Adoption Rates
Clinical Decision Support & Care Quality	- Diagnostic Support - Risk Identification - Personalized Treatment Options	- Diagnostic Accuracy - Hospital Readmission - Health metrics
Health Equity & Accessibility	- Adaptive B/W - NLP Multilingual Translation - ID Underserved Populations	- Telehealth Access - Multilingual Sessions - No Show Rates

Aligns with Core Mission



**Supporting the
Quadruple AIM**

The possibilities are endless.....but

Flawless

'Eagle has landed,' mission control tells world after gentle touchdown

THE HISTORIC FOOTSTEPS

Armstrong takes early stroll on the moon

MAN HAS LANDED AND WALKED ON THE MOON.

ASTONISHING Neil Armstrong and Edwin Aldrin, 240,000 miles from the planet earth, had settled in a dusty landing on the moon's alien soil at 9:57 p.m. EDT yesterday and it was Armstrong who made the first step: an 18-inch orange glide.

In a bulky suit that gave him the life-supporting resemblance of his planet, Armstrong climbed ladder after the first step on a ladder at the side of his spaceship. Aldrin, his companion in the task of landing, waited until the ship had to reach Armstrong's progress before venturing down the stairs.

IMPATIENT PAIR

They had been impatient to be out-to complete man's second dream. They asked, and received permission, to make their walk early.

Eagle landed on the moon while Michael Collins, in the weather ship that brought them—continued to circle the moon awaiting their rescue. 21 hours later.

Earlier Armstrong and Aldrin flew their fragile moonship, Eagle, to a gentle crashdown on the Earth's moon.

The Eagle has landed, mission control on Houston, Texas, told the world.

The scheduled landing time—after the 240,000-mile journey from earth and 13 revolutions round the moon—was a bare 31 seconds ahead of flight schedule.

Mission control gave the historic touchdown time approximately 100 hours in advance and 11 seconds into the moon mission. (AP Wire, 9:57 p.m. EDT, June 20)

As the landing was completed, mission control was heard to say: "We got a bunch of guys on the ground about 100 hours before the scheduled date."

The first touchdown on the lunar crust came after a hour 15 minutes in Eagle's descent rather than later on the 24th, 25th and 26th days of the mission and 10 days (about the 1960 first date).

The astronauts' dark suits, modified for landing and parachuted in previous landing for the way the light was going, looked off the moon's surface.

At one point in the communication, shortly after landing, mission control ordered to Eagle as "Tranquility Base," the ship's first open station on the moon's face at Tranquility.

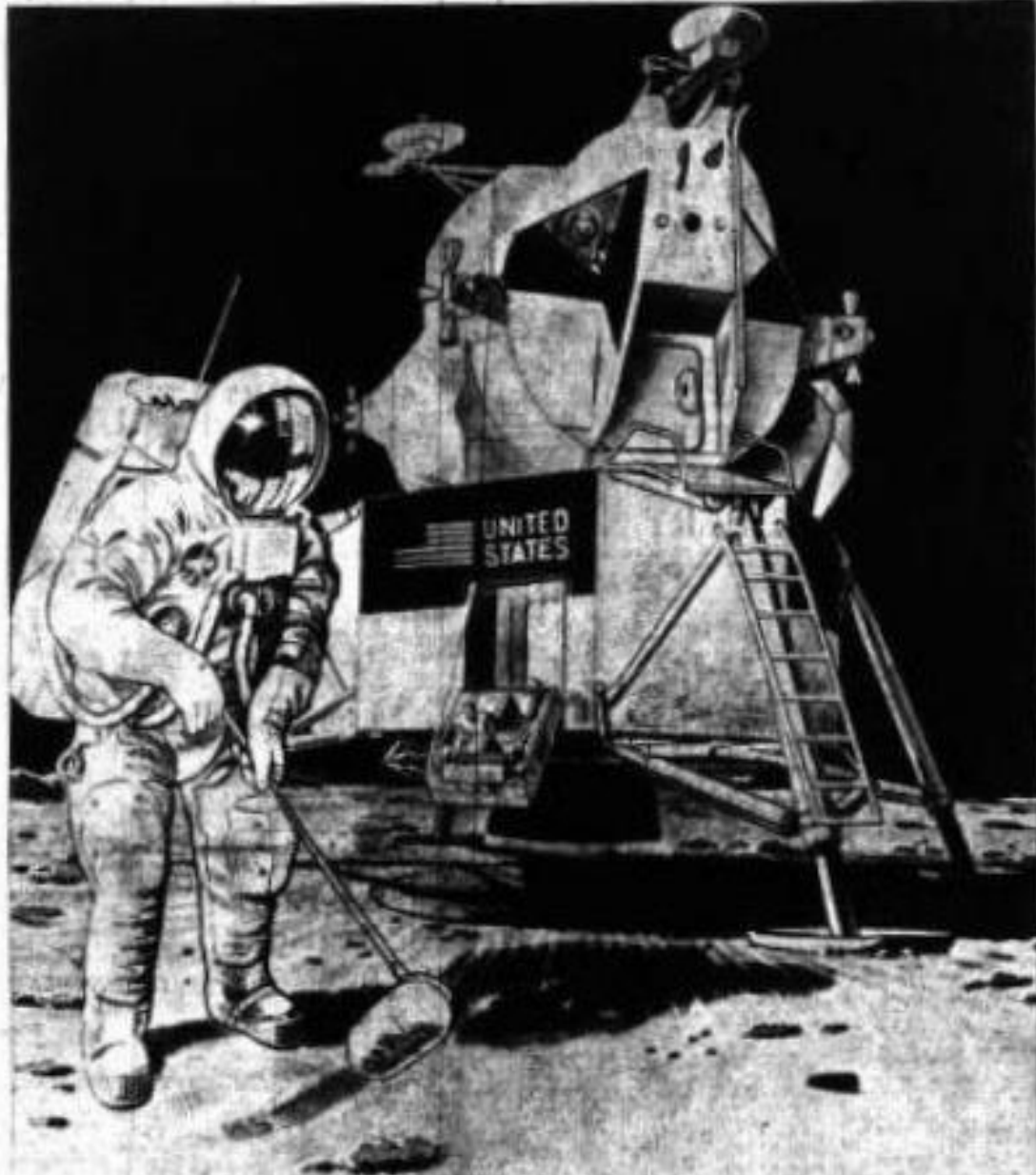
'DON'T FORGET ME'

The mission after landing didn't radiate: "We'll get to the beach of what's ahead of me. But it looks like a horizon of every variety of shape, especially, a horizon of two ahead every kind of way."

"I never depends on what single you're looking at. But it looks like a horizon of two ahead every kind of way."

At one point, as ground control was congratulating Armstrong and Aldrin on their landing performance, Michael Collins, waiting alone in the moon ship, Columbia, decided to say: "Don't forget me to the boys."

Collins asked that Eagle be told to return to the open moon.



LONGER TOURIST SEASON URGED

ALL THINGS considered, with the historic lunar mission, it was a long time ago, says the National Aeronautics and Space Administration, that the U.S. was first to land a man on the moon.

The agency's report, which is the first of a series of reports on the lunar mission, says that the U.S. was first to land a man on the moon.

The report also says that the U.S. was first to land a man on the moon.

FIX-THE-BALL AND WIN \$2400

The Fix-the-Ball game is a fast-paced game that can be played by two or more players. The game is played on a board that has a grid of squares. Each square contains a number. The players take turns rolling a ball and moving it across the board. The first player to reach the end of the board wins.

BROCH SHOTS

Broch shots are a type of photography that is used to capture a wide range of subjects. They are often used in advertising and marketing.

Stewart again

Stewart is a well-known name in the world of photography. He has been involved in many projects and has won several awards.

Duke's polo fall

Duke's polo fall was a major event in the world of polo. It was a highly competitive match that drew a large crowd of spectators.

summer sale

Wilson's is having a summer sale. The sale includes a wide range of clothing and accessories. The sale is a great opportunity to get your summer wardrobe ready.

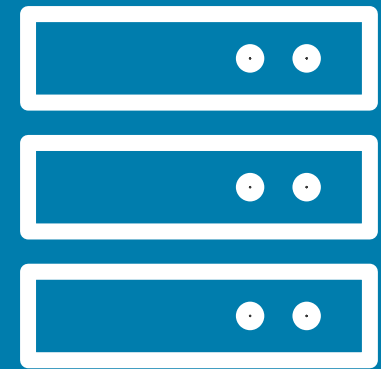


**....there are risks
around every corner!**

The risks are everywhere



Key Concepts



Data

- Data Hygiene
- Insight Integrity
- Data = Intelligence



Define Use

- Consumer AI $\neq$ Enterprise AI
- Gen AI vs AI
- Integrated AI vs Custom AI



Governance

- Enterprise Strategy
- AI Governance Board
- Leverage Tools

Consumer AI ≠ Enterprise AI

Consumer AI

Tools like ChatGPT, Gemini, Copilot, and Claude designed for individual productivity

- Trained on public internet data
- Limited data governance
- General use cases (writing, summaries)
- Not built for enterprise scale
- Minimal organizational control

Enterprise AI

Purpose-built solutions designed for organization-wide implementation and specific outcomes

- Trained on proprietary data
- Enterprise-grade platforms
- Integrated with existing systems
- Enhanced security and compliance
- Designed for specific business outcomes

Note: Shadow AI and DLP concerns emerge when Consumer AI tools are used inappropriately in enterprise environments.

Framing the Enterprise Conversation

Integrated AI

AI features already embedded within existing tools and platforms that enhance functionality.

- **EHR:** Documentation and clinical decision support
- **Cisco:** AI path analytics and anomaly detection
- **Service Now:** Workflow automation and NOW Assist
- **Security Solutions:** Threat detection & remediation
- **Splunk:** LLM alert grouping and incident prioritization

Integrated AI creates immediate value by making current investments smarter and more efficient.

Custom AI

Custom, outcome-focused AI applications built to solve specific business challenges.

- **Vision:** Track people movement
- **GenAI:** Chatbot trained on HR, IT, and policy docs
- **RAG:** Sales asst. context from CRM & contracts
- **NLP:** Summarize customer calls with sentiment
- **ML:** Forecast deal risk or customer churn

Custom AI delivers transformational outcomes by addressing core business problems directly.

Integrated AI improves the tools. Custom AI transforms the business.

Artificial Intelligence: The Great Reset

Traditional IT is
commoditizing

AI-ready infrastructure &
data **emerge**

Where **data** is created
= where AI lives

AI is **shifting control**
out of IT

Driving Data-Centric Outcomes

1



Shift from network-centric to data-centric

The transition signifies a pivotal shift from traditional **network-centric** models, focusing on the importance of **building infrastructure and network around Data**.

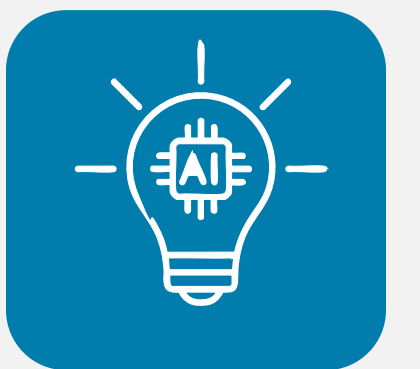
2



Data Availability

By making data easily accessible and usable, data-centric architectures empower organizations to make improved, instantaneous decisions and unlock significant new opportunities.

3



Data is the foundation for AI

Collecting, organizing, and delivering data to AI/ML systems at speed and scale.

AI Model Overview

Computer Vision

- Faster and Improved Advanced Diagnostics
- Physical Security
- Autonomous Vehicles
- Remote Patient Monitoring

Machine Learning

- AI Powered Diagnostics and Imaging
- Remote Patient Monitoring & Predictive Analytics
- Personalized Care Recommendations

Natural Language Processing

- Converting Unstructured Data
- Streamlining Clinical Workflows
- Enhancing Patient Care and Engagement
- Advancing Clinical Research

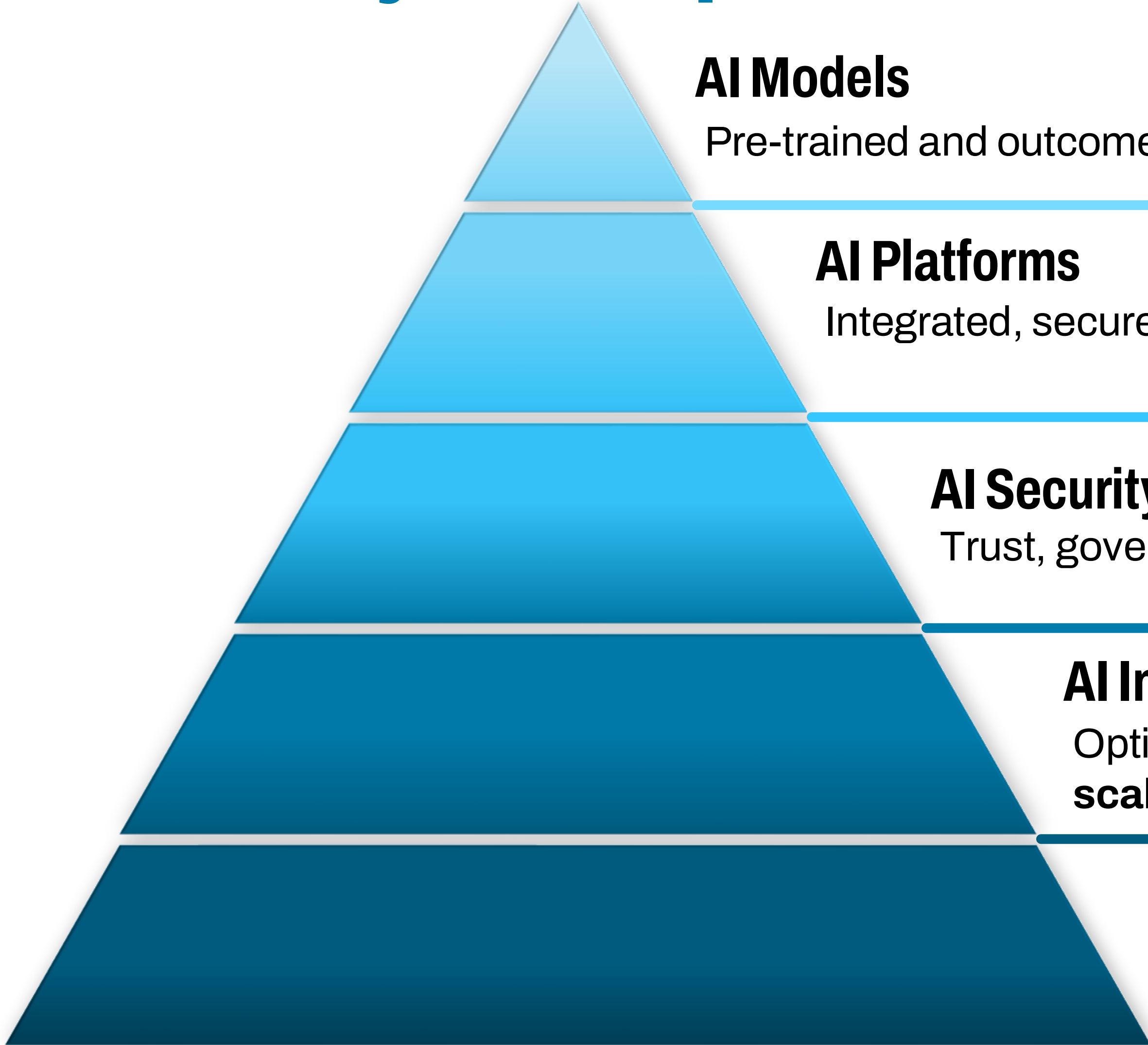
Agentic AI

- Patient Scheduling
- Patient Intake & Triage
- Behavioral Health Coaching
- Multilingual Patient Support Agent



What Do I Do?

5 Key Principles for AI Adoption Success



AI Models

Pre-trained and outcome-driven models that **deliver business value**.

AI Platforms

Integrated, secure, and scalable platforms.

AI Security Readiness

Trust, governance, and compliance **protecting AI data pipelines**.

AI Infrastructure Readiness

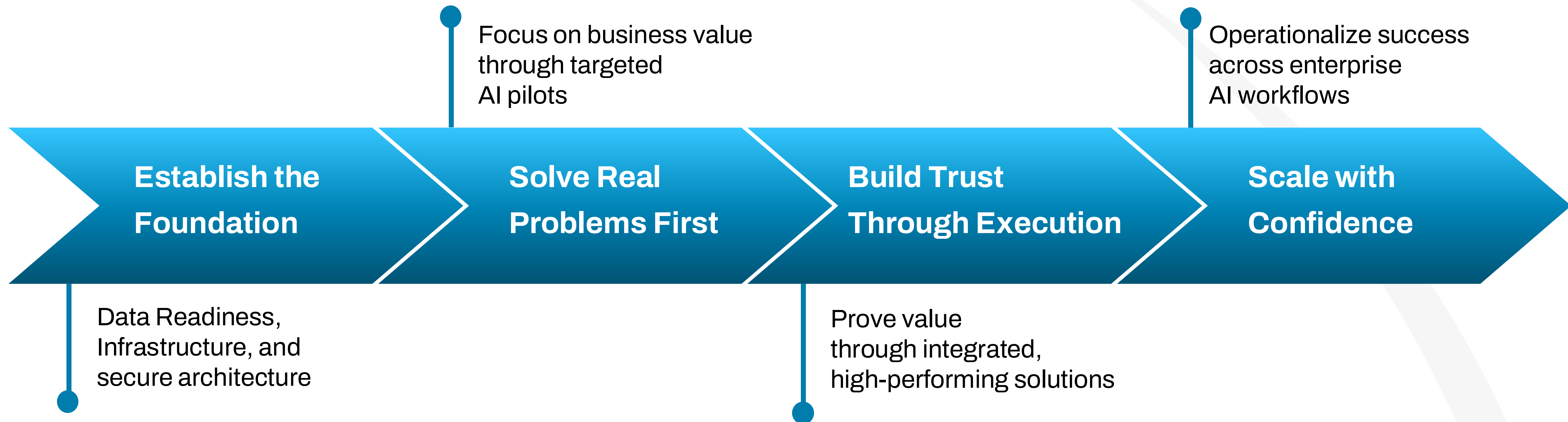
Optimized compute, storage, and networking **enabling AI at scale** (Public/Private/Hybrid).

AI Data Readiness

Clean, structured, business-aligned data pipelines, the **foundation for every successful AI initiative**.

Philosophy for AI Success

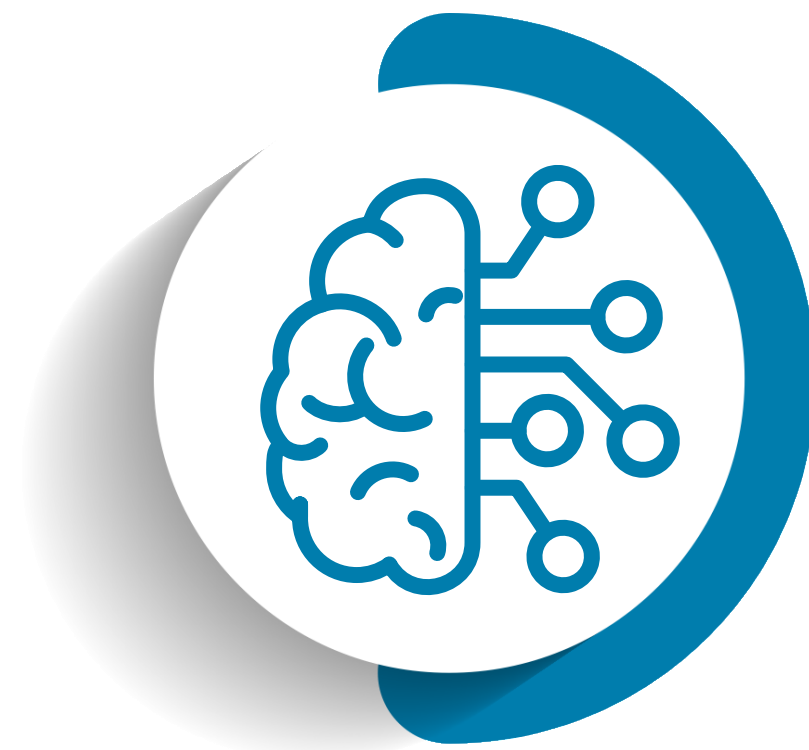
Builds from foundation to execution:



Summary



Start with your data



**Develop an Enterprise
AI Strategy**



Governance



Crawl, Walk, Run

Questions?

Visit ironbow.com/healthcare

