

Bring Humanity to AI in Healthcare

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Work Experience
CVS Health, TTech Consulting



Skills
Artificial Intelligence, Analytics,
Change Management, Leadership



Hobbies
Basketball, Snowboarding,
Running, Texas Holdem



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Executive Director of Data Science
CVS Health



Education
Wharton MBA, Bentley University



Specialties
Growth Data Science, Go-to-
Market Strategy



Personal Profile
Bilingual (Mandarin), Husband,
Father

What are we facing today in Healthcare



Overloaded Healthcare System

- **26 days** in average to see a doctor in 2022
- **Worsened** in the last decade with new technologies

Rising Demand

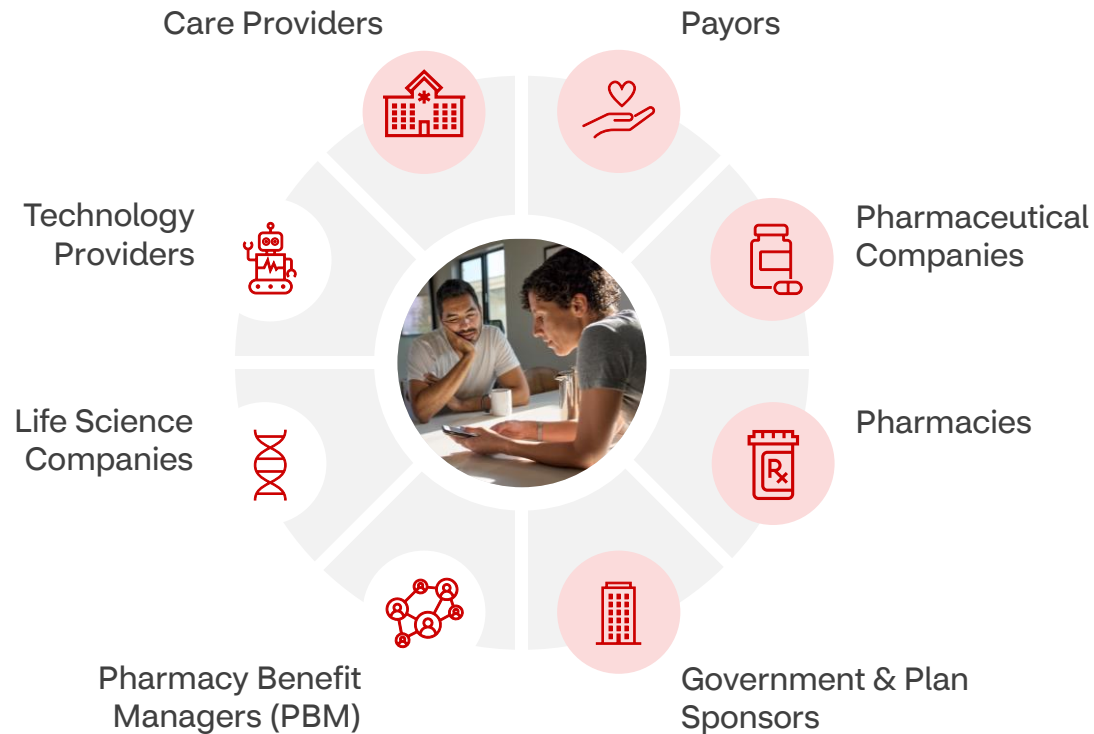
- **1 in 6** people in the United States are 65 and over
- By far the **largest ever** 10-year numeric gain - **15.5 million** people 2010-2020

Shortage in “Supply”

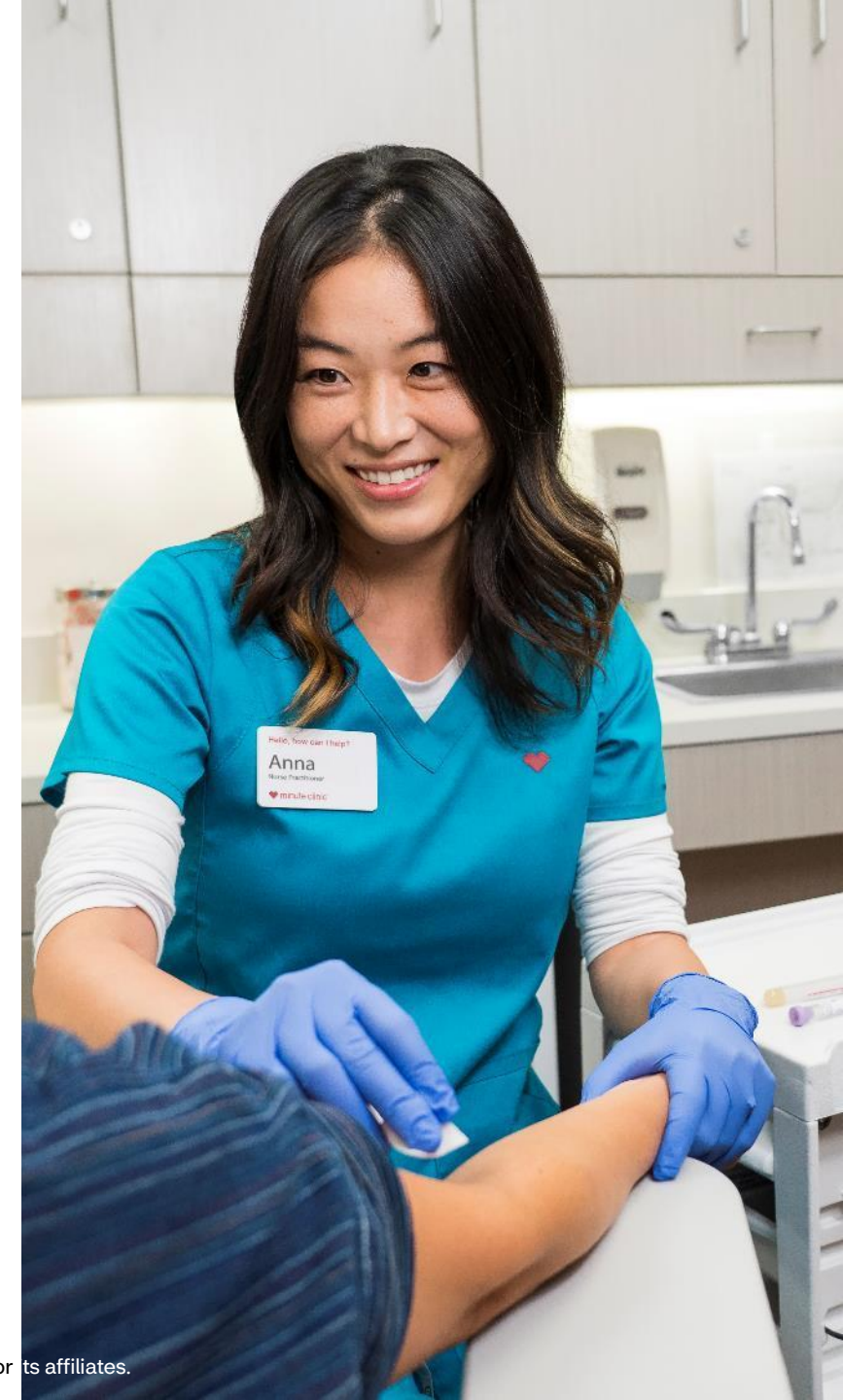
- **10-14 years** to train a doctor or surgeon
- **63%** of doctors are experiencing burnout in 2021, up from 38% in 2020

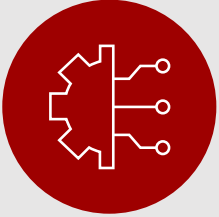
Healthcare System

Healthcare is Extremely Complex Healthcare is also Extremely Personal



*Not exclusive list of all parties in Healthcare ecosystem

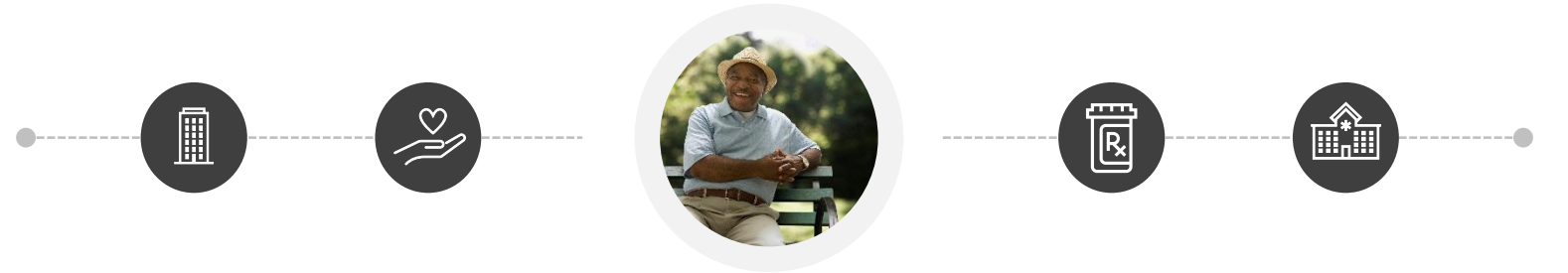




What would it take to
transform Healthcare
through A.I.?

Healthcare Journey

Healthcare is a journey with customer/patient at the center



Journey based models

- Transformer
- Long Short-Term Memory
- Recurrent Neural Network



Data capturing & sharing

- Touch points & interactions
- Data sharing across ecosystem
- Privacy laws and regulations



Care delivery channels

- Providers
- Digital
- Local facilities
- Home

What can you do to transform Healthcare?



Disclaimer: the opinions expressed today are my own views and do not necessarily reflect the views of CVS Health, its affiliates, or any of my colleagues on at CVS Health or its affiliates.