Emerging Tech Innovations: Virtual Assistants for Healthcare

Laura Kusumoto
Manager, Innovation and Advanced Technology
Kaiser Permanente • Information Technology
KAISER PERMANENTE =

HOSPITALS + HEALTH PLAN + DOCTORS
DESIGN THINKING
VIRTUAL AGENT

USE CASES

Health Assistant
Personal Health Coach
Health Plan Support
Workforce Assistants
INTEGRATION
SECURITY
CHALLENGES!!
REGULATION
EFFICACY
COST
RELIABILITY
ENGAGEMENT
http://bit.do/KPtech

Laura Kusumoto
Laura.l.kusumoto@kp.org