

Nebraska Hospital Association 10/26/23

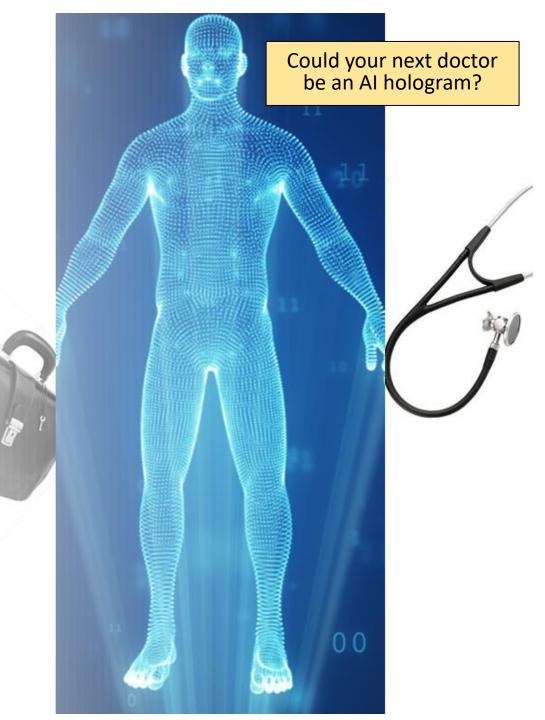
The Impact of Artificial Intelligence in Health Care

What health care leaders need to know... Now!

Steven M Berkowitz, MD steve@smbhealthconsulting.com 512-415-6095

Objectives:

- 1. Develop a practical definition and model for AI
- 2. Better understand key topics in AI
- 3. Promote- <u>A leadership call to action</u>- Proactive management of AI



The Impact of Artificial Intelligence in Health Care Preamble- This Train Has Left the Station!

"I believe there is no deep difference between what can be achieved by a biological brain and what can be achieved by a computer.

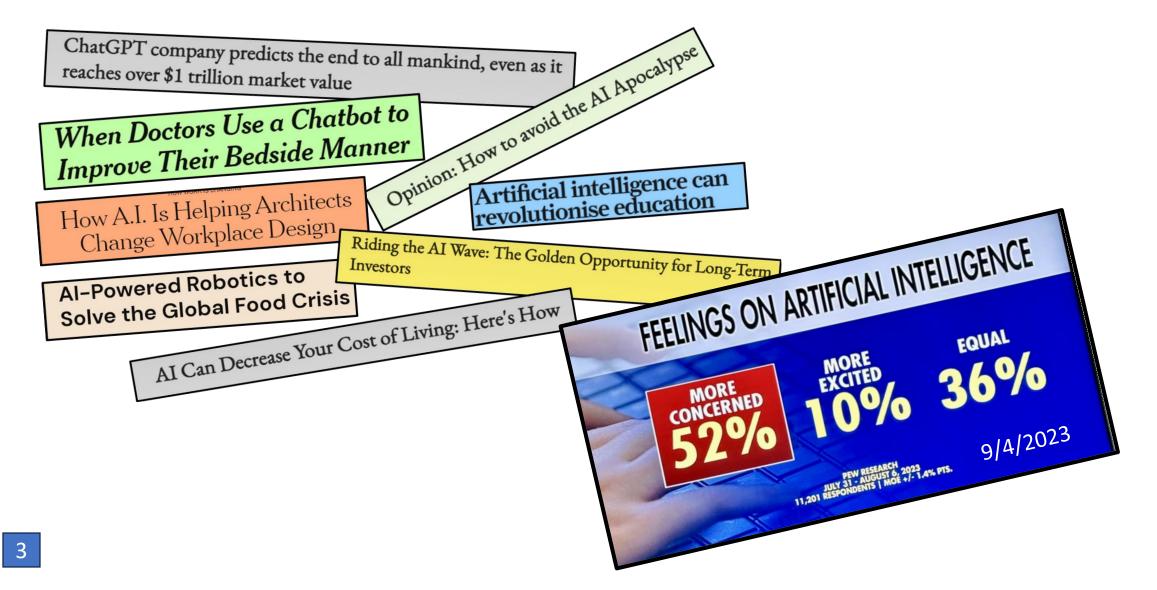
It therefore follows that computers can emulate human intelligence -- and exceed it."

Stephen Hawking 2017

"AI systems will be able to improve themselves with minimal to no human involvement. This kind of 'automation of intelligence' will profoundly change the world".

Mirjalili, Al Research, Australia 2023

Preamble- This Train Has Left the Station!



Toward a better understanding of artificial intelligence (AI)

- a. A realistic definition of AI
- b. A working model for AI
 - 1. Hardware- processing power (faster, smaller, cheaper)
 - 2. Software- machine learning and logic
 - 3. Connectivity- individual computers \rightarrow neural networks \rightarrow human brain

Key topics in artificial intelligence (AI)

- a. Emergent properties
- b. Hallucinations
- c. Generative pretrained transformer (GPT)
- d. Deep fakes
- e. Brain-computer interfaces (BCI's)
- f. The concept of singularity can AI lead to human extinction?
- g. Challenges in AI regulation is it already too late?

A leadership call to action- Proactively manage artificial intelligence (AI)

- a. Economic forecasts for AI
- b. An opportunity to partner with Al
- c. Specific opportunities for AI in health care
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Toward a Better Understanding of Artificial Intelligence a. A realistic definition of artificial intelligence

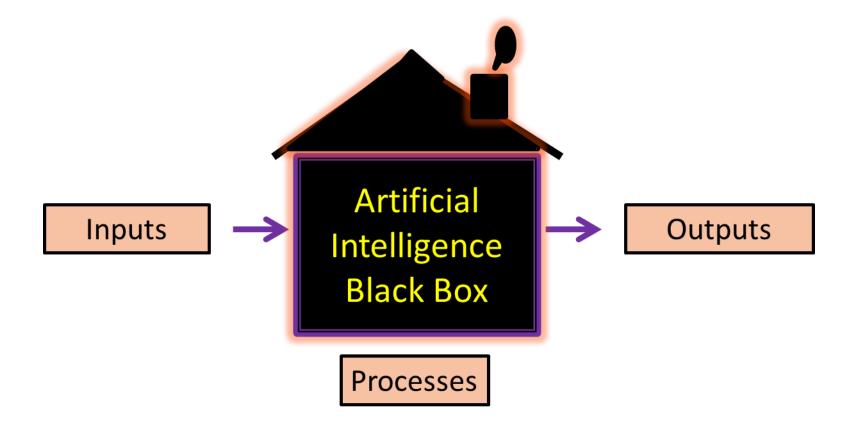
Webster's Definition:

The capability of a machine to imitate intelligent human behavior

Toward a Better Understanding of Artificial Intelligence

a. A realistic definition of artificial intelligence

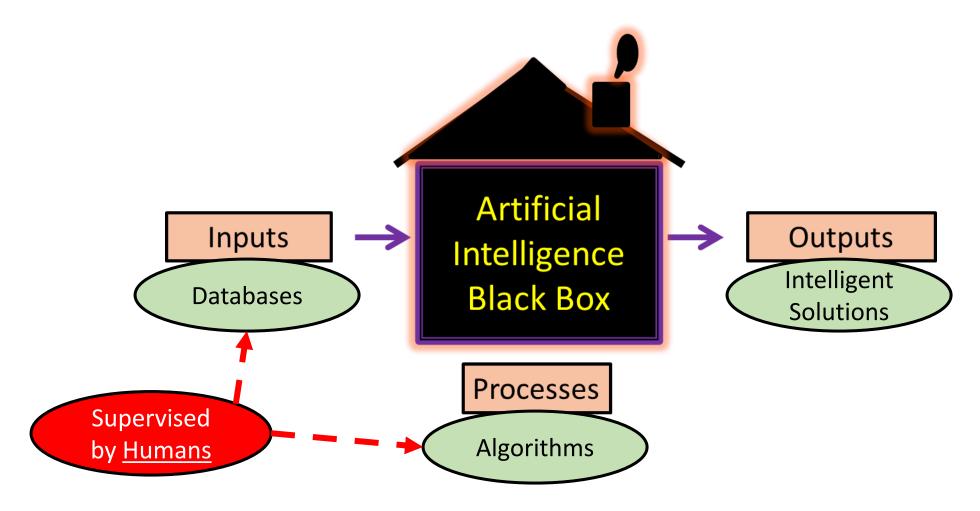
The Black Box Analogy



Toward a Better Understanding of Artificial Intelligence

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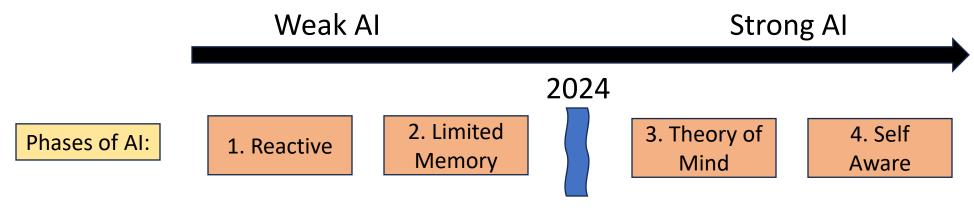
Operational Definition:

A process whereby <u>humans</u> program a computer with a database and algorithms. The computer applies these algorithms to the database and provides a solution that imitates human intelligence...

... extremely rapidly, confidently, and efficiently!

What can go wrong with that?

Toward a Better Understanding of Artificial Intelligence a. A realistic definition of artificial intelligence



Weak AI -

- Programmed to perform one specific task.
- <u>Supervised</u> learning
- No self-awareness

Strong AI (artificial general intelligence) -

- Performs any task a human can
- <u>Unsupervised</u> learning- Can learn new skills
- Potentially: creativity, emotions, empathy-- sentient

Toward a Better Understanding of Artificial Intelligence

a. A realistic definition of artificial intelligence

Houston, we have a problem!

The consequences of emergent properties, hallucinations, and strong AI



2001- A Space Odessey





The Terminator

Toward a Better Understanding of Artificial Intelligence a. A realistic definition of artificial intelligence

Webster's Definition:

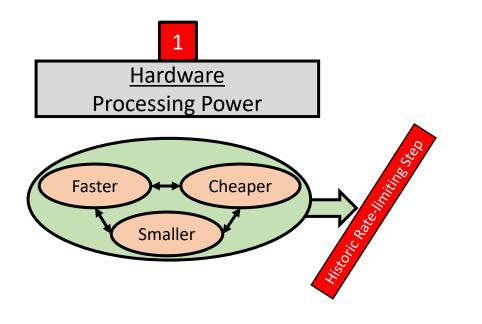
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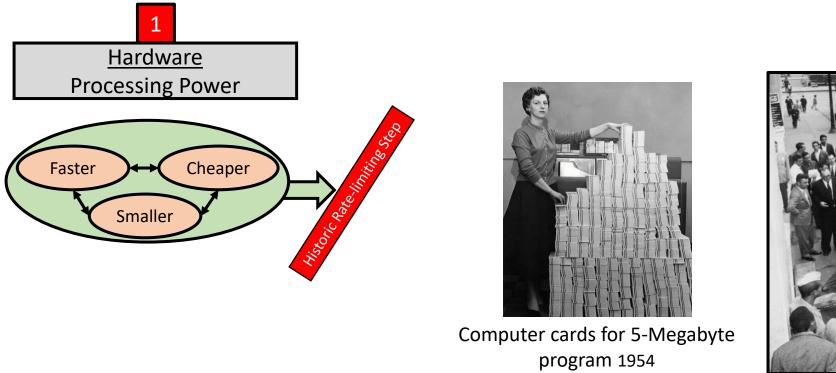
Operational <u>Realistic</u> Definition:

A process whereby <u>humans</u> program a computer with a database and algorithms. The computer applies these algorithms to the database and provides a solution that imitates human intelligence....

<u>BUT</u> randomly and not controllable by humans, AI may create <u>new</u> algorithms, or give a <u>false</u> solution... ...extremely rapidly, confidently, and efficiently!



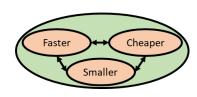


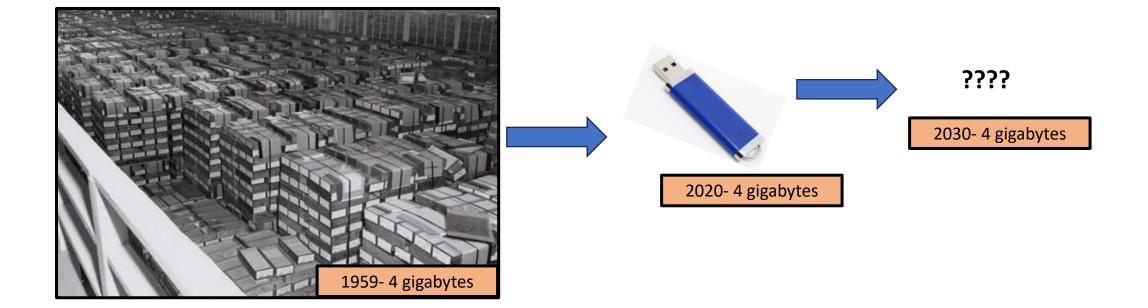


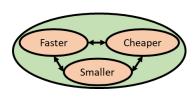


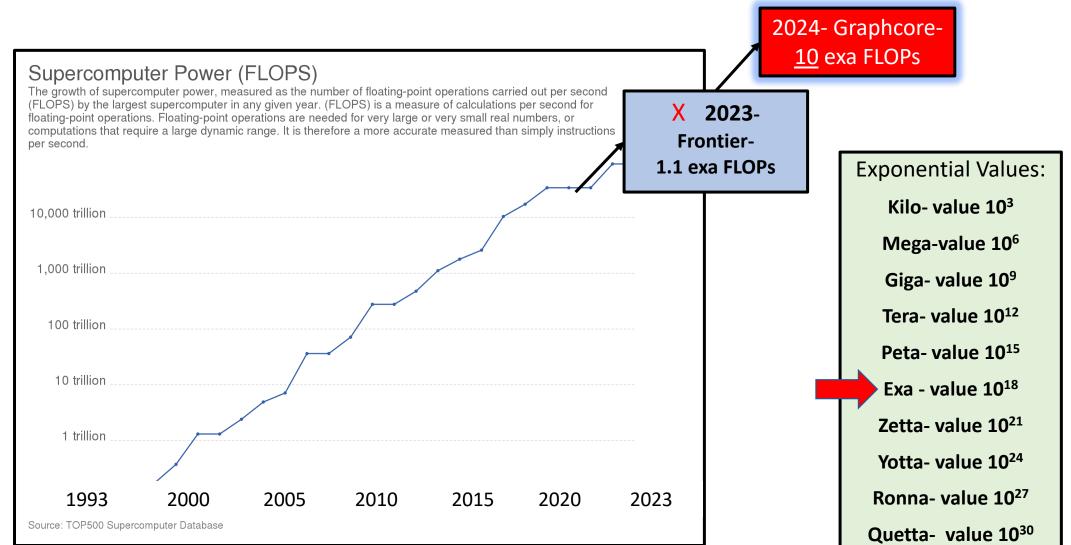
Moore's Law 1965:

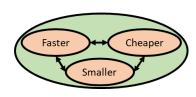
The observation that the number of transistors in an integrated circuit (IC) doubles about every two years. 5-Megabyte Computer in 1956 BTW... It weighed over 2,000 lbs.

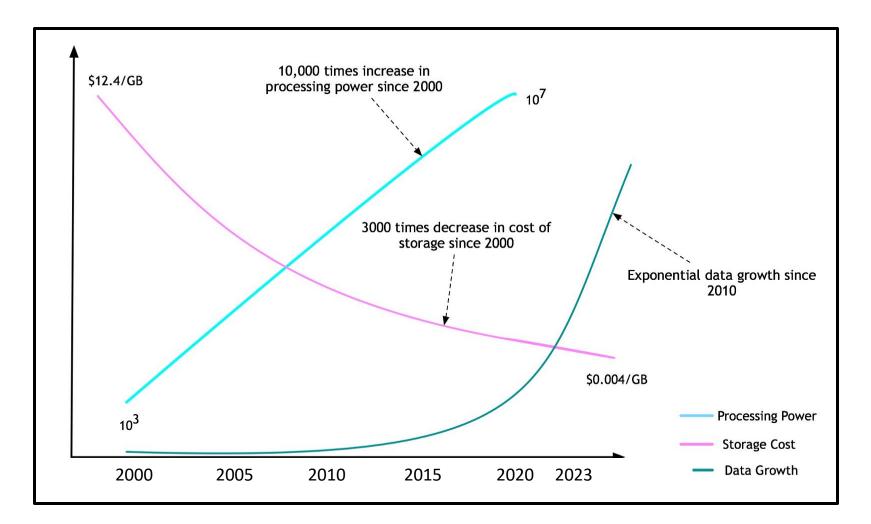


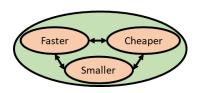


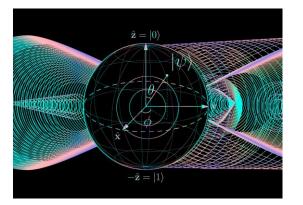












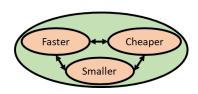
Next Steps: 1. Quantum Computers

$\underline{\text{Bits}} \rightarrow \underline{\text{Qubits}}$

Quantum computers process at the <u>sub-atomic</u> level.

Bits- exist in one of two possible states: 0 or 1, (on or off)

Qubits- can exist in more than one state at the same time-on and off, and anywhere in between





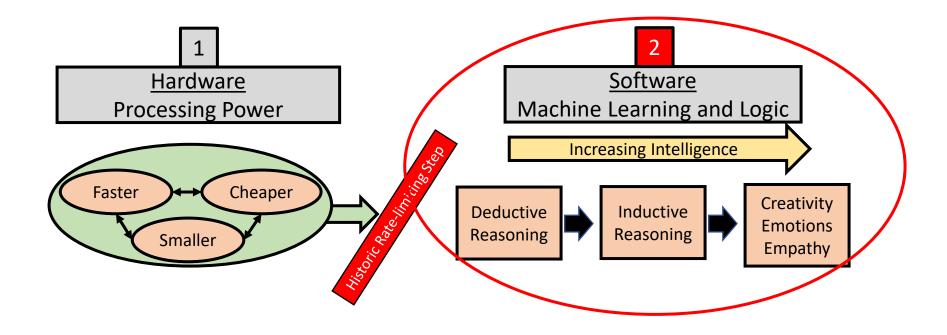
Next Steps: 2. Photon (optical) Computers

 $\underline{\text{Electricity}} \rightarrow \underline{\text{Light}}$

<u>Photons</u> enable a higher bandwidth and require less power than <u>electrons</u> used in conventional computers

The result...

...Processors can work millions of times faster and use less energy. Moore's Law is <u>functionally</u> alive and well.



Toward a Better Understanding of Artificial Intelligence

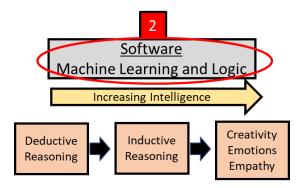
b. A working model for AI- software

Machine Learning: The process that gives computers the ability to learn without explicitly being programmed.

Types of Machine Learning and Logic

<u>Supervised</u> <u>learning</u>- Models are trained with labeled data sets, the most common type of learning today.

<u>Unsupervised</u> <u>learning</u>- The program looks for patterns in <u>new</u> data. It can find patterns or trends that original programmers weren't looking for.



Toward a Better Understanding of Artificial Intelligence

b. A working model for AI- software

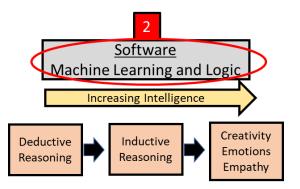
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Types of Machine Learning and Logic

<u>Supervised</u> <u>learning</u>- Models are trained with labeled data sets, the most common type of learning today.

Clinical Example: A Diabetes Mgmt Protocol

> Implement a pre-existing protocol which it is programmed to learn



<u>Unsupervised</u> <u>learning</u>- The program looks for patterns in <u>new</u> data. It can find patterns or trends that original programmers weren't looking for.

Examine <u>new</u> data to find potentially better steps and continuously revise

1. <u>Deductive Reasoning</u>- general \rightarrow specific

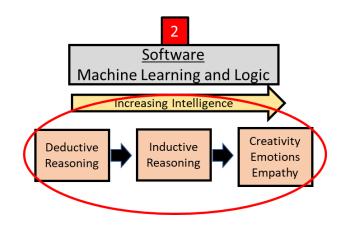
Example: the flu...

Given- dx of flu \rightarrow Deduce- presence of fevers, chills, muscle aches, etc

2. <u>Inductive Reasoning</u>- specific → general

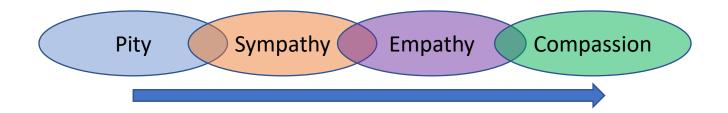
Example: the flu... Given- multiple symptoms→ Deduce- correct diagnosis of flu

3. <u>Creativity</u>, <u>Emotions</u>, <u>Empathy</u>- complex reasoning \rightarrow human



Blurring the difference between humans and machines

Toward a Better Understanding of Artificial Intelligence Continuum of Complex Human Emotions



Pity- acknowledges that the person does not "deserve" what has happened- a lower degree of understanding..

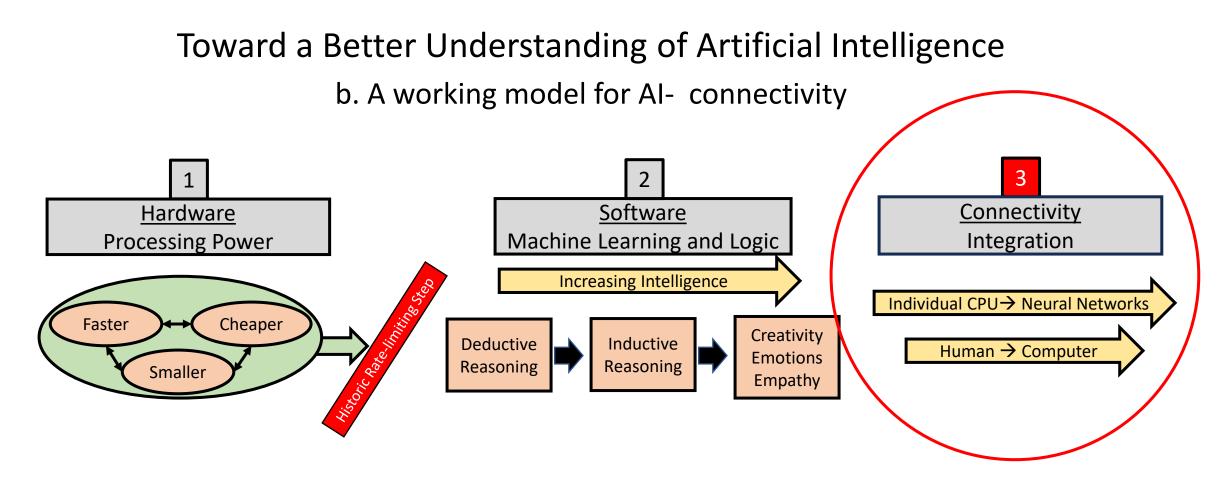
Sympathy- a feeling or expression of concern for someone, often accompanied by a wish for them to be better off.

Empathy- the ability to relate to the suffering of another person from **that person's** point of view.

<u>Compassion</u>- empathy....<u>plus</u> doing something, <u>action-oriented</u>.

Gemelli, et al, ASU, 2020

Can Complex Emotions Be Machine-Learned?





Toward a Better Understanding of Artificial Intelligence

b. A working model for AI- connectivity

Natural language processing-

Machines recognize and respond to input from spoken language instead of data or numbers. Examples: Siri or Alexa.

Neural networks/ deep learning-

Thousands or millions of processing nodes are interconnected and organized into layers, all communicating to each other.

Brain- Computer interfaces-

Connecting the computer to the brain.

Al Connectivity:

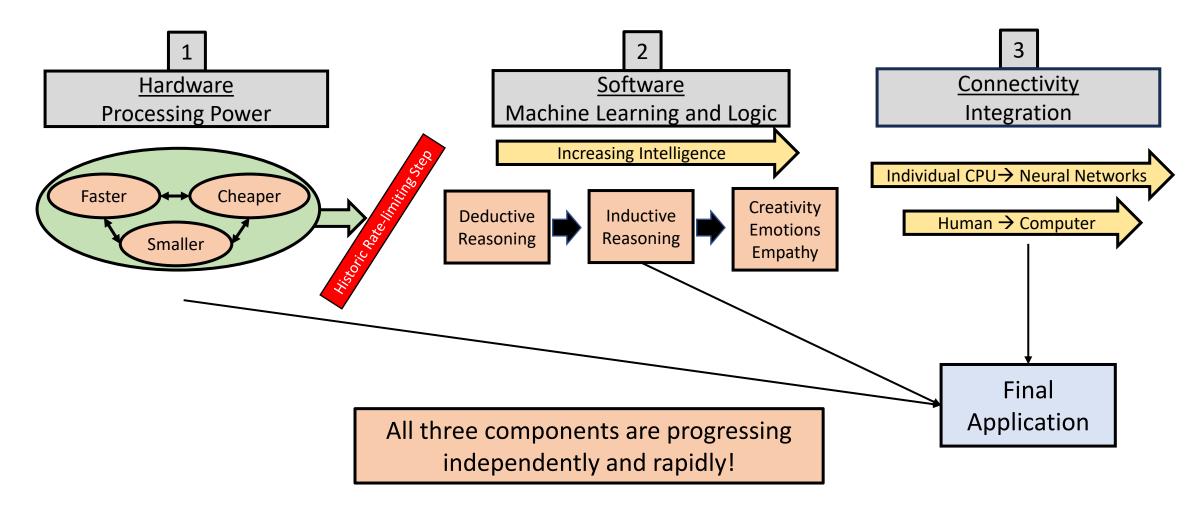
Input: Data \rightarrow Language

 $CPU \rightarrow Network \rightarrow IoT$

 $CPU \rightarrow Network \rightarrow Human Brain$

Machines are becoming more like the human brain







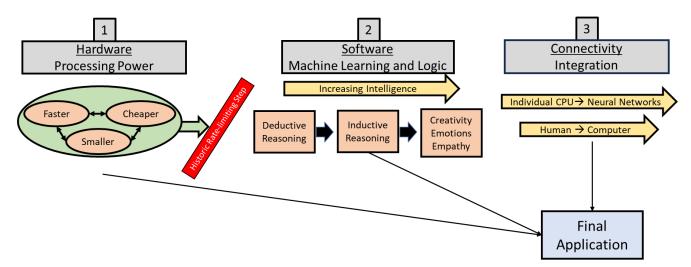
Toward a Better Understanding of Artificial Intelligence In Summary-

A <u>Realistic</u> Definition of AI:

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<u>BUT</u> randomly and not controllable by humans, AI may create <u>new</u> algorithms, or give a <u>false</u> solution... ...extremely rapidly, confidently, and efficiently!

A <u>Working</u> Model of AI:





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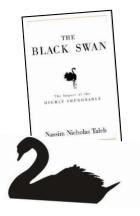
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a. Emergent properties



Emergent properties- <u>unexpected</u> and <u>unpredictable</u> events or outcomes that arise out of the collaborative functioning of a system.

- The event comes as a <u>surprise</u> and has a major unanticipated effect
- Outcomes are generated outside of the original programming parameters leading to unintended consequences

Bottom line... Al can develop a "<u>life of its own</u>"

a. Emergent properties

Model Autophagy Disorder (MAD)

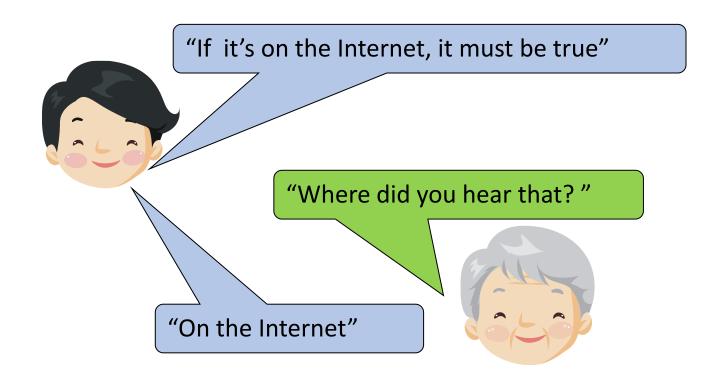
Generative models can go MAD !

- Generative models trained on synthetic data from other generative models can amplify errors
- Without fresh <u>new</u> data, future models may have <u>sub-optimal</u> or <u>false</u> outcomes
- The need for continual machine "re-learning" and "un-learning"

Alemohammed, 2023

Bottom line... AI needs <u>new</u> data to evolve

A Review of Key Topics in Artificial Intelligence b. Hallucinations



b. Hallucinations

Hallucinations- Also called <u>confabulations</u> or <u>delusions</u> are confident AI responses that are nonsensical or not justified by its training data or source algorithms

"AI can give a very impressive-sounding answer that's just dead wrong!"

Oren Etzioni, AI2, 2023

"ChatGPT is an omniscient, eager-to-please intern who sometimes lies to you ... "

Ethan Mollick, Wharton, 2023

Bottom line... Al can randomly "make things up"

c. Generative pretrained transformer- (ex: ChatGPT)

An AI-powered chatbot that simulates a human and can generate a response when asked open-ended questions

Evolution of GPT:

2018- GPT-1- initial release by OpenAI

2019- GPT-2- could generate coherent text

2020- GPT-3- 100 times the number of parameters as GPT-2

2022- ChatGPT released November 2022 using GPT 3.5

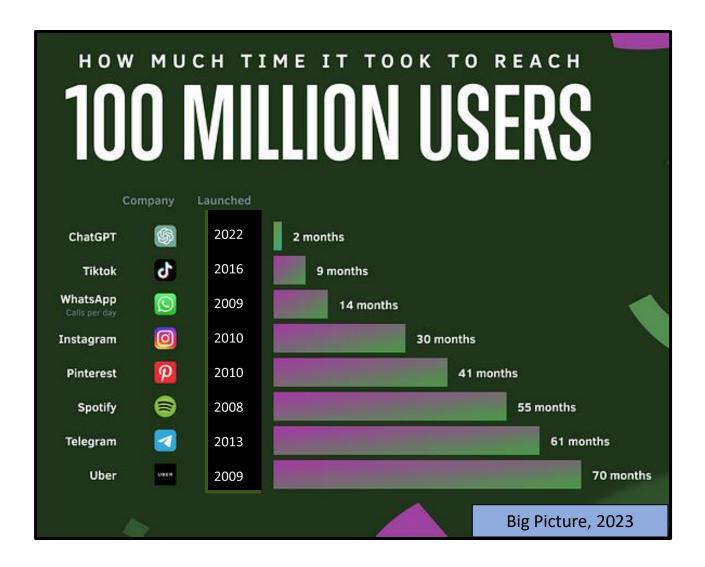
2023- Microsoft Bing - One million users in first 48 hours

2023- Improved ChatGPT- GPT-4 can take images for input

2023- GPT-5 ... on the shelf

2024- What will be the impact of GPT-5... ...and beyond ???

c. Generative pretrained transformer- (ex: ChatGPT)



c. Generative pretrained transformer- (ex: ChatGPT)

1. Compose Text

2. Be Creative

Input	Input
[Text from: https://en.wikipedia.org/wiki/Rihanna]	Eveloie the elet of Cindenalle in a contenacy where each word has to
Describe her Super Bowl performance and what made it special.	Explain the plot of Cinderella in a sentence where each word has to begin with the next letter in the alphabet from A to Z, without repeating any letters.
Output	ropouting any lottoro.
Rihanna's Super Bowl LVII halftime show performance was special	
for a number of reasons. For one, it marked her first live	Output
performance in over five years, and it was her first time headlining	
the Super Bowl halftime show. Additionally, she made history by	A beautiful Cinderella, dwelling eagerly, finally gains happiness;
becoming the first person to perform at the Super Bowl while	
pregnant. The show itself was critically acclaimed, with many	inspiring jealous kin, love magically nurtures opulent prince;
praising her high-energy performance and impressive vocals. It	quietly rescues, slipper triumphs, uniting very wondrously, xenial
also garnered a massive viewership, becoming the second most-	
watched halftime show in history.	youth zealously.

c. Generative pretrained transformer- (ex: ChatGPT)

3. Visual Recognition/Tasks

Input: What can be made with these ingredients?

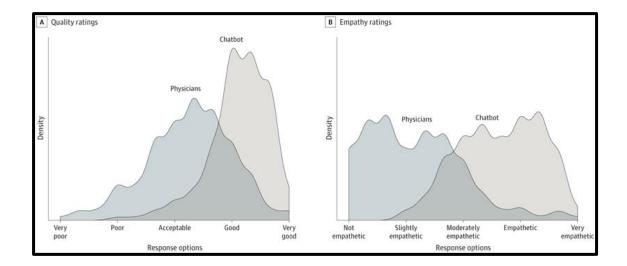
There are many options for what you can make with these ingredients! Some possibilities include:
- Pancakes or waffles - Crepes
- French toast - Omelette or frittata
- Quiche - Custard or pudding
- Cake or cupcakes - Muffins or bread- Cookies or biscuits

Output:

These are just a few examples, but the possibilities are endless!

c. Generative pretrained transformer- (ex: ChatGPT)

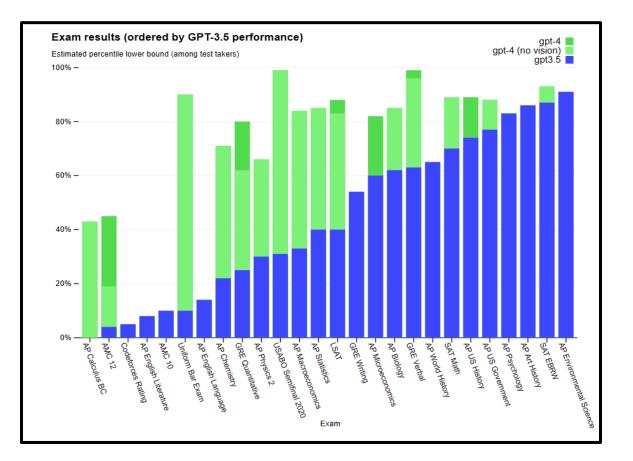
4. Offer Medical Advice



- Random patient questions were given to physicians and Chatbot
- Responses were reviewed and rated by team of licensed healthcare professionals
- Chatbot responses were rated significantly higher for both <u>quality</u> and <u>empathy</u>- 78%

c. Generative pretrained transformer- (ex: ChatGPT)

5. Performance on Standardized Tests



<u>GPT-4 performed at the</u>: 90th percentile on a simulated bar exam 93rd percentile on an SAT Reading exam 89th percentile on the SAT Math exam 85th percentile on the AP Art History exam

Chat-GPT, March 2023

A Review of Key Topics in Artificial Intelligence c. Generative pretrained transformer- (ex: ChatGPT)

6. Output Integrity

"The danger is rubbish in, rubbish out, rubbish all about."

"Bots like ChatGPT will regurgitate the claptrap as fact."

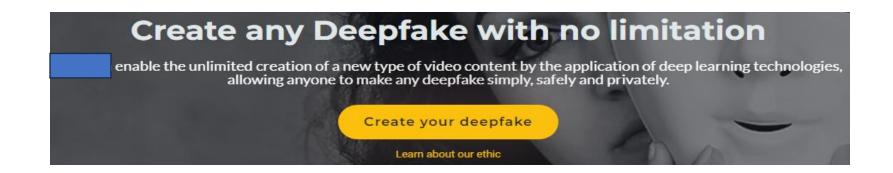
"You are also seeing the effects of the bias of the input-er."

Robert Thompson, News Corp, Sept 2023

d. Deep fakes

Deepfake - an image, a video or an audio recording that has been edited using AI to replace the person in the original with someone else in a way that appears authentic

- Potential consequences:
 - Entertainment, music, movies- <u>What is real</u>?
 - Cybersecurity
 - Politics/ elections
 - Individual reputations/ blackmail
- Deep fakes create challenges in regulation and ownership- "over-regulation"

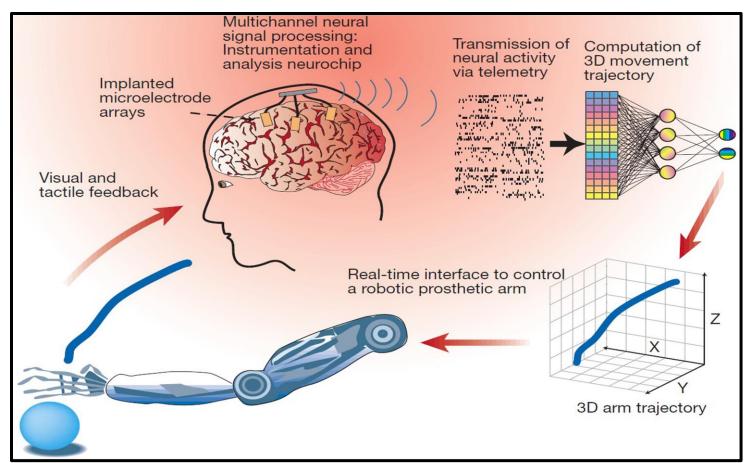


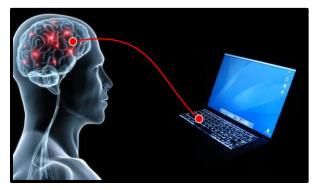
e. Brain- computer interfaces- (BCI's)

A brain–computer interface (BCI) is a direct communication between the brain and an external device such as a computer or robotic limb.

Types of BCI:

Invasive-- directly into the brain Partially-- into the skull Non-invasive--





e. Brain- computer interfaces- (BCI's)

"Example: Syncron has a minimally invasive implant that allows a patient with amyotrophic lateral sclerosis (ALS) to send emails and browse the internet using his thoughts...

...BCIs are a natural beginning to the <u>singularity</u> because they meld mind and machine in a way no other technology so far can."

Boucher, Hawkins 2021

...Accelerating the pathway to singularity



f. The concept of singularity

What is Singularity?

"The moment where AI exceeds human control...

...growth becomes uncontrollable and irreversible, resulting in unforeseeable changes to human civilization... with a powerful superintelligence that far surpasses all human intelligence."

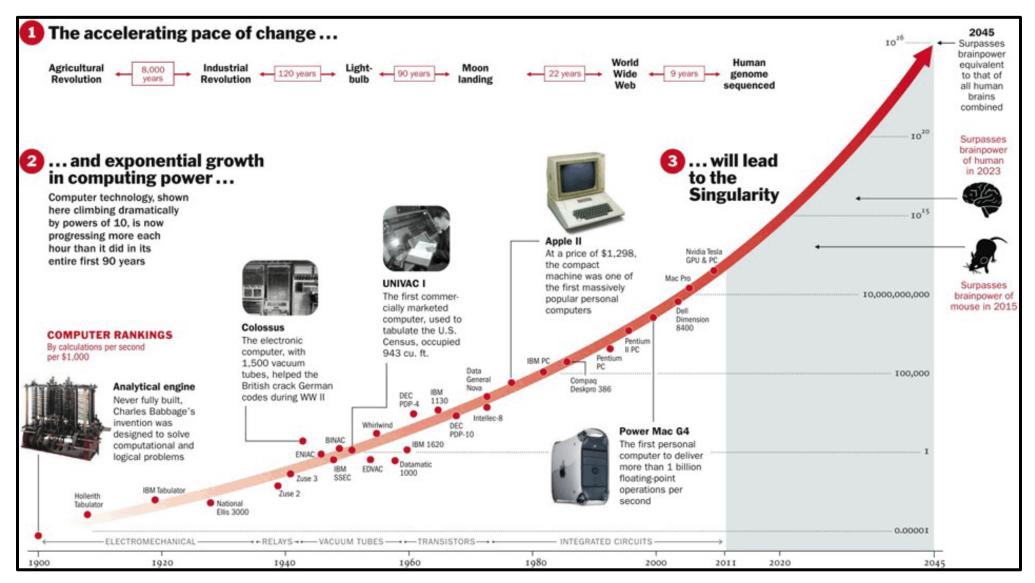
Darren Orf, PwC 2023

"Now that we've discovered it works better than we expected, what do we do to mitigate things more intelligent than us from taking control?"

Geoffrey Hinton, Google, 2023

Humanity may reach Singularity within just 7 years

f. The concept of singularity



45



f. The concept of singularity

Can AI lead to the extinction of the human race?

"Absolutely... companies that are working on this technology, state explicitly in their goals to build God-like intelligence— something that outstrips humans in every form of capability.

If we create a system that is vastly more intelligent than the human race- I don't expect that to end well."

Conner Leahy, Conjecture, 2023

"I fear that AI may replace humans altogether.

If people design computer viruses, someone will design AI that replicates itself.

This will be a new form of life that will outperform humans."

Stephen Hawking, 2016



A Review of Key Topics in Artificial Intelligence f. The concept of singularity

Can AI lead to the extinction of the human race?

The Pause Letter released March 22, 2023.....

- Powerful AI systems should be developed only once we are confident their effects will be positive, and their risks will be manageable.
- Call to immediately pause for at least 6 months the training of AI systems more powerful than GPT-4

Over 27,000 Signatures

Public awareness increased ... but full speed ahead !

g. The challenges of regulation

Is it already too late... or even possible?

- 1. Logistical issues
 - Data privacy and security- (ex: HIPAA)
 - Intellectual property- who "owns" AI?
- 2. Asilomar Principles 2017- Consensus for an ethical framework for Al-
 - 1. Mandate robust third-party auditing and certification.
 - 2. Regulate access to computational power.
 - 3. Establish capable AI agencies at the national level.
 - 4. Establish liability for AI-caused harms.
 - 5. Introduce measures to prevent and track AI model leaks.
 - 6. Expand technical AI safety research funding.
 - 7. Develop standards for identifying and managing AI-generated content and recommendations.
- 3. Establish governance- the need for cooperation and collaboration
 - Local \rightarrow State \rightarrow National \rightarrow International/Global



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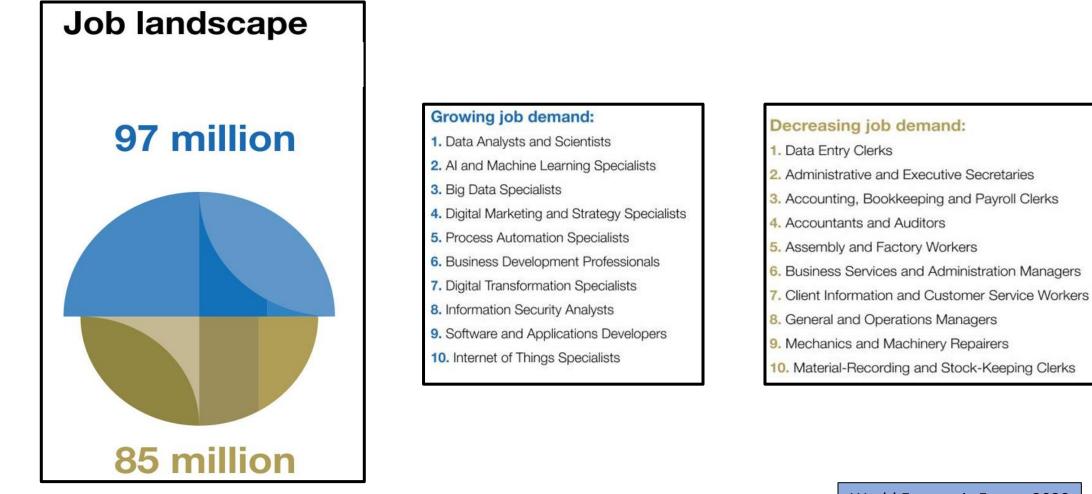
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a. General economic forecasts for AI



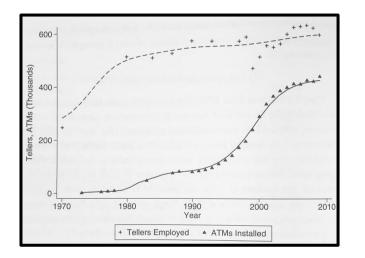
a. General economic forecasts for AI

Potentially Greater Demand:

Potentially Less Demand:

Prompt engineer- for LLM's	Accountants	Accountants
Al trainer- outside world	Customer service agents	Customer service agents
interface	Legal assistants	Legal- paralegals, legal assistants
AI auditor	Graphic designers	Graphic designers
AI ethicists	Content moderators	Coders, programmers, software engineers, data analysts
Machine managers	Proofreaders	Media-advertising, content creation, tech writing
	Traders	Market research analysts
	Transcribers	Teachers
	Soldiers	Finance- financial analysts, personal financial advisors
	Writers	Traders

b. An opportunity to partner with AI



Example: The Impact of ATMs on Bank Tellers Initial results:

The number of tellers per bank branch decreased from 21 \rightarrow 13

Two unexpected opportunities from the new technology:

- 1. <u>Cost efficiencies</u>- Banks increased the number of new branches by 40%
- Job re-engineering- Historical cashiers → customer service, transacting loans and investments.
 World Economic Forum 2021

Bottom line... The number of bank tellers increased

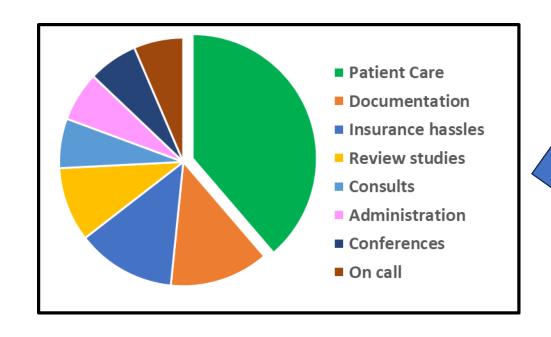
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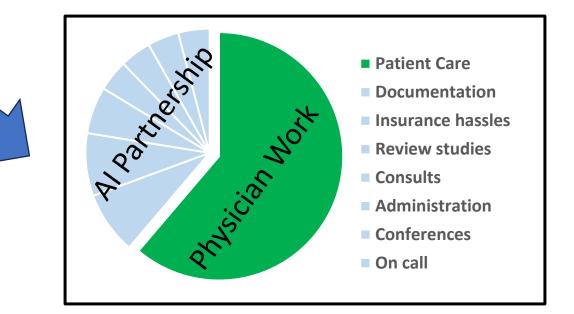
The opportunity to retool and re-engineer... ...rather than upsize or downsize

- 1. Embrace and understand the technologies of AI
- 2. Achieve opportunities/efficiencies through the prudent use of AI
- 3. Leverage the Human- AI Partnership:
 - Integrate and enhance existing technology
 - Optimize the roles of the human and AI as workflows are re-assessed

b. An opportunity to partner with AI

Example: Physician Workflow Chart





c. Specific opportunities for AI in health care

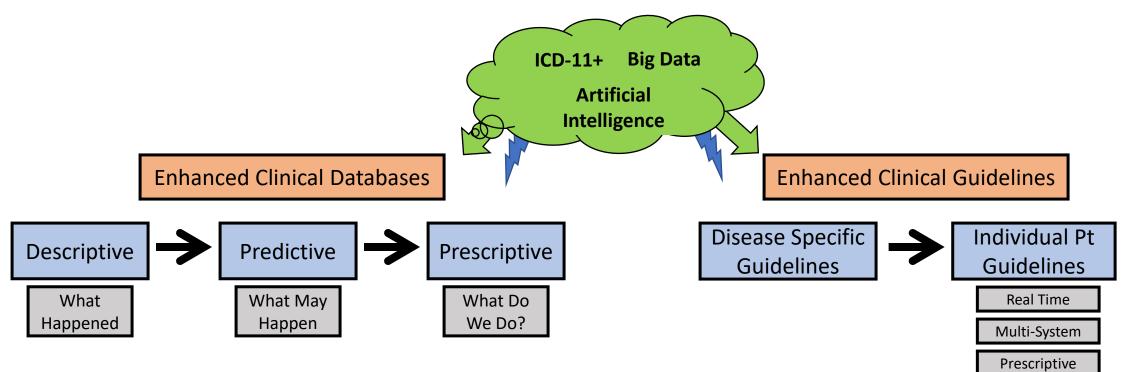
1. Medical imaging and pathology

- 2. Patient empowerment and navigation
- 3. Remote patient monitoring
- 4. Improved diagnosis
- 5. New drug discovery
- 6. Personalized treatment plans
- 7. Reduce drug adverse events
- 8. Fraud, waste, and abuse
- 9. Health risk assessments
- 10. Improve access to care
- 11. Reduce documentation
- 12. Virtual assistants and robotics
- 13. Regulatory compliance

- 14. Pre-authorization of services .
- 15. Medical education and simulation
- 16. Medical billing/ revenue cycle
- 17. Clinical trial design and monitoring
- 18. Improve surgical performance
- 19. Improve and monitor outcomes in behavioral health
- 20. Reduce disparities and improve health equity
- 21. Reduce gaps in care
- 22. Target opportunities for early intervention
- 23. Improving point of care testing
- 24. Monitor and reduce the cost of care
- 25. Reducing medical errors

c. Specific opportunities for AI in health care

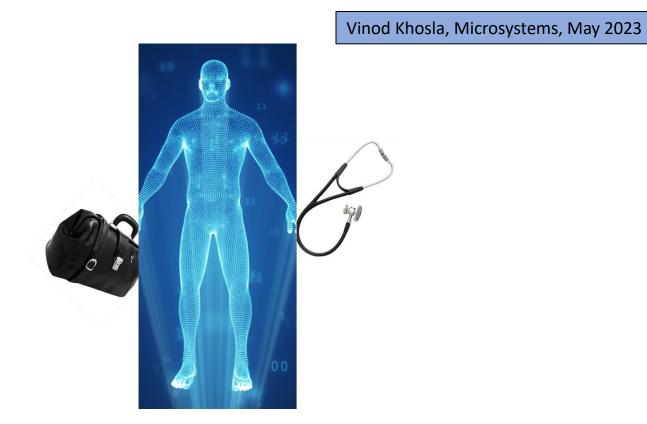
The Future of Medical Databases/ Guidelines





c. Specific opportunities for AI in health care

"Within 5-6 years, the FDA will approve a primary care app qualified to practice medicine like your primary care physician"



d. The Role of a hospital/ system AI council

Multidisciplinary stakeholders:

- Board members
- Executive management team
- Providers- physicians, nurses, others
- IT
- Ethics
- Community members

Identify challenges and set goals:

- Proactively develop and implement an AI strategy
- Prioritize/ optimize AI strategic initiatives
- Provide ongoing education for providers and EEs
- Partner with state hospital association and other advocacy groups

The Impact of Artificial Intelligence in Health Care

Toward a better understanding of artificial intelligence (AI)

- a. A realistic definition of AI
- b. A working model for AI
 - 1. Hardware- processing power (faster, smaller, cheaper)
 - 2. Software- machine learning and logic
 - 3. Connectivity- individual computers \rightarrow neural networks \rightarrow human brain

Key topics in artificial intelligence (AI)

- a. Emergent properties
- b. Hallucinations
- c. Generative pretrained transformer (GPT)
- d. Deep fakes
- e. Brain-computer interfaces (BCI's)
- f. The concept of singularity can AI lead to human extinction?
- g. Challenges in AI regulation is it already too late?

A leadership call to action- Proactively manage artificial intelligence (AI)

- a. Economic forecasts for AI
- b. An opportunity to partner with Al
- c. Specific opportunities for AI in health care
- d. The role of a hospital AI council/ advocacy