



# Information Technology Committee

AI Presentation – Health and Human Services

March 27, 2024



Health & Human Services

# Presentation Request

Presentation by a representative of the Department of Health and Human Services regarding AI benefits and threats for the health care industry, including AI currently used by North Dakota health care providers and future plans for the use of AI technologies.



# FOCUS

- Types of AI
- Current State-HHS
- Future State-HHS





# Types of AI

- **Generative AI** is a type of artificial intelligence technology that can produce various types of content, including text, imagery, audio and synthetic data.
- **Machine Learning** allows us to give machines the ability to interpret, process, and analyze data, helping them solve real-world problems.
- **Reactive Machines** are basic AI systems that solely operate on current data and execute specific tasks without gaining knowledge from past experiences.

CORE  
FOUNDATION  
FOR ALL  
ARTIFICIAL  
INTELLIGENCE



Data Governance



Data Strategy



Accessing Quality Data

# Current State for AI in HHS



## Public Health

- Low-level Generative AI



## Medical Services

- No current use cases



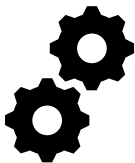
## Human Services

- Machine learning capabilities in Power BI to forecast volumes



## Behavioral Health

- Reactive AI within existing EHR – still in implementation phase
- Bells AI – EHR to support progress notes and billing



## Operations

- Low-level Generative AI
- Machine learning in Power BI



# Future State for AI in HHS



## Public Health

- Natural language processing models – Environmental Scanning
- Data Analytics
- Bots for public use
- AI for Grant Writing



## Medical Services

- Predictive analytics to mine health care data to predict disease and outcomes.



## Human Services

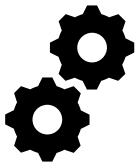
- Forecasting
- Bot employee “helper” for policy application
- Analyze child welfare case notes identifying trends



## Behavioral Health

- AI Scribe for physicians' notes
- Machine learning for eligibility, denials and pre-auth

## Operations



- Data analytics
- Repeatable processes identified on efficiency roadmap
- Chatbots for candidates
- AI in recruitment to screen potential candidate apps



# Contact information

**Sara Stolt**

HHS Deputy Commissioner  
[sarastolt@nd.gov](mailto:sarastolt@nd.gov)

[www.hhs@nd.gov](http://www.hhs@nd.gov)