

# AI, innovation and the future of healthcare at Novant Health

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# SAFE HARBOR STATEMENT

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When you think  
of innovation, what  
comes to mind?

Some of the most powerful innovations are almost invisible.





# Healthcare has accepted friction as inevitable



*Forward-looking statements included. Actual results may differ. For informational purposes only.*



*The reasonable person adapts themselves to the world:  
**The unreasonable one persists in trying to adapt  
the world to themselves.**  
Therefore, all progress depends on the  
**unreasonable person.***

A handwritten signature in white ink that reads "G Bernard Shaw" with a decorative flourish at the end.

– George Bernard Shaw

# We must adapt healthcare to meet people where they are

**AI supports better care, teamwork and decisions.**



**For  
patient experience**



**For  
clinical care**



**For  
operational excellence**

## **AI governance**

**Ensures safety & transparency, with humans guiding every decision**

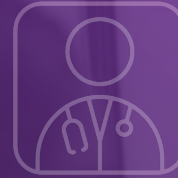
# We must adapt healthcare to meet people where they are

**AI supports better care, teamwork and decisions.**



**For  
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Care is easier and  
more personalized.



**For  
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# Care should meet people where they are



No one should go to the ER  
without knowing what to expect



# Transforming the surgical experience through personalized navigation and education



Ensure every surgical patient feels supported, informed and cared for throughout their entire surgical journey.



Avoid unnecessary ED visits and readmissions.

Patients navigated in 2025

**6,000**

4.5% of eligible population

Year-end 2026 target

**16,000 - 24,000**

11.9% → 17.9% of eligible population

# Access without displacement



Our telestroke network gives rural hospitals access to specialists and **has prevented 92% of transfers, improving outcomes while keeping patients in their communities.**

# Giving clinicians more time and better information

**AI supports better care, teamwork and decisions.**



**For  
patient experience**

Care is easier and more personalized.



**For  
clinical care**

Improved clinical insights



**For  
operational excellence**

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# AI is revolutionizing stroke care – when every second counts

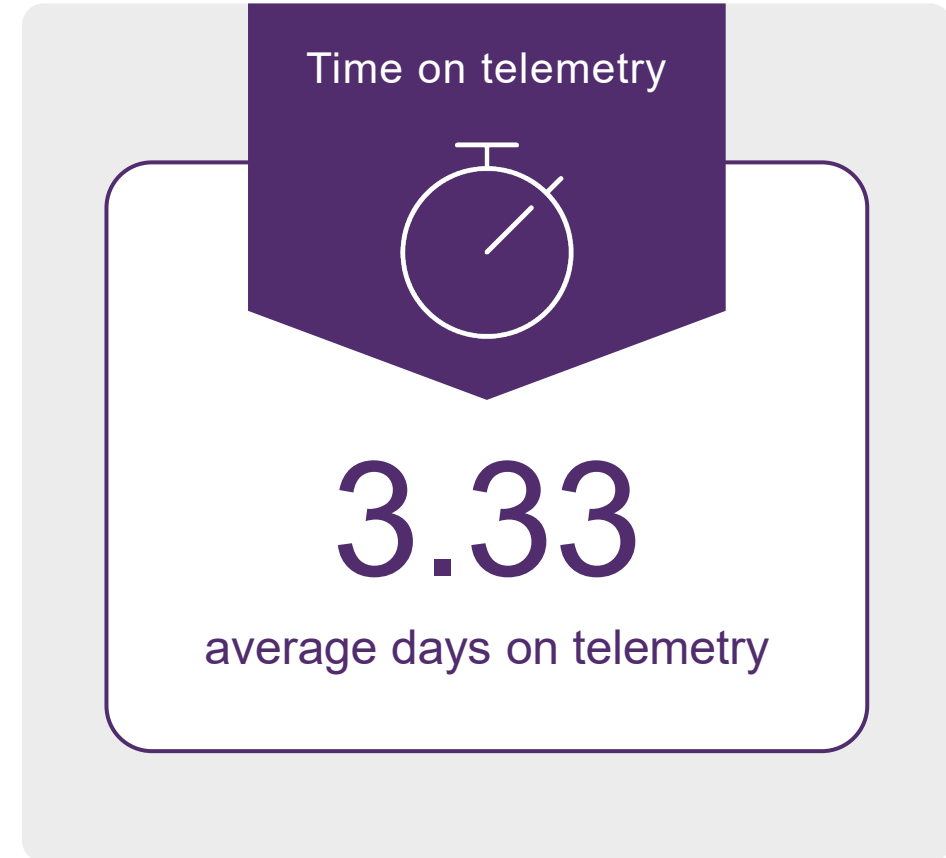
“Time is very critical for the brain, and we need to shave off minutes every opportunity we can.”

— *Laurie McWilliams, MD,  
Novant Health neurointensivist*



# Smarter monitoring. Safer care.

13.2% reduction  
in time on telemetry



# Finding risk before harm occurs

AI is helping identify patients at risk of lung cancer and is guiding them step-by-step through the screening process.



Identified and prioritized 20K qualifying patients



Aubrey conversational AI outreach – proactively contacts patients to schedule visit



Guides patients step-by-step through the scheduling workflow, books directly into Epic EHR

Easier scheduling for patients

Higher completion rates

Consistent experience

Reduced staff time

# Transforming how we approach preventive health



▶ Using the eye as a “window” into whole-body health, AI analyzes retinal scans to identify indicators of various diseases.



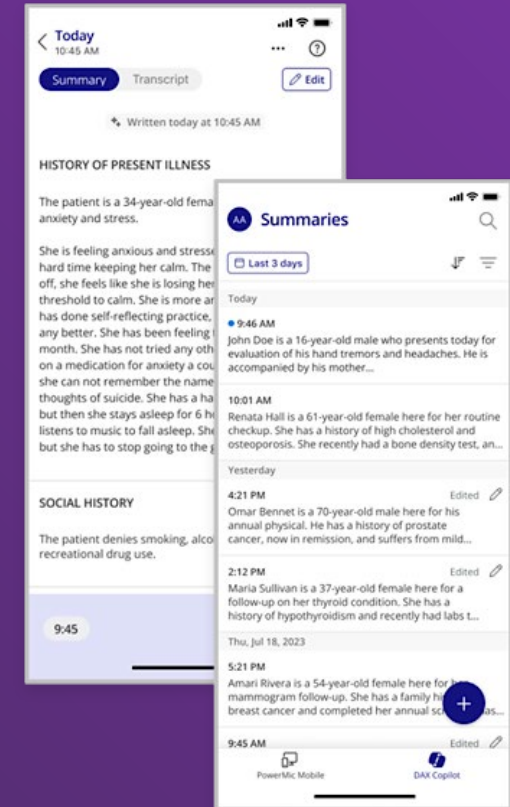
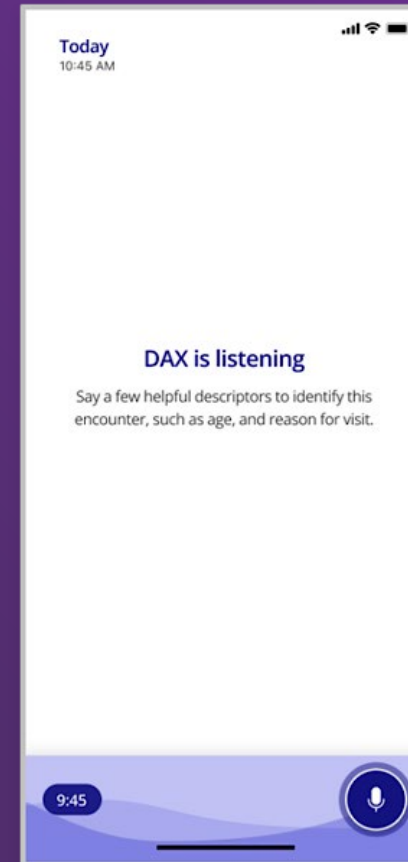
# A digital assistant for doctors

“I’ve seen the impact of DAX Copilot across our teams ... It’s a way to restore focus on what matters most: our clinicians and our patients. We’re not just keeping pace with innovation. We’re using it to reduce burnout and improve care at the same time.”

— Navin Bhojwani, MD



# More time with patients, less time on screens



# When operations improve, access improves and patients receive care faster

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**For  
patient experience**

Care is  
easier and more  
personalized.



**For  
clinical care**

Improved clinical insights



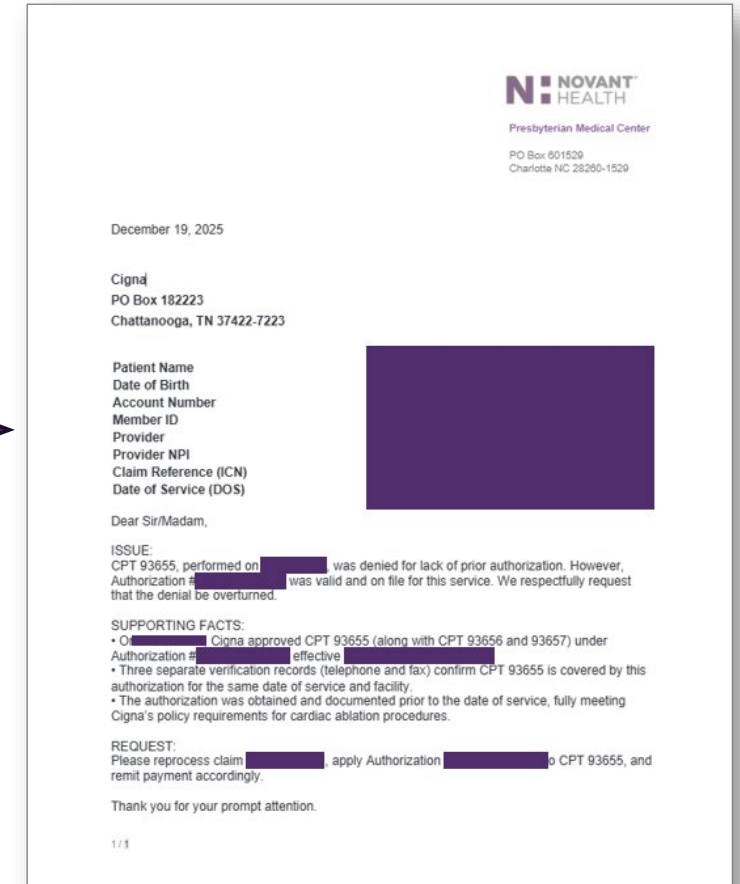
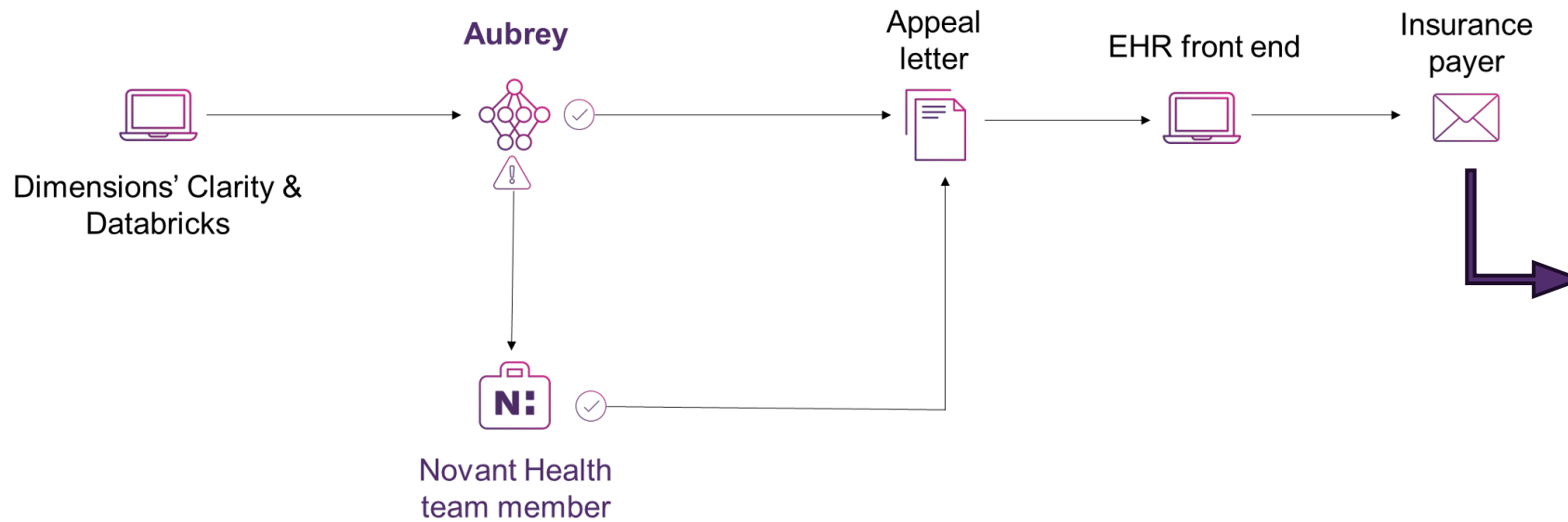
**For  
operational excellence**

Decision-making  
is more efficient and  
financially sound.

## **AI governance**

Ensures safety & transparency, with humans guiding every decision

# Operational rigor that funds care



# Eliminated wait times. Improved patient experience. Reduced cost.



Appointments scheduled by phone

**14.3M**

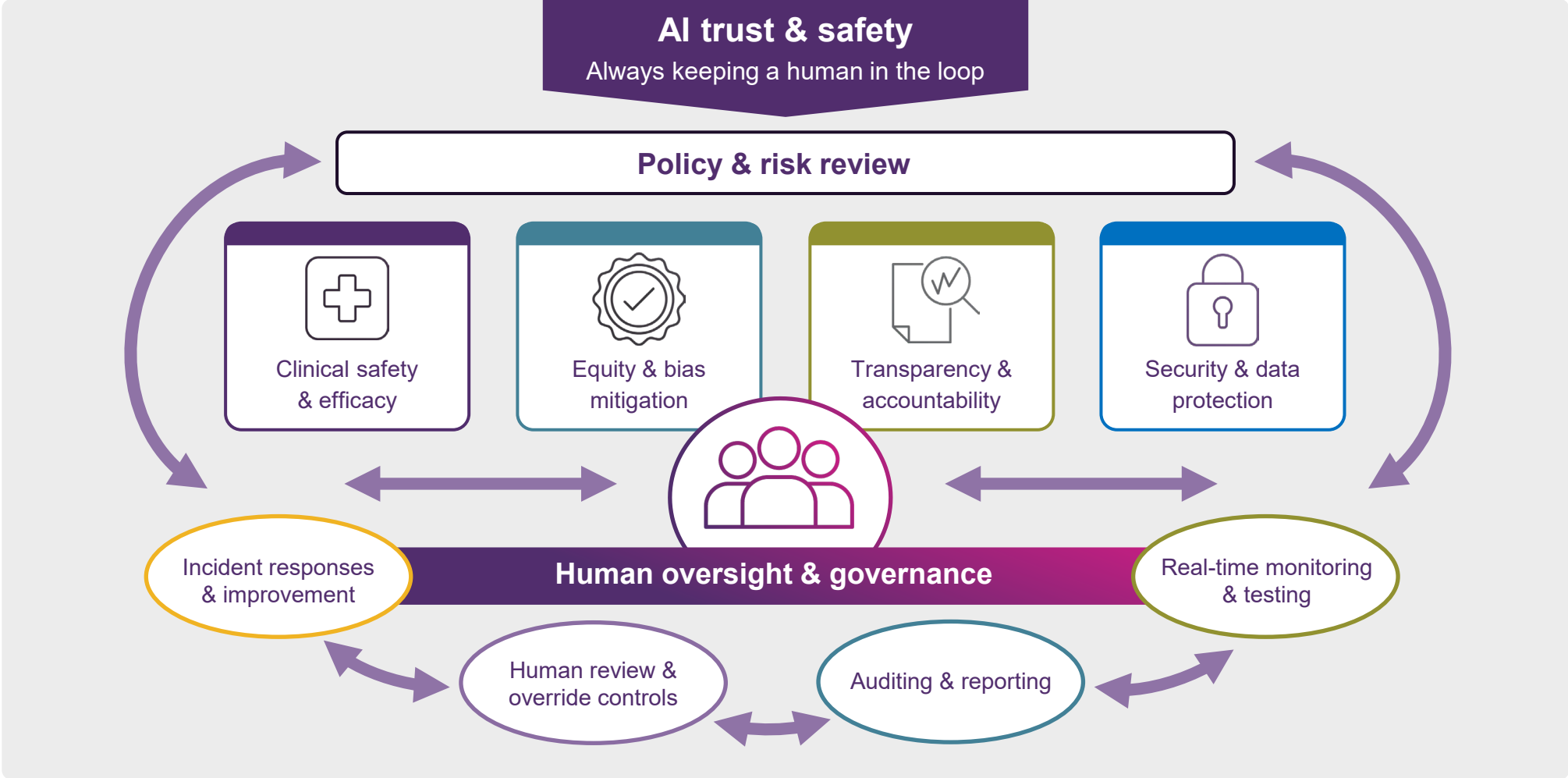
per year

OpEx / revenue opportunity

**\$100M**

across all service lines

# Innovation requires guardrails.



# Novant Health

## Adapting healthcare to patients and bringing remarkable experiences to life



AI for patient experience



AI for clinical care



AI for operational excellence

A photograph of a young child with blonde hair and blue eyes, wearing a red and blue striped shirt, smiling broadly while a doctor in a white coat uses a stethoscope to examine their chest. The doctor is on the right, and the child is on the left. The background is softly blurred, showing a clinical setting. A purple gradient overlay covers the left side of the image.

# Thank you.

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**NovantHealth.org**

Best physicians. Amazing nurses. Remarkable care.

**N** **NOVANT**  
**HEALTH**