

# Aurion: Co-Pilot for Community Health Workers

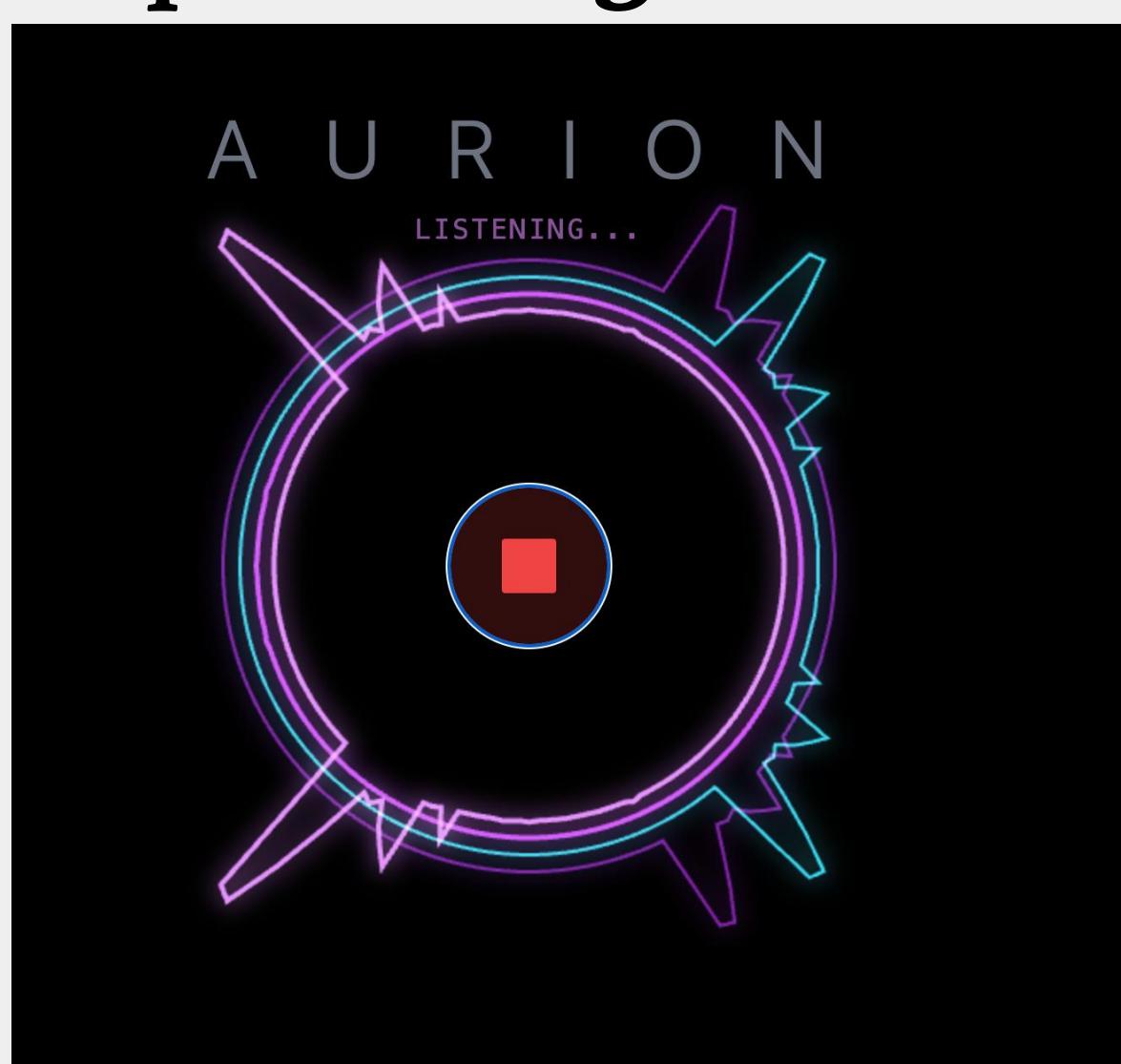
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## Problems

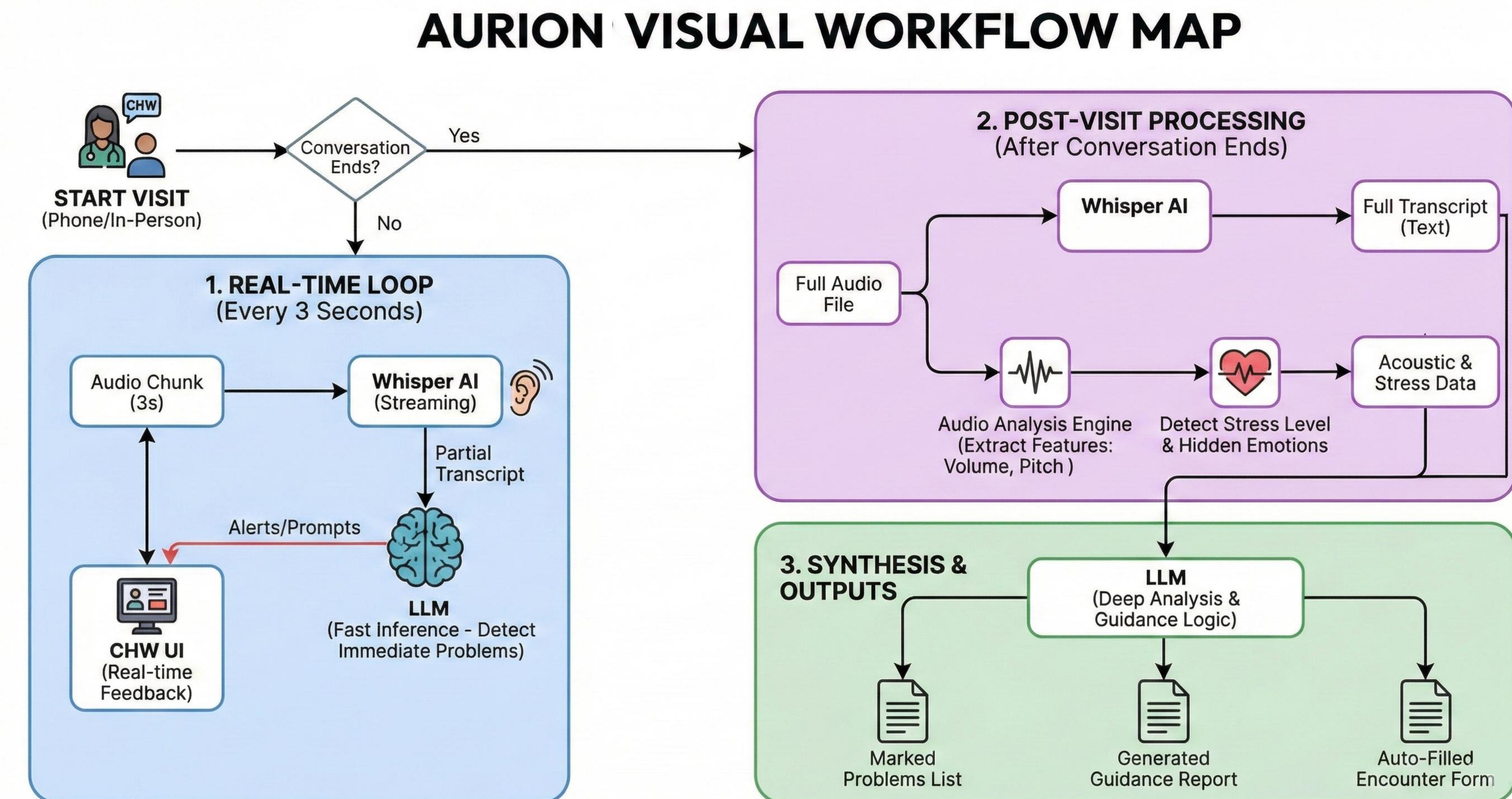
- Community Health Workers (CHWs) are frontline public health workers who are trusted members of the communities. They serve and act as a link between health, social services and the community.
- CHWs get only **few months of training** but each has to talk with **20 patients per day**.
- Sometimes they **miss important symptoms** in conversations because of **multitasking**.
- They want to help people but end up have to do a lot of **paperwork**.
- Existing tools are **complex and difficult** for them to use.
- There are **65,000 CHWs** in United States.
- We had **deep interviews** with CHWs and the CEO of Pear Suite to understand their needs.

## Our Solution: Aurion Co-Pilot

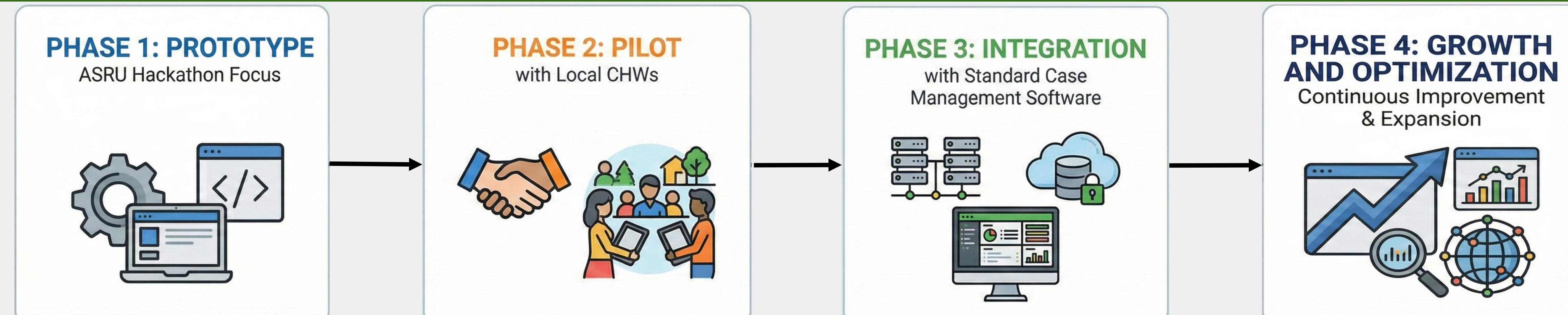
- A **real-time Co-Pilot app** to support CHWs and reduce their paperwork.
- Dual-stream analysis:** process both transcript (content) and prosody (tone).
- Robust audio processing**.



## Technical Architecture



## Future Prospects



## Features

- Notify CHWs in **real time** when there are symptoms or red flags during conversations.
- Post-meeting summary report** to provide **more insights and coaching**.
- Generate a **detailed report** in PDF analyzing content and tone of the conversation, highlighting the **symptoms and red flags**, suggesting **resources and recommendations**.
- Fill out **Encounter Forms** automatically for CHWs to review, edit and submit directly to the system.
- Provide a **full transcript** and **recording** of conversations for future review and analysis.

## Impacts

- Less missing symptoms and **red flags** during conversations.
- Less errors and mistakes during data input processes.
- Reduce 60% - 75% of **paperwork** for **65,000 CHWs** so they have more time to provide care.
- Real time notifications and post-meeting coaching build capability for CHWs.
- As a result, **millions of people** including **patients, seniors, and underserved populations** receive better support from CHWs.



## References

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- Berthold, T., & Somsanith, D. (Eds.). (2024). *Foundations for community health workers*. John Wiley & Sons.