

Aurion: Co-Pilot for Community Health Workers

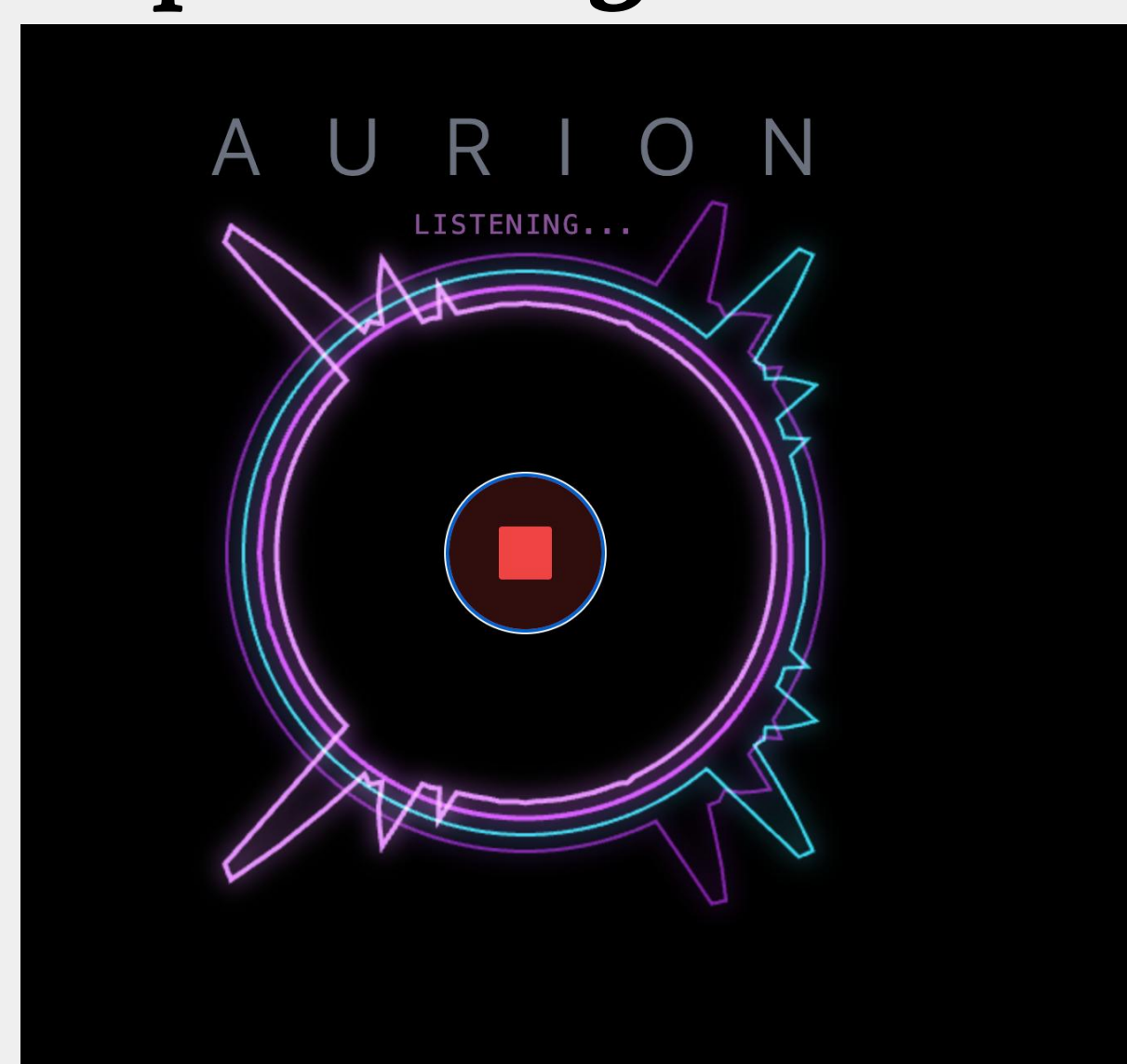
Quang Loc Lam, Akib Sadmanee, Fahim Yasir
University of Hawai'i at Manoa

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.

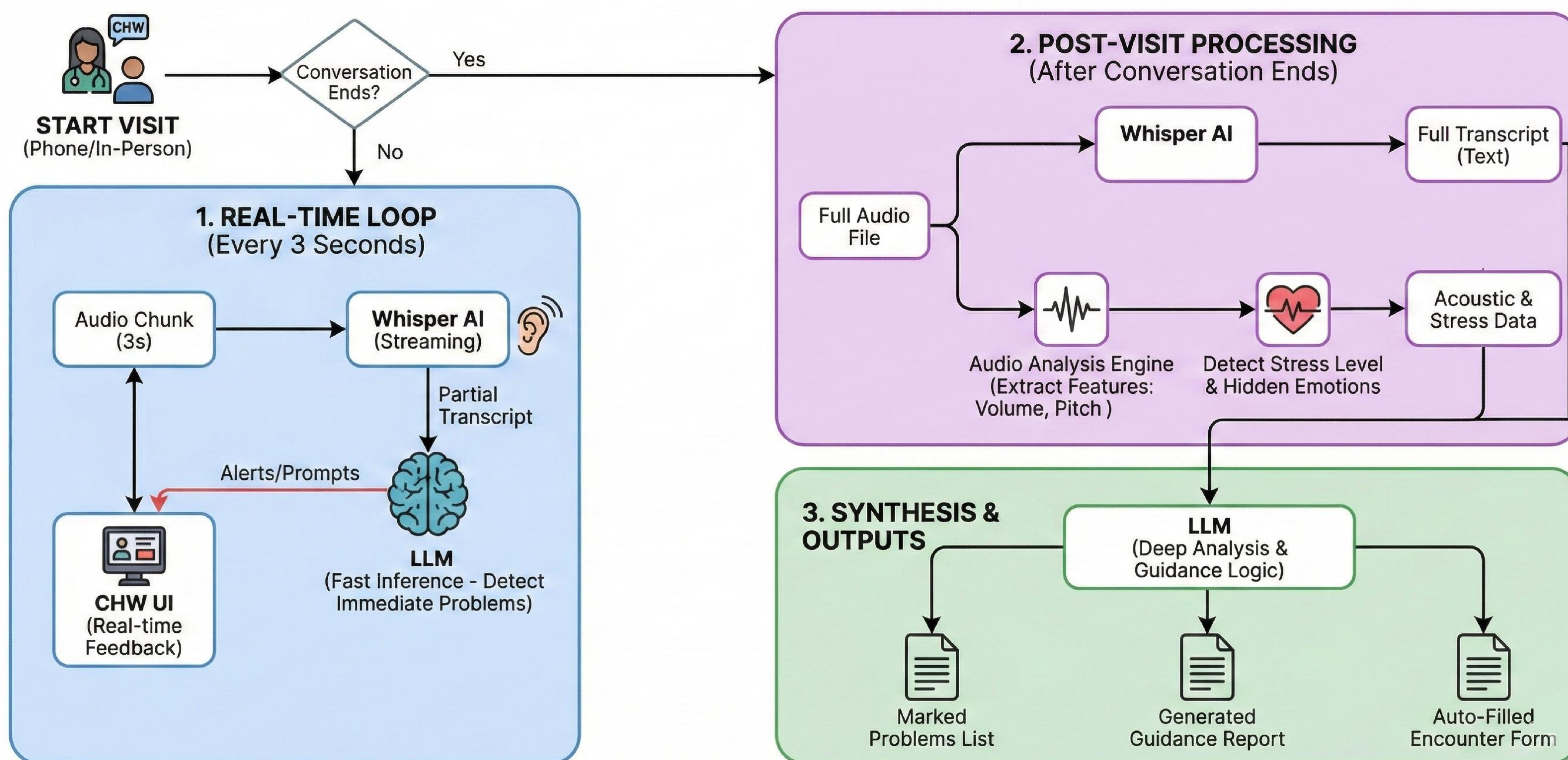
Our Solution: Aurion Co-Pilot

- 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**.

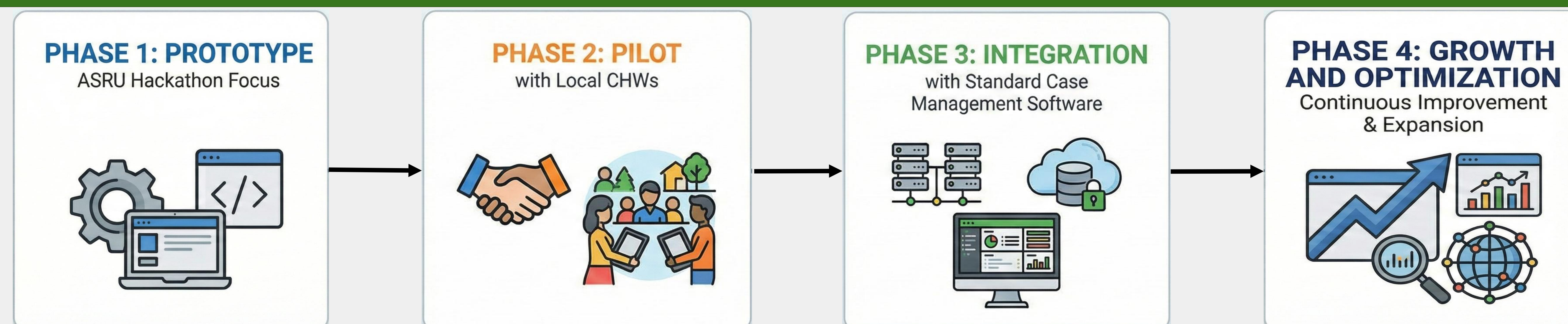


Technical Architecture

AURION VISUAL WORKFLOW MAP



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