

Artificial Intelligence & Cybersecurity

Generative AI in Healthcare: Applications and Evaluation of Effectiveness

Candidate:

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Background

- Generative AI *goal*: derive a probability distribution from data to generate new synthetic data.
- *Masked Multi-Head Self Attention*: captures global dependencies, process sequences in parallel and generates embeddings that improve performance on a wide range of tasks.



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Motivations

- Generative AI can be integrated within workflows to help clinicians.
- Absence of a complete evaluation framework in the literature
→ new framework that combines human feedback and metric based feedback.



Salesforce

- Enables companies to manage relationships with customers, prospects and employees through customizable interaction rules.
- Integrates with modules such as Health Cloud and Einstein.



Salesforce

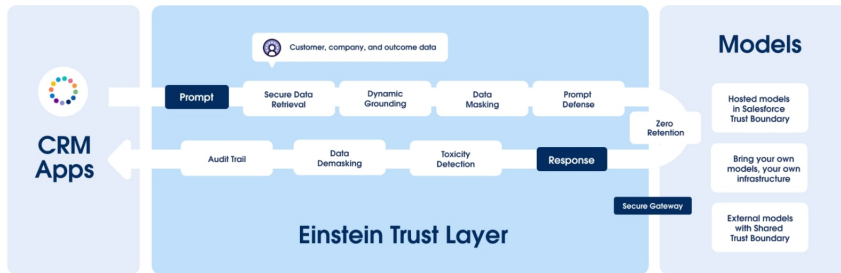
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Einstein 1

- Enables the use of genAI models within Salesforce.
- Allows for the creation of reusable prompts with database integration (RAG).
- Trust Layer framework to ensure data security during information exchange with LLMs.

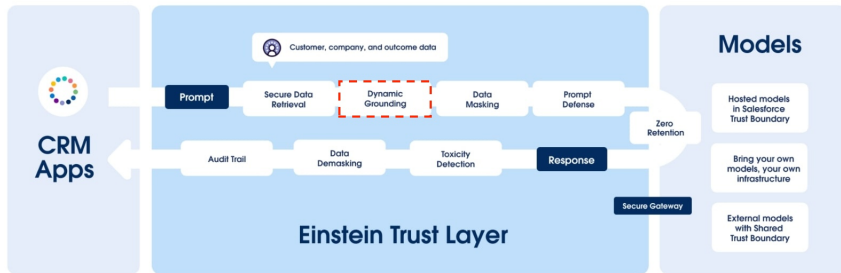


Einstein Trust Layer



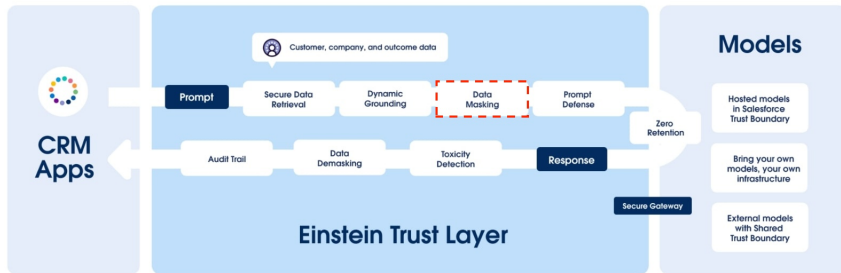


Einstein Trust Layer



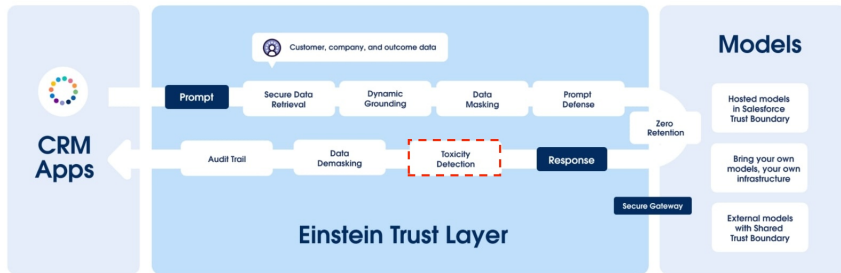


Einstein Trust Layer



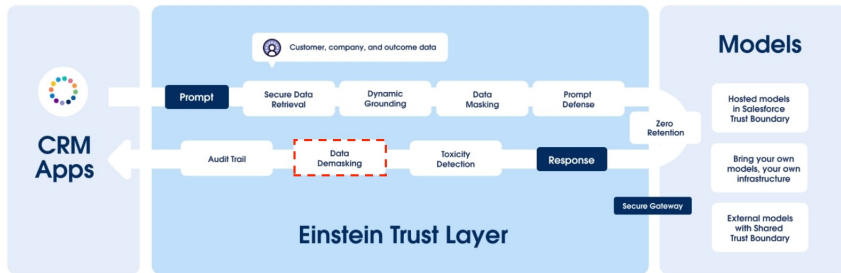


Einstein Trust Layer





Einstein Trust Layer





Health Clinic

- Application intended for healthcare clinics that manage numerous patients and offer a wide range of services.
- Tasks to be implemented with Copilot:



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 - Patient Summary



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 - Send Visit Details



Patient Summary

Invoked by the doctor before receiving the patient: quick and detailed overview of all the patient's conditions.



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Health Clinic

Accounts

Lorenzo Zanolin | A...

Person Account

Mr. Lorenzo Zanolin

Edit Delete

Gender Identity

Male

Age

23

Tax ID Code

ZNLLNZ00R20G888E

Weight (Kg)

66.00

Health Conditions (2)

CON-0004

Problem ...

Obstructive Sleep Apnea

Condition...

Active

Severity:

Moderate

CON-0005

Problem ...

Crohn's Disease

Condition...

Active

Severity:

Severe

View All

Medication Statements (2)

MS-0008

Medicatio...

Cortisone

Health Co...

CON-0005

Dosage:

33 mg / day

MS-0009

Medicatio...

Tachifludac

Health Co...

CON-0004

Dosage:

132 mg/day

Details

Invite

History

Account Name

Mr. Lorenzo Zanolin

Tax ID Code

ZNLLNZ00R20G888E

Gender Identity

Male

Mobile

+39 3427234343

Birthdate

10/20/2000

Other Phone

Age

23

Email

l.zanolin@reply.it

Weight (Kg)

66.00

Address Information

Mailing Address

Strada Mus Polcenigo, Po... Italy

Notes

Clinical Encounters (1)

CE-0004

Reason:

Problems with nose and bowel

Status:

Finished

Start Date:

7/17/2024, 1:00 PM

View All

Filters: All time • All activities • All types

Refresh • Expand All • View All

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Einstein

summarize patient informations

Great, the patient information has been summarized.

Patient Overview

We begin with an overview of the person identified by ZNLLNZ00R20G888E, a male born on October 20, 2000, currently 23 years old. His place of residence is Polcenigo. Contact can be made through his provided email address.

Health Conditions

Moving on to the health conditions, there are two significant issues to note. Firstly, this individual suffers from Obstructive Sleep Apnea, a condition characterized by intermittent cessation of breathing during sleep. This condition has been confirmed and is considered to be of moderate severity. Secondly, he has been diagnosed with a chronic inflammatory bowel disease, referred to as Crohn's Disease. This condition, which affects the lining of the digestive tract, has been confirmed and is classified as severe. The last recorded clinical encounter for this condition was on July 17, 2024, from 20:00 to 21:15. During this encounter, problems with the nose and bowel were reported.

Suggested Actions

Summarize account

Show top opportunities

Describe your task or ask a question...

Visual Remote Assistant - Video Dashboard



List Possible Problems

Identifies potential conditions based on the patient's symptoms, providing a list of possible diagnoses and medications, with dosage calculations for of them.

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The screenshot shows a healthcare software interface with a top navigation bar containing 'Health Clinic', 'Accounts', and a patient selection dropdown showing 'Lorenzo Zanolin | A...'. Below the navigation bar, the main content area is divided into several sections:

- Health Condition CON-0007**: Includes 'Edit' and 'Delete' buttons.
- Patient**: Lorenzo Zanolin.
- Severity**: (Empty field).
- Details**: A section with a 'Information' tab. It contains a table with fields for Name (CON-0007), Problem Definition, Patient (Lorenzo Zanolin), Severity, Onset Period Start, Onset Period End, Abatement Period Start, Abatement Period End, Diagnostic Status, Clinical Encounter, Symptoms (Diarrhea), Condition Status, and Notes.
- Related Problem**: A section with a 'Link a related record.' button and a search bar labeled 'Search Problem Definitions...'. Below this is a 'Patient Informations' section with fields for Account Name (Mr. Lorenzo Zanolin), Age (23), and Tax ID Code (ZNLN200R20G888E).
- Medication Statements (0)**: A section with a dropdown arrow.

On the right side of the interface, there is a chat window titled 'Einstein'. The chat history shows the following messages:

- AI: Hi I'm Einstein, an AI assistant. I can do things like search for information, summarize records, and draft and revise emails. What can I help you with?
- User: what could be the problem?
- AI: Alright, I have the list of possible problems related to the symptom.

A red dashed box highlights the AI's response, which lists two possible problems:

- Crohn's Disease: A chronic inflammatory bowel disease that affects the lining of the digestive tract.
- Ulcerative Colitis: A chronic inflammatory bowel disease that causes inflammation in the digestive tract.

Below the list, the AI suggests: 'The suggested medication for this situation is Cortisone, with a proposed dosage of 33 mg per day.' A 'Copy' button is located below the suggestion.

At the bottom of the chat window, there is a text input field labeled 'Describe your task or ask a question...' and a 'Send' button.



Send Visit Details

Creates a draft email summarizing the patient's latest Clinical Encounter for the doctor to review and edit.



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Email

* From

Andrea Bianchi <a.bianchi@gmail.com>

To

Lorenzo Zanolin

Cc Bcc

Subject

Summary of Your Recent Medical Visit

Font

Size

Dear Lorenzo Zanolin,

I am writing to provide you with a summary of your recent medical visit at our clinic.

During your visit, we addressed two primary health conditions. Firstly, Crohn's Disease, a chronic inflammatory bowel disease affecting the lining of the digestive tract, was confirmed as severe. This diagnosis was made on 2024-07-17 between 20:00 and 21:15. Symptoms included problems with the nose and bowel. To manage this condition, Cortisone at a dosage of 33 mg is currently active in your treatment plan.

Additionally, Obstructive Sleep Apnea, a condition where breathing repeatedly stops and starts during sleep, was confirmed as moderate. This diagnosis was also made on 2024-07-17 between 20:00 and 21:15. Similar to the previous condition, symptoms included problems with the nose and bowel. Tachifludex at a dosage of 132 mg is active in your treatment plan for this condition.

Should you have any questions or concerns regarding the treatment or your symptoms, do not hesitate to contact me.

Thank you for your cooperation and trust in our care.

Sincerely,
Andrea Bianchi
Medical Doctor
Health Clinic
+39 3457534538
a.bianchi@gmail.com

Review the draft

Undo

Revise

Done



Evaluation Framework

For each task, the output of each model was evaluated in comparison to the clinician's notes.



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Automatic Evaluation:

- Metrics: ROUGE, BLEU, METEOR, Word2Vec and BERTScore.



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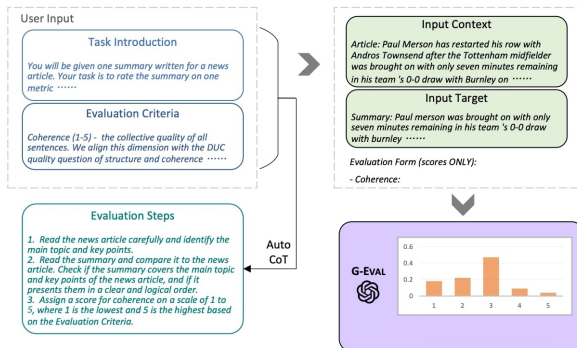
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Human Evaluation:

- A sample of 20 physicians tested the system, providing feedback via a Likert scale (1-5) on four aspects:
 - Accuracy: alignment with clinician notes
 - Relevance: appropriateness to the query
 - Coverage: completeness of information
 - Clarity: syntax and overall quality

G-Eval Evaluation:

- Framework used to evaluate model outputs, consistently using the clinician's notes as a reference.
- Compared against human evaluation.





References I