

AGENTIC AI IN HEALTHCARE

The Transformational Impact and How to Prepare

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Introduction

Our lives are becoming increasingly intertwined with technology, from smartphones to smart homes. To meet today’s challenges and demands, healthcare must catch up with the gadgets in our pockets and the apps we use daily. Artificial Intelligence (AI) is pivotal in driving efficiency, enhancing member and patient care, and reducing operational bottlenecks. Among the distinct types of AI, Agentic AI stands out as the most transformative capability yet for both providers and payers, offering the unique ability to operate autonomously, adapt to dynamic

environments, and proactively drive outcomes. Its potential to address complex challenges makes it a game-changer for healthcare leaders navigating the dual demands of increasing workloads and limited resources.

This white paper aims to provide a comprehensive understanding of Agentic AI, showcase its applications in healthcare (including the team-up with automation), and offer strategic guidance on integrating this innovative technology into providers’ and payers’ platforms and applications.

What is Agentic AI?

Agentic AI represents a significant leap in the evolution of Artificial Intelligence. Unlike Traditional AI that executes pre-defined commands or Generative AI that can only create within set boundaries, Agentic AI demonstrates autonomy and learning while making goal-driven decisions independently – within the confines of the process it is asked to execute. It prioritizes outcomes over programmed rules, making it a flexible and powerful tool for solving real-world challenges.

Autonomy	Goal-Oriented	Adaptability	Proactivity	Complex Task Management
<i>Operates independently with minimal human intervention.</i>	<i>Works towards specific objectives, adapting its approach as needed to achieve desired outcomes.</i>	<i>Learns from new information and adjusts strategies to respond effectively to changing conditions.</i>	<i>Anticipates needs, taking initiative rather than merely reacting to commands or situations.</i>	<i>Breaks down and executes multi-step processes seamlessly.</i>

Comparing Agentic AI to Other AI Types

(Let's imagine the various forms of AI as different types of dogs.)



TRADITIONAL AI

Traditional AI is like a puppy fresh out of obedience school. It can respond to specific commands with impressive precision, much like how a well-trained pup sits or stays on cue. Just as the puppy's skills are limited to the tricks it was taught; traditional AI excels at predefined tasks but struggles with novel situations.



GENERATIVE AI

Generative AI, like a dog trained to fetch specific toys, operates within defined boundaries while exhibiting creativity. Just as the dog might choose different routes or methods to retrieve its toy, generative AI combines learned elements in novel ways. However, both are limited by their training. Generally, a dog won't suddenly fetch untaught objects, and AI won't generate content outside its programmed scope. However, times can happen when a dog might fetch a similar-looking ball, just as generative AI might provide a reasonable yet incorrect answer. These instances are called hallucinations.



AGENTIC AI

Agentic AI, like a guide dog, navigates complex environments autonomously. Both adapt to unexpected obstacles, making real-time decisions to achieve their goals. The guide dog uses sensory input and training to safely lead its owner, while agentic AI processes vast data to make informed choices. Both exhibit problem-solving skills within their defined parameters, whether it's finding an alternate route or optimizing a process. While guide dogs need years of training, the agentic AI framework can be rapidly deployed and adapted to various tasks through algorithmic learning and vast data processing.

The Foundations of Agentic AI

(Building the Digital Guide Dog.)

Agentic AI represents a significant leap in the evolution of Artificial Intelligence. Unlike Traditional AI that executes pre-defined commands or Generative AI that can only create within set boundaries, Agentic AI demonstrates autonomy and learning while making goal-driven decisions independently – within the confines of the process it is asked to execute. It prioritizes outcomes over programmed rules, making it a flexible and powerful tool for solving real-world challenges.

Agentic AI relies on several key technologies, each comparable to an aspect of dog training or behavior. While each component is critical on its own, it is their cohesive integration that enables the capabilities of Agentic AI.

Large Language Models (LLMs): Like a dog learning to understand a wide range of human commands, LLMs enable AI to comprehend and respond to human language with increasing sophistication.

Machine Learning Algorithms: These algorithms allow AI to learn from data and improve decision-making, similar to how dogs learn from experiences and training sessions, gradually refining their responses.

Deep Learning: This technology processes complex inputs such as images or sound for sophisticated analysis, much like how dogs learn to recognize various stimuli in their environment, from visual cues to subtle sounds.

Reinforcement Learning: This method enhances AI actions through feedback and environmental modeling, just like dogs are trained through rewards and corrections, learning to associate certain behaviors with positive or negative feedback.

Sensing: AI's ability to capture diverse, real-time data inputs parallels how dogs use their acute senses to gather information from their surroundings, constantly updating their awareness.



Execution: AI's autonomous decision-making and execution through computer systems mirror the behavior of a well-trained dog responding to commands. Like a dog performing tricks without hesitation, AI carries out complex tasks automatically when given appropriate input. This demonstrates AI's ability to effectively learn and apply behaviors in various situations.

Adaptation: AI's continuous updating of behavior using feedback loops reflects how dogs adapt their responses based on ongoing training and changes in their environment, showing flexibility and learning over time.

Agentic AI relies on the seamless integration of these technologies, each contributing a unique capability.

From understanding human language to processing complex inputs and adapting to dynamic situations, these systems collectively enable AI to perform autonomously in real-world scenarios. For instance, reinforcement learning optimizes decisions in resource allocation, while LLMs enhance communication between agencies and citizens, creating a system that evolves alongside government priorities. Together, these sophisticated elements mimic the intelligent, adaptive behaviors we've long admired in our canine companions. These advanced capabilities facilitate the development of AI agents that seamlessly collaborate with software robots and human workers, introducing agentic automation to enhance the productivity of all UiPath users.

Agentic AI Healthcare Today



Transforming Patient Engagement with AI Agents

Salesforce has introduced Agentforce, an AI agent platform designed to enhance customer interactions and operational efficiency. This platform enables businesses to deploy AI tools for various tasks such as sales, marketing, and customer support, with applications extending into healthcare for improved patient engagement and personalized care. The positive reception of Agentforce highlights the value of this technology to Salesforce customers.



Powering Healthcare Innovation with Advanced AI Infrastructure

NVIDIA collaborates with industry leaders to develop AI agents that accelerate drug discovery, enhance genomic research, and pioneer advanced healthcare services. NVIDIA plays a crucial role in transforming healthcare delivery and improving patient outcomes by providing the computational power and platforms necessary for complex AI models.



Empowering Healthcare Through Autonomous AI Agents

Microsoft is at the forefront of developing AI agents capable of performing tasks autonomously, aiming to enhance operational efficiency in healthcare settings. At the Ignite 2024 conference, CEO Satya Nadella introduced AI tools designed to act independently on behalf of users, envisioning widespread adoption across organizations. This initiative underscores Microsoft's commitment to leveraging AI to streamline healthcare processes, reduce administrative burdens, and improve patient care.



Advancing Healthcare Automation with Agentic AI

UiPath's journey from a Robotic Process Automation (RPA) to AI leader includes making agentic AI readily available to users across all industries. UiPath's introduction of Agent Builder and Agentic Orchestration capabilities enables the creation of AI agents that seamlessly collaborate with software robots and human workers, bringing advanced agentic automation to the fingertips of all UiPath users. These developments aim to alleviate administrative burdens on healthcare professionals, allowing them to focus more on patient care.



Shared Vision: The Future of Agentic AI in Healthcare

Despite diverse approaches and platforms, these industry leaders share a unified vision for the future of Agentic AI in healthcare:

1

Autonomy and Adaptability

Developing AI agents capable of autonomous decision-making and adapting to dynamic healthcare environments.

2

Data-Driven Insights

Leveraging vast datasets to provide predictive analytics, enhancing clinical decisionmaking and operational efficiency.

3

Scalability and Accessibility

Ensuring AI solutions are scalable and accessible to healthcare organizations of varying sizes and resources.

4

Ethical AI Implementation

Emphasizing the importance of ethical considerations, data privacy, and security in deploying AI technologies.

How Agentic AI is Reshaping Automation

While Agentic AI on its own is a transformational powerhouse, the combination of Agentic AI and automation creates an unstoppable digital workforce team. This team

melds intelligent decision-making and adaptability with the consistent, tireless execution of tasks.

The Evolution of Intelligent Automation

Feature	RPA Rule-Based	RPA + AI Data-Driven	RPA + Agentic AI Goal-Driven
Autonomy	<i>Follows set rules</i>	<i>Learns with some oversight</i>	<i>Acts independently and adapts</i>
Complexity	<i>Handles simple tasks</i>	<i>Manages moderately complex tasks</i>	<i>Manages complex, multi-system workflows</i>
Learning	<i>No learning</i>	<i>Learns to improve accuracy</i>	<i>Learns, remembers, and adapts over time</i>
Decision Making	<i>Rule-based only</i>	<i>Human-initiated training. Can interact but may need help</i>	<i>Makes decisions based on goals</i>
Human Interaction	<i>Minimal or process-based interaction</i>	<i>Needs data prep and training</i>	<i>Communicates and resolves issues</i>
Implementation	<i>Quick setup</i>	<i>RPA + AI Data-Driven</i>	<i>Requires advanced tech and planning</i>
Overall	<i>Simple automation, limited adaptability</i>	<i>Learns to handle more complex tasks, with some human help</i>	<i>Highly autonomous and adaptive, complex to develop</i>



Why Should Healthcare Leaders Care About Agentic AI?

Healthcare faces mounting challenges, including resource scarcity, inefficient processes, increasing demand for personalized member or patient care, and lagging adoption of AI technologies compared to other industries. Agentic

AI's ability to maximize the potential of automation and provide decision support uniquely equips it to address these hurdles, while improving operational outcomes and advancing member, patient, and employee satisfaction.

Benefits of Agentic AI In Healthcare

Enhanced Operational Efficiency

Agentic AI automates time-intensive administrative tasks such as appointment scheduling, claims processing, and resource allocation. Automation integrated with agentic AI surpasses traditional RPA and standard intelligent automation in several key aspects:

Adaptive decision-making: Agentic AI can make intelligent, context-aware decisions based on complex data analysis, while traditional RPA follows predefined rules.

Learning capabilities: Agentic AI continuously improves its performance through machine learning, while traditional RPA remains static once deployed.

Handling complexity: Agentic AI can manage intricate, end-to-end processes and adapt to changing conditions, while traditional RPA is limited to simpler, repetitive tasks.

Scalability: Agentic AI scales more effectively for complex decision-making tasks, while traditional RPA's scalability is confined to rule-based processes.

Exception handling: Agentic AI can autonomously handle exceptions and unforeseen situations, reducing the need for human intervention compared to traditional RPA.

These advantages enable agentic AI to deliver superior efficiency, flexibility, and intelligence in managing automated workflows.

Improved Member and Patient Outcomes

Agentic AI leverages real-time data to create personalized care plans, enabling clinicians to make faster and more accurate decisions. For instance:

Enhanced monitoring: AI agents can continuously analyze data from wearables and monitoring devices, detecting anomalies and alerting medical professionals before issues escalate. AI agents in healthcare possess the remarkable ability to rapidly acquire and deploy complex medical knowledge, much like Neo in 'The Matrix' instantly gained fighting skills through brain-uploaded software. These agents can ingest information from numerous intricate medical guides, enabling them to comprehend vital signs, continuously monitor changes, and provide well-informed recommendations in real time. This powerful combination of swift skill acquisition and extensive medical knowledge significantly enhances healthcare decision-making processes, potentially leading to improved patient outcomes.

Dynamic Treatment Adjustments: Continuous data from patient monitoring systems allows AI agents to create tailored treatment plans and predict potential complications, leading to more effective and proactive care. The agent, guided by user-defined priorities and preloaded with evidence-based knowledge, can analyze thousands of inputs to recommend treatments, easing the transition from patient monitoring to treatment planning.

Bridging Collaboration Gaps

Agentic AI promotes seamless interaction between different functions in healthcare—administration, caregiving, and diagnostics. Its proactive insights ensure cohesive workflows. Through predictive analytics, AI agents can analyze trends in patient data to forecast disease outbreaks, resource needs, and patient outcomes, allowing for proactive healthcare management. By identifying bottlenecks and inefficiencies in healthcare processes – often the decision points of a process – Agentic AI suggests improvements to create more streamlined workflows and reduce redundancies across departments.



Agentic AI also significantly improves the collaboration between healthcare payers and providers. It facilitates faster, more accurate claims processing, improves prior authorization submissions and reviews, reduces time spent to obtain care, and focuses on the speed and quality of the care itself. Additionally, Agentic AI can monitor and report on quality metrics, facilitating value-based care models in **REAL TIME**.

Decision Support

By analyzing large datasets, Agentic AI identifies patterns and correlations that guide healthcare leaders in forming evidence-based, strategic decisions across various healthcare domains. In resource allocation, for example, AI can predict patient admission rates and length of stay, allowing hospitals to optimize staffing levels and bed management.

In population health management, AI can identify high-risk patient groups and suggest targeted interventions, potentially reducing hospital readmissions and improving overall community health outcomes.

While predictive analytics is a separate discipline, Agentic AI can be used to evaluate and find meaningful trends in data that could be utilized in predictive analytics. Imagine: an agent that can recommend what information or decisions should be analyzed based on an understanding of the data points influencing outcomes (e.g., reimbursements, denials, health outcomes).

Beyond direct healthcare applications, Agentic AI can assist in financial forecasting using historical data and market trends, industry outlooks, and organizational strategy to assist healthcare organizations make strategic investments in technology or services.

Real-World Applications

In addition to enhancing any traditionally automated workflow by further reducing the manual load of basic decision-making and providing predictive decision support, Agentic AI has endless real-world applications, including:



For Providers

Resource Management Agent: uses historical and real-time demand for hospital beds, surgical equipment, supplies, and staffing.

Chronic Disease Monitoring Agent: tracks patient vitals remotely, alerting caregivers to anomalies like hypertension or hypoxia. The agent ensures care team time is spent on CARE, not data review.

EHR Management Agent: streamlines electronic health record (EHR) management by consolidating data from multiple sources, keeping records updated, and automating routine tasks like chart updates and follow-ups. This ensures clinicians have real-time access to accurate and organized patient information.



For Payers

Underwriting Agent: oversees risk assessment and policy issuance, leading to more efficient and accurate underwriting processes.

Data Reconciliation Agent: reconciles payment data from claims to provider payments by cross-referencing claims, provider records, and financial transactions.

By **2028**,

Gartner estimates 33% of enterprise software applications will include agentic AI, enabling **15% of day-to-day work decisions to be made autonomously.**



What Challenges Should Healthcare Leaders Anticipate

In addition to enhancing any traditionally automated workflow by further reducing the manual load of basic decision-making and providing predictive decision support, Agentic AI has endless real-world applications, including:

Autonomy and Oversight

Just as it takes a great deal of human oversight and collaboration to prepare a guide dog for its job, Agentic AI needs a "human-in-the-loop." Leaders must ensure that AI-driven decisions align with ethical standards and departmental objectives.

Employing a "human-in-the-loop" approach for critical decision-making mitigates risks. To reach the point of accurate, ethical, and independent decision-making, like a guide dog, agentic AI requires the training, testing, and oversight of humans.

Transparency and Trust

The healthcare industry faces ongoing data security challenges. In 2023, there were 725 data breaches involving 500 or more records reported to the U.S. Department of Health and Human Services Office for Civil Rights (OCR), which is a slight increase from the 720 reported in 2022.

These breaches affected more than 133 million records in 2023 alone. Financial impacts are severe, with the global average cost of a breach reaching \$4.88M in 2024. Additionally, the corresponding reputational damage leads to patient turnover and lost revenue.

To enhance security, organizations should implement advanced encryption, decentralize sensitive data storage, and strictly adhere to HIPAA and GDPR. Additional measures include regular security audits, staff training, and adopting NIST's updated cybersecurity framework.

Many stakeholders and citizens remain wary of "black box" AI. Transparent systems with explainable AI (XAI) capabilities can foster trust among public sector employees and the citizens they serve.

XAI looks like:

- + **Post-hoc explanations:** For black-box models, XAI provides tools to explain decisions after they're made. Examples include:

- + **SHAP** (SHapley Additive exPlanations) values, which show the contribution of each feature to a prediction.

- + **LIME** (Local Interpretable Model-agnostic Explanations), which creates simple, interpretable models to explain individual predictions.

- + **Visualization tools:** XAI often uses visual representations to help users understand model behavior, such as feature importance plots or decision trees.

- + **Natural language explanations:** Some XAI systems generate human-readable explanations for AI decisions, making them more accessible to non-technical users.

- + **Global and local explanations:** XAI provides both overall model behavior insights (global) and explanations for individual predictions (local).

Workforce Training and Acceptance

AI can revolutionize workflows, but healthcare organizations must train medical practitioners and administrators to work collaboratively with AI systems (A guide dog can't do its job unless its owner is willing to accept the help and understands the dog's capabilities and limitations.)

The training required is diverse and comprehensive, including:

Technical skills:

- + Understanding AI fundamentals and capabilities
- + Data interpretation and analysis
- + Familiarity with AI-powered clinical decision support tools
- + Basic programming and data science concepts

Clinical integration:

- + Training on how to incorporate AI insights into clinical workflows
- + Understanding the limitations and potential biases of AI systems
- + Interpreting AI-generated recommendations in the context of patient care

Ethical and legal considerations:

- + AI ethics and responsible use in healthcare
- + Privacy and security protocols for AI-powered systems
- + Compliance with regulations like HIPAA in the context of AI



Soft skills:

- + Critical thinking and decision-making when working alongside AI
- + Effective communication about AI-assisted diagnoses and treatments to patients
- + Adaptability and continuous learning to keep up with evolving AI technologies

Workforce development:

- + Training on AI as a “workforce multiplier” rather than a job replacement
- + Skills to operate at the top of their license with AI assistance
- + Leadership training for implementing and managing AI systems in healthcare settings

Specialized training:

- + AI-enhanced medical imaging interpretation
- + Virtual reality simulations for clinical scenarios
- + Use of AI in specific areas like personalized medicine or robotic surgery

Patient safety and quality improvement:

- + Recognizing and reporting potential AI errors or biases
- + Using AI for enhanced patient monitoring and early intervention
- + Integrating AI into existing patient safety protocols

Interdisciplinary collaboration:

- + Working effectively with data scientists and AI specialists
- + Understanding the roles of various team members in an AI-enhanced healthcare environment

How Can Organizations Prepare for Agentic AI?

Taking proactive steps today can ensure seamless integration of Agentic AI into healthcare operations tomorrow. Here’s how:

Start with Small Pilot Projects

Focus on manageable applications like claims processing or appointment coordination. Pilot programs allow organizations to measure impact while minimizing risk. Select a decision point in which an Agent can help and begin!

Establish Governance Models

Implement frameworks that ensure accountability, ethical compliance, and clear pathways to resolve disputes related to AI decisions. Like the ongoing evaluation and training of guide dogs, Agentic AI has the best chance of thriving under oversight.

Strengthen Data Infrastructure

AI thrives on high-quality, well-organized data. Organizations should prioritize building robust data warehouses, modernizing Electronic Health Records (EHR) systems, and implementing advanced data governance practices. This includes ensuring seamless integration of real-time data sources, establishing standardized data formats, and

enabling secure, scalable data access to support AI-driven insights and decisionmaking.

Foster an AI-Ready Culture

Upskilling employees is critical. Workshops, mentorships, and industry certifications can help teams integrate Agentic AI into their workflows. Healthcare workers everywhere have pain points in their workflows: Teams must be prepared to explore how AI can address these pain points.



How Is This All Possible?

Collaborate with AI Experts

Partner with vendors to access cutting-edge tools tailored for healthcare environments. Expert advice accelerates adoption and tailors solutions for healthcare-specific challenges.

Just as skilled service dogs are trained by expert handlers who understand both the ins and outs of the canine mind, as well as the needs of the people they serve, the most successful and efficiently introduced AI systems are implemented with the support of AI experts who also have insight into your organizational needs.

WHY?

80%

of healthcare leaders believe **AI is essential for the future.**

BUT

51%

of professionals are **unsure where to begin their AI implementation.**

30%

of digital transformation projects **fail within 2 years.**

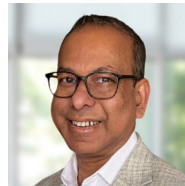
The Road Ahead

Agentic AI offers immense potential to improve efficiency; decision-making; and member, patient, and employee engagement. However, like a well-trained service dog, it requires thoughtful training, clear oversight, and robust safeguards.

By responsibly embracing agentic AI, organizations can unlock new levels of productivity and innovation, while ensuring that these powerful tools remain aligned with human values.



We change how healthcare works. Our mission is to reimagine work through automation, AI and data, freeing people to focus on what truly matters. We partner with healthcare organizations to reimagine how work gets done, combining deep industry expertise, intelligent technology, and a human-centered approach to deliver measurable outcomes. By responsibly embracing agentic AI, organizations can unlock new levels of productivity and innovation, while ensuring that these powerful tools remain aligned with human values.



Amit Bhagat

Chief Automation & AI Officer, Healthcare

Amit Bhagat is a recognized industry thought leader, speaker, and management consultant passionate about applying advanced data analytics, intelligent automation, and digital health to solve healthcare's most pressing and persistent challenges. He has twenty-plus years of experience helping clients succeed by developing information management, governance, business intelligence, advanced analytics, organizational design, intelligent automation, and performance management strategies and solutions.



Jacob Rouse

VP of Innovation, Healthcare

Jacob has a passion for population health and lowering the total cost of care. He has spent the last 15 years working in financial and operational leadership roles (executive, department, process) and as a strategic consultant. He has an expert knowledge of healthcare finances and revenue cycle and is a frequent HFMA and Epic conference speaker on financial and improvement topics. Additionally, he has been nationally recognized by both organizations.

Contact Our Team



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