

Towards Online Universal Quality Healthcare through AI

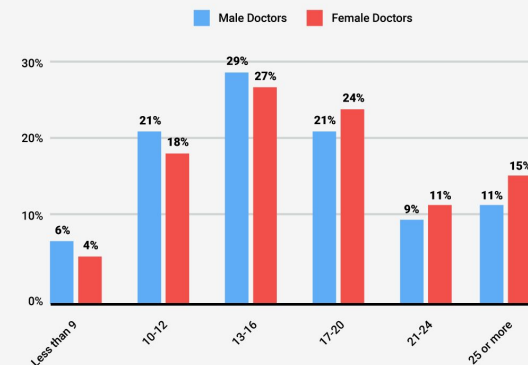
Xavier Amatriain (@xamat)
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Being a physician is hard(er)

- Doctors have ~15 minutes to capture information* about a patient, diagnose, + recommend treatment
- *Information
 - Patient's history
 - Patient's symptoms
 - Medical knowledge
 - Learned years ago
 - Latest research findings (70+ journal articles per day)
 - Different demographics
- Data is growing over time, so is complexity
- Manual adaptation is challenging

HOW MANY MINUTES DOCTORS SAY THEY SPEND WITH EACH PATIENT



SOURCE: Medscape

BUSINESS INSIDER

Opinions

When medical care is delivered in 15-minute doses, there's not much time for caring

The Washington Post
Democracy Dies in Darkness

Being a physician is hard(er) (and tech hasn't helped!)



Study: EHRs Contribute to Family Physician Stress, Burnout

January 16, 2019 12:06 pm [Michael Devitt](#) – In theory, health information technology is supposed to improve communication among health care professionals, make it easier to access and review patient data, cut through the billing and insurance bureaucracy, and enhance the overall health experience for physicians and patients alike.



But as most family physicians know, what sounds good in theory doesn't always play out that way in the real world. In fact, increasing evidence suggests that [use of electronic health records \(EHRs\)](#) (www.annfammed.org) can take up a significant amount of a family physician's workday, making it more

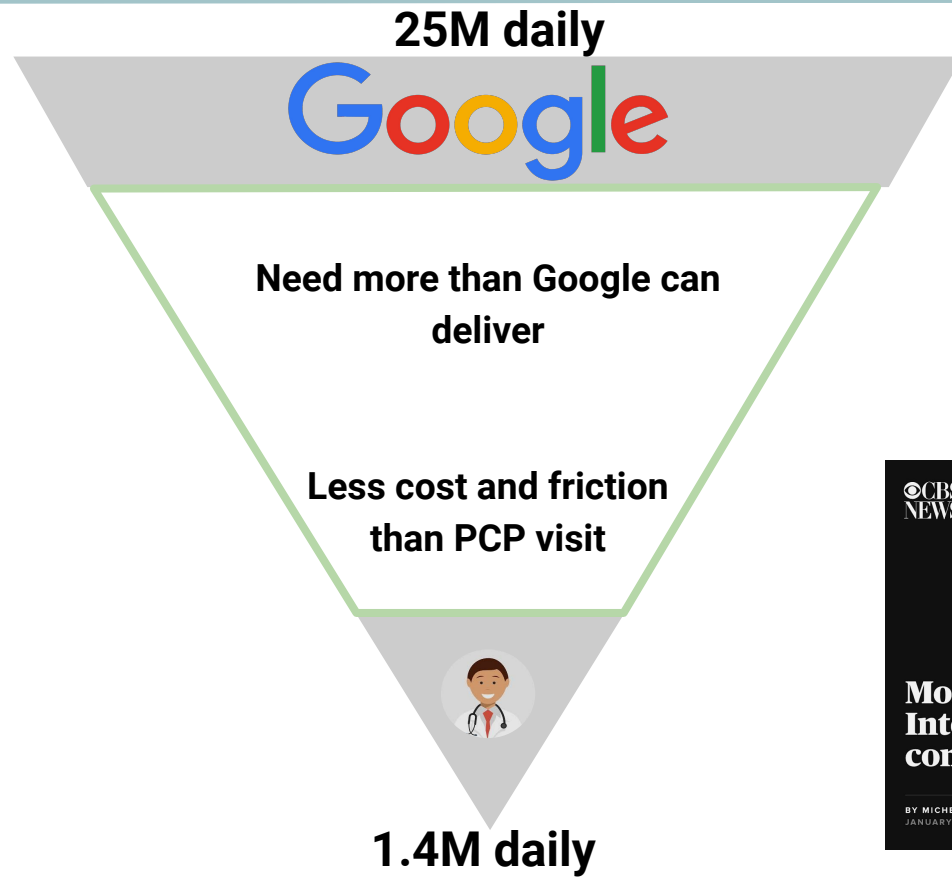


Cost of medical errors

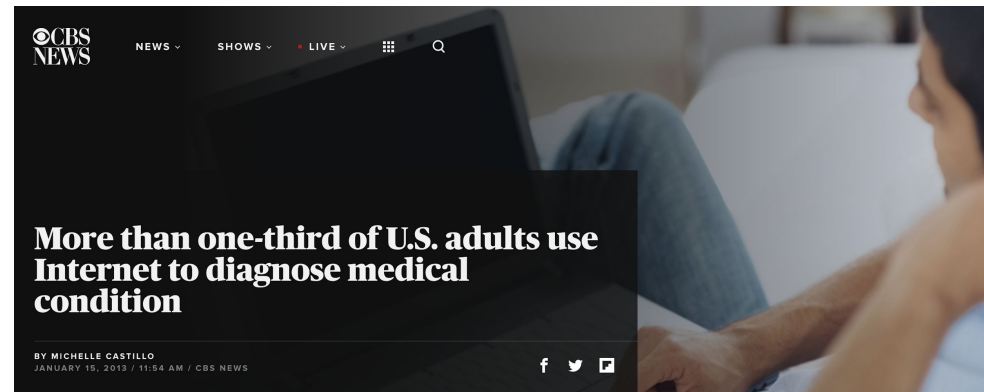
- 12M misdiagnoses/y
- Errors cause 400k deaths & 4M serious health events
 - Compare to 500k deaths from cancer or 40k from vehicle accidents
- Almost half of those are preventable

Preventability Rationale	Percentage of Events*
Preventable Events (n=133)	
Error was related to medical judgment, skill, or patient management	58%
Appropriate treatment was provided in a substandard way	46%
The patient's progress was not adequately monitored	38%
The patient's health status was not adequately assessed	23%
Necessary treatment was not provided	17%
Event rarely happens when proper precautions and procedures are followed**	14%
Communication between caregivers was poor**	8%
Facility's patient safety systems and policies were inadequate or flawed**	3%
Breakdown in hospital environment occurred (equipment failure, etc.)**	2%
Nonpreventable Events (n=155)	
Event occurred despite proper assessment and procedures followed	62%
Patient was highly susceptible to event because of health status	50%
Care provider could not have anticipated event given information available	35%
Patient's diagnosis was unusual or complex, making care difficult	29%
Harm was anticipated but risk considered acceptable given alternatives**	14%

Online search and/or Healthcare access?



“72% of internet users say they looked online for health information within the past year”
[\[Pew Research\]](#)



We can do better than Google + Webmd

**“Roughly 1 percent of searches on
Google are symptom-related”**

[Google]

74 MM

WebMD
health services

Unique Monthly Visitors

Every month, 74 million unique people go to WebMD for health information.

We have an opportunity to
reimagine healthcare

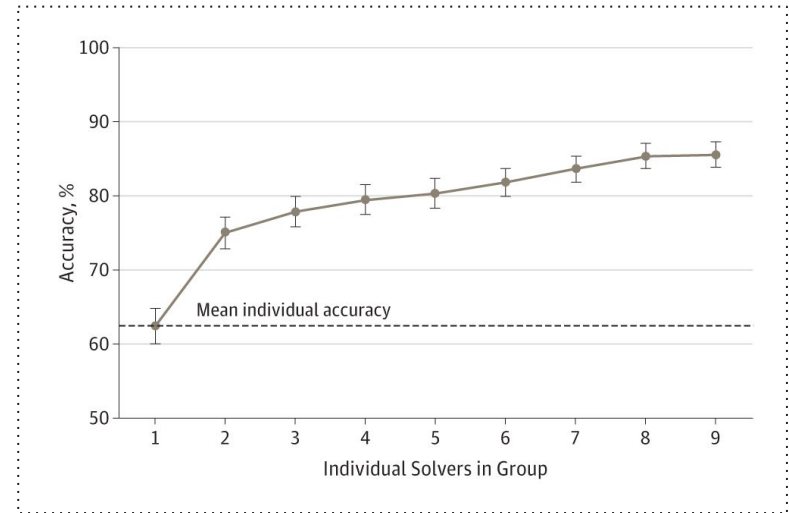
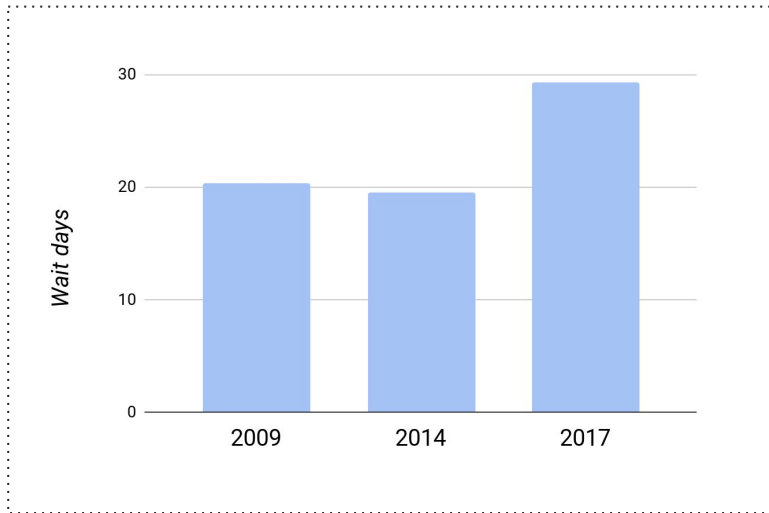
We have an ~~opportunity~~
obligation to reimagine
healthcare

Towards Online Universal Quality Healthcare

- **Online**= mobile, always on
- **Universal** = scalable, low cost, easy to access/use
- **Quality** = as good as the best doctors, based on best-known practices and scientific evidence, replicable
- **Healthcare** != URL. Healthcare = actionable recommendations + directed access to resources including human professionals when needed

How?

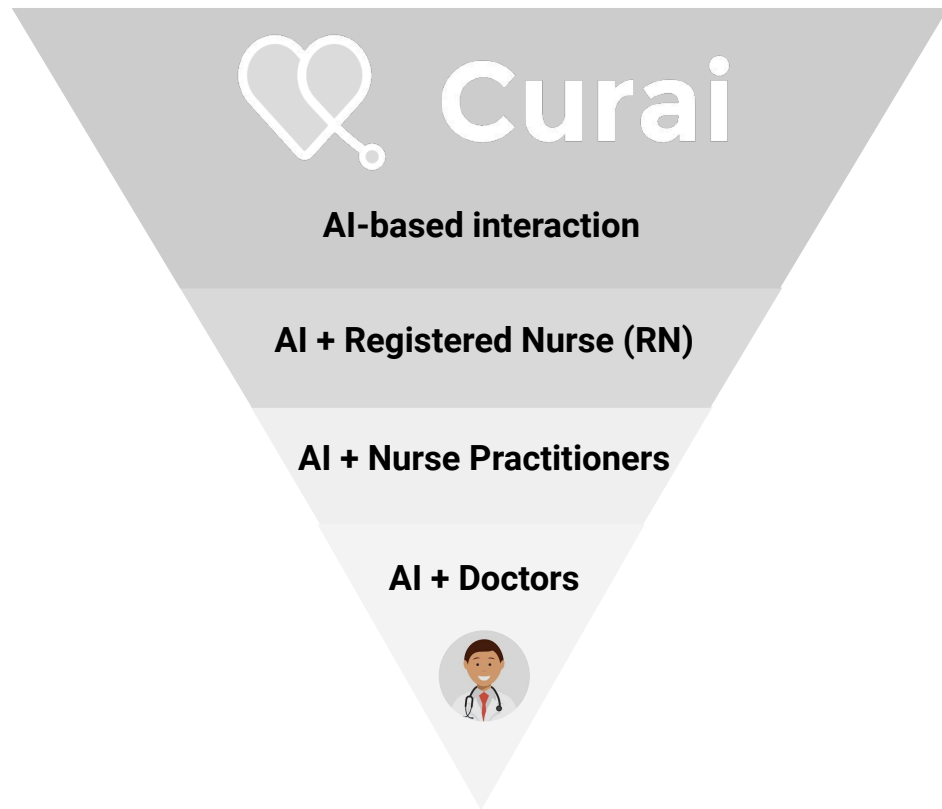
- Online + physicians in the loop = telehealth
- However, standard telehealth is (1) hard to scale, (2) not better quality



shortage of **120,000 physicians** by 2030

How?

Scale + Quality =
Automation (aka AI)



Part II.

Medical AI for online Healthcare

Medical AI for Online Healthcare

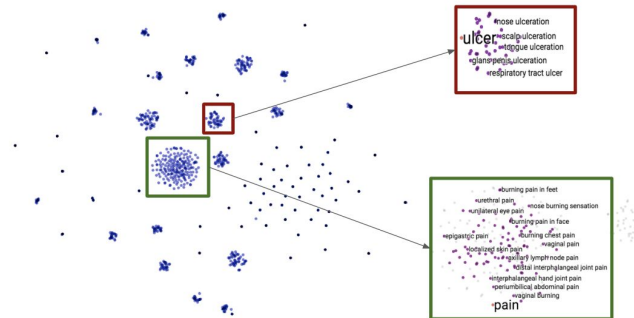
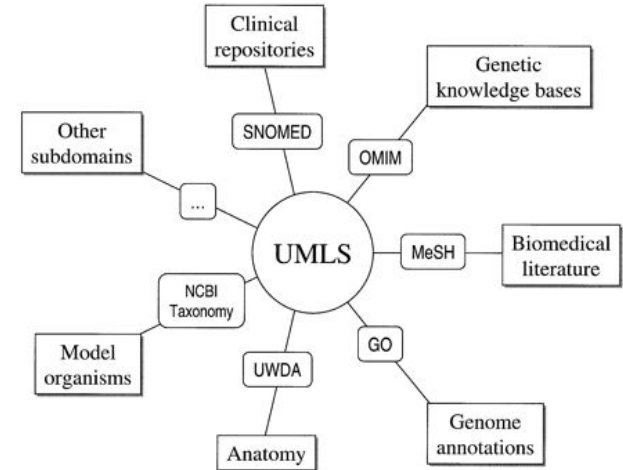
1. Medical knowledge extraction/representation
2. Conversational Healthcare Systems
3. Automated Triage/Diagnosis/Treatment
4. Multimodal inputs

Part II.

1. Knowledge Extraction & Representation

Knowledge Representation: Medical ontologies

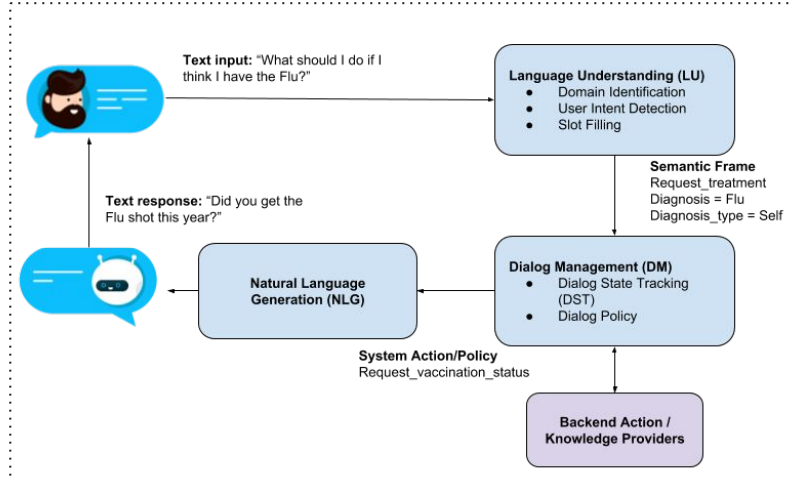
- **Snomed Clinical Terms**
 - collection of medical terms used in clinical documentation and reporting.
 - clinical findings, symptoms, diagnoses, procedures, body structures, organisms substances, pharmaceuticals, devices...
- **UMLS**
 - Compendium of many controlled vocabularies
 - Enables translating between terminology systems
- **ICD-10**
 - International Statistical Classification of Diseases and Related Health Problems



Part II.

2. Conversational Healthcare

Understanding patients and doctors



NLP & Healthcare: Understanding the Language of Medicine



Xavier Amatriain
Nov 5, 2018 · 16 min read

At Curai we have a mission to scale the world's best healthcare for every human being. We are building an Augmented Intelligence capability to scale doctors and lower the barrier to entry for primary care. There are many

New Trends in Intelligent Software Agents
R. Fuentetaja et al. (Eds.)
10th Edition, 2017
© 2017 The author(s) and 2017 Intel Digital Press
doi:10.13222/978-1-61095-054-1/18

A Conversational Chatbot Based on Knowledge-Graphs for Factoid Medical Questions

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Abstract. In the last years, the interest about enhancing the interface usability of applications has strongly increased. Focusing on particular use cases, we designed a conversational agent that interacts with users, tries to turn using natural language.

Designing a Chatbot for Diabetic Patients

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Lebuhjaya Tun Razak, 26300 Kuantan, Pahang.

Abstract — Artificial Intelligence chatbot is a technology that makes interaction between man and machine possible by using natural language. In this paper, we proposed an architectural design of a chatbot that will function as virtual diabetes physician/doctor. This chatbot will allow diabetic patients to have a diabetes control/management advice without the need to go to the hospital. A general history of a chatbot, a brief description of each chatbot is discussed. We proposed the design of a new technique that will be implemented in this chatbot as the key component to function as diabetes physician. Using this design, chatbot will remember the conversation path through navigation called Visual Graph, will allow chatbot to

monitor with MedSPORTEL initiative [6]. What we want to propose in this paper is slightly different from VPOE where we want the chatbot to act as a virtual physician/doctor, not as a virtual patient as far as VPOE is concern. The two most referred chatbot, which is ELIZA (the first chatbot) and ALICE (the most popular chatbot with record of three times winner for Loebner's annual instantiation of Turing's Test for machine intelligence [1]) along with VPOE will be discussed in order to generally understand the literature of chatbot technology as long as the use of chatbot in the medical field.

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Methodological Review

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Received 29 July 2005
Available online 20 January 2006

Abstract

There is a growing need for automated systems that can interview patients and monitor and behavior change interventions using natural language dialog. A number over the last two decades, many of which have been formally evaluated in clinical review of the theories, technologies and methodologies that are used in the context of patient care. The strengths and weaknesses of these systems are defined.

Consumer Information, Natural language

Health-dialog systems for patients and consumers . . . MANDY: Towards A Smart Primary Care Chatbot Application

Lin Ni¹, Chenhao Lu, Niu Liu, and Jiamou Liu²

Journal of Information and Control Engineering Vol. 3, No. 2, April 2015

Pharmabot: A Pediatric Generic Medicine Consultant Chatbot

Benilda Eleonor V. Comendador, Bien Michael B. Francisco, Jefferson S. Medemilla, Sharleen Mae T. Nacion, and Timothy Boyle E. Serez
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Abstract—The paper introduces a Pharmabot: A Pediatric Generic Medicine Consultant Chatbot. It is a conversational chatbot that is designed to prescribe, suggest and give information on generic medicines for children. The study introduces a computer application that act as a medicine consultant for the patients or parents who are confused with the generic medicines. The researchers use Left and Right Parsing Algorithm in their study to come up with the desired result.

Ref. [5] "Chatbot Erica is developed for a dental practice in Netherlands. This online assistant is used to answer frequently asked questions of patients and visitors on the website. Among others, Erica has the important task to answer questions about free dental billing rates." Furthermore, Ref. [6] "Virtual Companion acts as a personal healthcare assistant and consists of an automated avatar with an embedded chatbot and other technologies to provide the requested information needed by the user." These days, different technologies can be utilized to have a convenient and accessible health services to all. An example is the Ref. [7] "Telephone Consultation

Learning a medically-aware dialog system

User : Right now my stomach hurts.

User : It feels like I need to do a clean out. If you know what I mean

Dr : Sorry for the abdominal pain Laura. When did you have last bowel movement?

User : It was yesterday

Dr : What was the consistency of stool was it soft well-formed or was it hard?

User : Right now I just went and it is watery and very loosely

User :

User : That was causing the problem with my stomach hurts

Dr : Any blood or mucus with stools? Was it foul smelling?

User : Nope for all three

Dr : Any fever?

User : P

User : Nope

Dr : I asked as blood or mucus in stool fever can be due to an underlying infection.

Dr : Any nausea/ vomiting?

User : Nope

User : Why does this happen to me

User : Is it something that I have ate

Dr : Diarrhea can often be due to indigestion or an infection. Did you eat outside food or any packaged foo

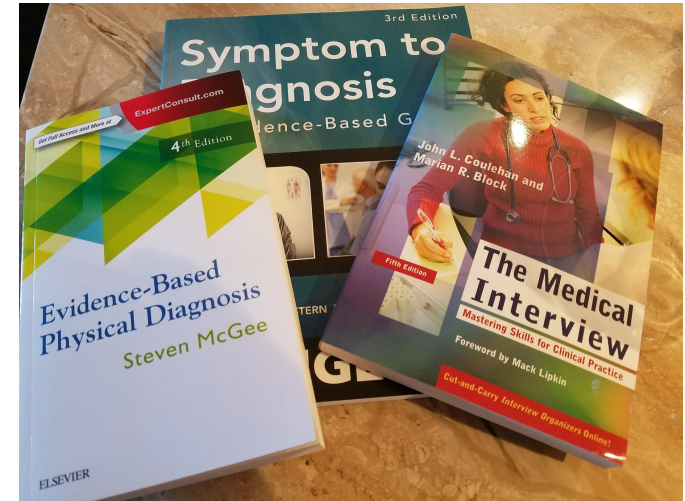
User : Yes

Part II.

3. Automated(Assisted) Triage/Dx/Rx

Medical Diagnosis

- Diagnosis (*R.A. Miller 1990*):
 - Mapping from patient's data (history, examination, lab exams...) to a possible condition.
 - It depends on ability to:
 - **Evoke history**
 - **Surface symptoms and findings**
 - **Generate hypotheses** that suggest how to **refine** or **pursue** different hypothesis
 - In a **compassionate, cost-effective** manner



An example: Internist-1/QMR/Vddx

Table 4 A Sample Manifestations List*

Reproduced with permission. From Miller RA, Pople HE Jr, Myers JD. INTERNIST-1, An Experimental Computer-based Diagnostic Consultant for General Internal Medicine. N Engl J Med 1982;307:468-76. Copyright © 1982, Massachusetts Medical Society. All rights reserved.

DISPLAY WHICH MANIFESTATION LIST?		CHOLESTEROL BLOOD DECREASED	2 2
ALCOHOLIC HEPATITIS		KETONURIA	1 2
AGE 16 TO 25	0 1	PROTEINURIA	1 2
AGE 26 TO 55	0 3	SGOT 120 TO 400	2 3
AGE GTR THAN 55	0 2	SGOT 40 TO 119	2 3
ALCOHOL INGESTION RECENT HX	2 4	SGOT GTR THAN 400	1 2
ALCOHOLISM CHRONIC HX	2 4	UREA NITROGEN BLOOD LESS THAN 8	2 2
SEX FEMALE	0 2	UROBILINOGEN URINE ABSENT	1 1
SEX MALE	0 4	UROBILINOGEN URINE INCREASED	2 4
URINE DARK HX	1 3	WBC 14000 TO 30000	0 3
WEIGHT LOSS GTR THAN TO PERCENT	0 3	WBC 4000 TO 13900 PERCENT NEUTROPHIL(S) INCREASED	0 3
ABDOMEN PAIN ACUTE	1 2	WBC LESS THAN 4000	1 1
ABDOMEN PAIN COLICKY	1 1	ACTIVATED PARTIAL THROMBOPLASTIN TIME INCREASED	1 3
ABDOMEN PAIN EPIGASTRIUM	1 2	ANTIBODY MITOCHONDRIAL	1 1
ABDOMEN PAIN NON COLICKY	1 2	ANTIBODY SMOOTH MUSCLE	2 3
		RSP RETENTION INCREASED	1 5

- Internist (1971) - Dr. Jack Myers
- Process for adding a disease requires 2-4 weeks of full-time effort and doctors reading 50 to 250 relevant publications

Evoking Strength	Interpretation
0	Nonspecific—manifestation occurs too commonly to be used to construct a differential diagnosis
1	Diagnosis is a rare or unusual cause of listed manifestation
2	Diagnosis causes a substantial minority of instances of listed manifestation
3	Diagnosis is the most common but not the overwhelming cause of listed manifestation
4	Diagnosis is the overwhelming cause of listed manifestation
5	Listed manifestation is pathognomic for the diagnosis

Frequency	Interpretation
1	Listed manifestation occurs rarely in the disease
2	Listed manifestation occurs in a substantial minority of cases of the disease
3	Listed manifestation occurs in roughly half the cases
4	Listed manifestation occurs in the substantial majority of cases
5	Listed manifestation occurs in essentially all cases—i.e., it is a prerequisite for the diagnosis

ML/AI Approaches to Diagnosis

- Early DDSS based on Bayesian reasoning (60s-70s)
- Bayesian networks (80s-90s)
- Neural networks (lately)

Proceedings of Machine Learning for Healthcare 2016

JMLR W&C Track Volume 56

Doctor AI: Predicting Clinical Events via Recurrent Neural Networks

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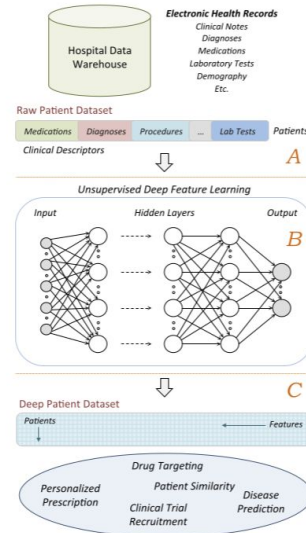


Figure 1. Conceptual framework used to derive the deep patient representation through unsupervised deep learning of a large EHR data warehouse. (A) Pre-processing stage to obtain raw patient representations from the EHRs. (B) The raw representations are modeled by the unsupervised deep architecture leading to a set of general and robust features. (C) The deep features are applied to the entire hospital database to derive patient representations that can be applied to a number of clinical tasks.

SCIENTIFIC REPORTS

OPEN

Deep Patient: An Unsupervised Representation to Predict the Future of Patients from the Electronic Health Records

Riccardo Miotto^{1,2,3}, Li Li^{1,2,3}, Brian A. Kidd^{1,2,3}, Joel T. Dudley^{1,2,3}

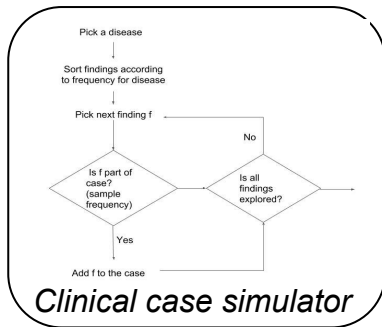
Received: 28 January 2016
Accepted: 27 April 2016
Published: 17 May 2016

Secondary use of electronic health records (EHRs) promises to advance clinical research and better inform clinical decision making. Challenges in summarizing and representing patient data prevent widespread practice of predictive modeling using EHRs. Here we present a novel unsupervised deep feature learning method to derive a general-purpose patient representation from EHR data that facilitates clinical predictive modeling. In particular, a three-layer stack of denoising autoencoders was used to capture hierarchical regularities and dependencies in the aggregated EHRs of about 700,000 patients from the Mount Sinai data warehouse. The result is a representation we name “deep patient”. We evaluated this representation as broadly predictive of health states by assessing the probability of patients to develop various diseases. We performed evaluation using 76,214 test patients comprising 78 diseases from diverse clinical domains and temporal windows. Our results significantly outperformed those achieved using representations based on raw EHR data and alternative feature learning strategies. Prediction performance for severe diabetes, schizophrenia, and various cancers were among the top performing. These findings indicate that deep learning applied to EHRs can derive patient representations that offer improved clinical predictions, and could provide a machine learning framework for augmenting clinical decision systems.

Our approach: Expert systems as Prior



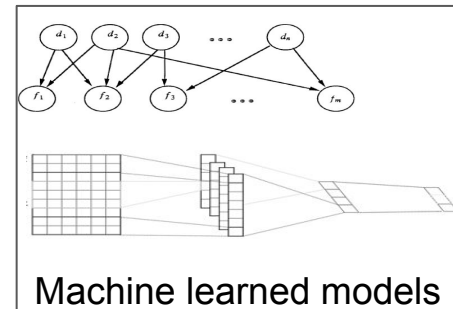
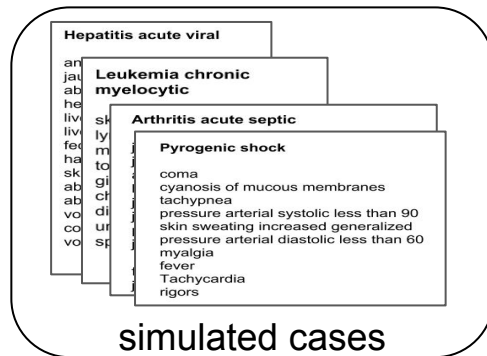
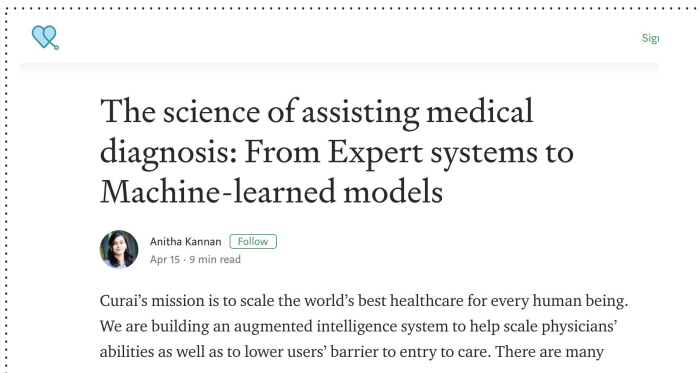
Knowledge base



Hepatitis acute viral

anorexia
jaundice
abdomen pain epigastrium
hepatomegaly present
liver enlarged moderate
liver tender on palpation
feces light colored
hands palmar erythema
skin spider angiomas
abdomen pain acute
abdomen pain not colicky
vomiting recent
constipation
vomiting coffee ground

Example of simulated case

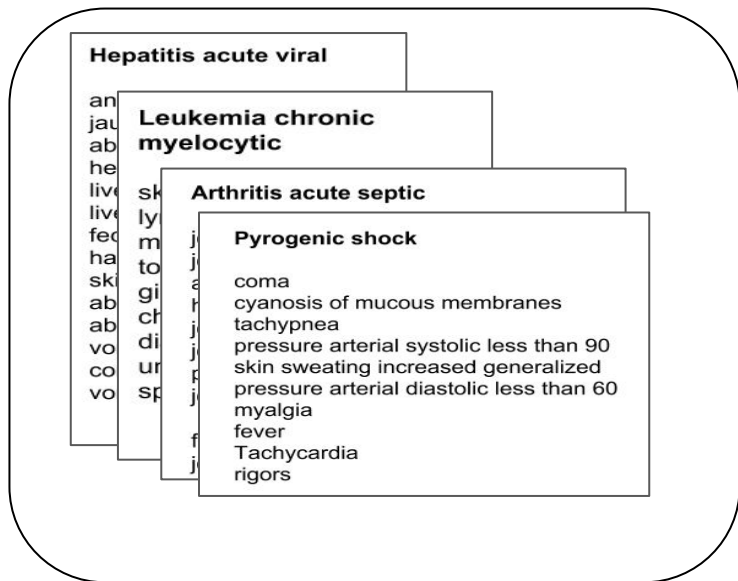



The science of assisting medical diagnosis: From Expert systems to Machine-learned models

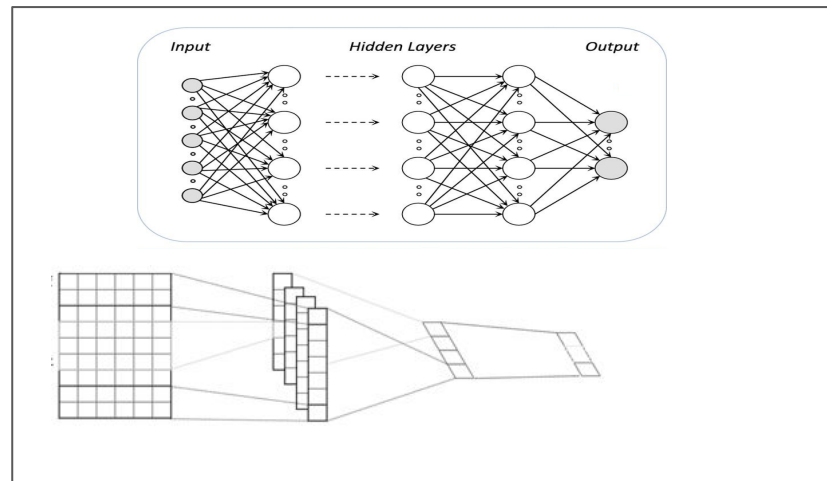
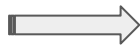
Anitha Kannan [Follow](#)
Apr 15 · 9 min read

Curai's mission is to scale the world's best healthcare for every human being. We are building an augmented intelligence system to help scale physicians' abilities as well as to lower users' barrier to entry to care. There are many

Our approach: Incorporating data from EHR



clinical cases simulated from expert systems



ML classification models for differential diagnosis

clinical cases other sources eg. electronic health records

Part II.

4. Multimodality

Multimodal Inputs

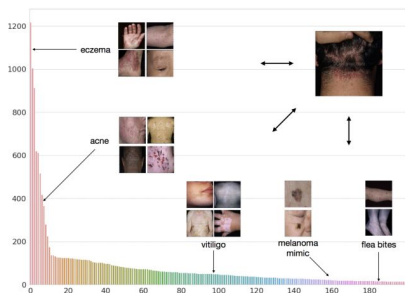
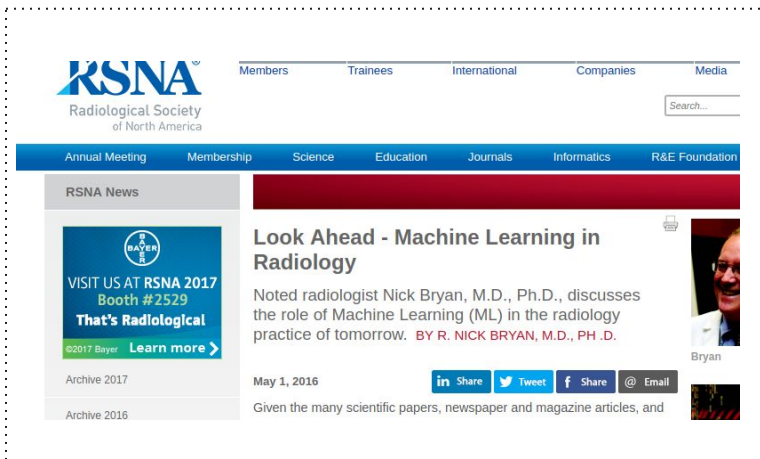


Figure 1: Long-tailed class distribution of Dermnet (shown here for the top-200 classes). Also shown are nearest neighbors to four of the many prototypes learned for select classes using the proposed Prototypical Clustering Network approach. This is illustrative of the huge intra-class variability in the data. For a novel test image, shown at the upper right corner, the model predicts the correct class by measuring weighted similarity to per-class clusters in the embedding space learned through a deep convolutional neural network.

Prototypical Clustering Networks for Dermatological Disease Diagnosis

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 Manish Chablani³ David Sontag² Xavier Amatriain³
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Look Ahead - Machine Learning in Radiology

Noted radiologist Nick Bryan, M.D., Ph.D., discusses the role of Machine Learning (ML) in the radiology practice of tomorrow. BY R. NICK BRYAN, M.D., PH.D.

May 1, 2016

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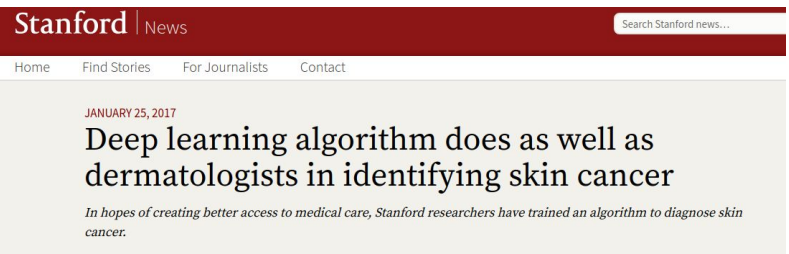
Given the many scientific papers, newspaper and magazine articles, and



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 Mar 15, 2016 · 6 min read

Detecting heart arrhythmias using machine learning and Apple Watch data

Yancheng is an Insight alumnus from the first Health Data Science session and is now a data scientist at AthenaHealth. While at Insight, he partnered with the UCSF Health eHeart study to detect atrial fibrillation patients using Apple Watch heart rate data. This content originally appeared on his personal [website](#).



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JANUARY 25, 2017

Deep learning algorithm does as well as dermatologists in identifying skin cancer

In hopes of creating better access to medical care, Stanford researchers have trained an algorithm to diagnose skin cancer.

Conclusions

Recap

- More people access healthcare through search than PCPs
- Doctors don't have time and make mistakes
- We should be able to offer a better online experience than Google + Webmd
- Online Universal Quality Healthcare
 - **Online**, mobile, always on
 - **Universal** = scalable, low cost, easy to access/use (i.e conversational)
 - **Quality** = as good as the best doctors, based on best-known practices and scientific evidence, replicable
 - **Healthcare** = not only a website you need to parse and figure out on your own, but directed access to healthcare resources including human professionals when needed
- How?
 - Online + physicians in the loop = telehealth
 - Standard telehealth is (1) hard to scale, (2) not better quality
 - Scale + Quality = automation (aka AI)

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