



Oracle Unveils a GenAI-Coupled Clinical Voice Assistant at the 2023 Oracle Health Conference

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IDC's Quick Take

In a pivotal move, Oracle demonstrated how it has seamlessly combined generative AI (GenAI) and voice-driven capabilities into its acquired Cerner electronic health record system at The Oracle Health Conference (OHC), which took place on September 18-21, 2023, as part of CloudWorld in Las Vegas, Nevada. The event also provided valuable insights into Oracle's healthcare industry plans, focusing on addressing complex challenges by improving system connectivity and addressing the need for an integrated approach to tackle these challenges, which marks an inflection point for the industry.

Event Highlights

A year ago, Oracle's acquisition of Cerner for \$28 billion marked its intention to modernize the EHR platform and combine it with Oracle Cloud Infrastructure (OCI) to unlock its potential and scale its benefits. In an unforeseen development, the company announced and demonstrated at OHC [the launch of the Oracle Clinical Digital Assistant](#). This tool leverages GenAI algorithms and voice commands to minimize manual inputs, thereby automating repetitive tasks throughout the continuum of care, from preservice to post-service, allowing clinicians more time to focus on patients and elevating overall experiences for all.

The opening keynote titled "Enhancing the Healthcare Continuum with Connected Data" was delivered by Mike Sicilia, executive vice president of Global Industries at Oracle, Travis Dalton, executive vice president and general manager of Oracle Health, and Seema Verma, senior vice president and general manager of Life Sciences at Oracle, discussed how Oracle's solutions can address the disconnect between various healthcare systems. By providing a unified end-to-end platform for data and next-generation workflows, Oracle aims to bridge the gap between dissimilar healthcare systems. The keynote included insights from customers of The Center for Addiction and Mental Health, King Faisal Specialist Hospital and Research Center, and St. Joseph's Health, which shared their stories and views on the industry.

Majid Al Fayyadh, CEO of King Faisal Specialist Hospital and Research Centre, shared an inspiring customer story highlighting a successful two-decade partnership with Cerner, now owned by Oracle. Al Fayyadh said, "Our digital transformation journey included transitioning from report-based to real-time dashboard management, setting up a patient flow command center, and utilizing analytics for descriptive, predictive, and prescriptive decision making. These implementations significantly reduced operational turnaround time from 27 to 6 hours" – highlighting the fruits of their long partnership.

Larry Ellison, chairman and chief technology officer of Oracle, delivered a keynote speech on "Oracle's Vision for the Future." The speech provided a comprehensive overview of Oracle's strategic initiatives and partnerships, focusing on advanced technologies like generative AI (GenAI) and large language models. The central theme of the speech was achieving the "greatest outcome," exemplified by

developments like ChatGPT-3.5, which, according to Ellison, "surprised even its developers" and has raised concerns among governments and AI experts. On the technical front, Ellison highlighted Oracle Gen2 Cloud for its ultra-fast RDMA, which enables efficient AI model training at reduced costs, and the partnership with NVIDIA, leading to the formation of the world's largest computer and superclusters. Finally, Oracle's suite of product innovations, like the APEX Cloud Application Generator for rapid application development, specialized databases for medical AI models, and advancements in IoT and agriculture, were highlighted alongside the importance of data privacy and ongoing regional expansion.

IDC's Point of View

Oracle aims to balance technology and human interaction through a comprehensive healthcare platform. The platform's main objective is to offer a personalized health journey that caters to individual patient's needs and preferences. It emphasizes self-service options that empower patients to take control of their healthcare experience while allowing clinicians more significant control over the workflow, as demonstrated by the latest Clinical Digital Assistant. On the business side, Oracle aims to automate operations, streamline workflows, and optimize resource allocation across the revenue cycle and enterprise to enhance operational efficiency. These elements demonstrate Oracle's aspiration to merge patient-centric care with operational efficiency.

Oracle has an admirable strategic vision. Its goal is to transform the experiences of both patients and employees by integrating technological advancements with human expertise and introducing innovative solutions that can enhance overall efficiency in the healthcare industry. However, this goal, coupled with ambitious national and international plans, also carries the risk of complexity and challenges in terms of effective integration, which should be carefully planned and managed.

Sicilia emphasized that Oracle is making a strategic effort toward a more open and intelligent cloud ecosystem. This shift correlates to a reference by Sicilia of a 300% increase in public APIs and migration of existing solutions to OCI. Regarding AI, the company is taking a multifaceted approach supported by GPUs and partnerships with NVIDIA and Cohere. Oracle is looking to activate systems of intelligence, integrate AI into solutions, optimize interaction channels, and incorporate next-generation digital assistants into the workflow. Combined with advanced cloud infrastructure, these themes collectively suggest foresight and a refreshing sense of ambition in an industry that has been somewhat lackluster since COVID-19. Scalable and flexible solutions will be key differentiators in the future. Each element needs to receive the attention and investment it needs for successful implementation, translating aspiration and capabilities into execution and results is what matters.

Oracle has emphasized building upon HealthIntent, a Cerner EHR-agnostic platform that seamlessly integrates and transforms data from diverse clinical and nonclinical sources into actionable insights. This indicates flexibility to integrate with various EHR systems. The company has taken the initiative to redefine the EHR through a cloud-based, modular, and connected infrastructure that aims to provide a frictionless user experience. This was seen in the Clinical Digital Assistant product demo Dr. David Feinberg gave, revealing a never-seen-before voice-driven ambient approach to the patient encounter. The demo showed how OCI can be used for auto-filling in registration, self-scheduling, and eliminating the need for manual input by patients and clinicians, making it a seamless experience from preservice to post-service.

IDC sees the recent event as a significant milestone for the company's development after acquiring Cerner. It demonstrates the company's maturity in utilizing OCI and AI to advance its health IT solutions.

By consolidating its acquisition of Cerner and effectively combining OCI and AI, the company has strategically positioned itself as a key player in the evolving healthcare landscape. This event highlighted Oracle's technological prowess and commitment to delivering more advanced, data-driven solutions in the healthcare sector. It remains to be seen whether Oracle can tackle the challenges associated with large-scale integrations and enacting change in healthcare, a historically complex but noble endeavor.

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