

# AI Helps Match Patients with Specialists to Improve Health Outcomes



## Highlights:

- ✓ Increased customer experience
- ✓ Improved patient health outcomes
- ✓ Increased physician satisfaction

“ If you had to traditionally build models, you would have to bring in a team of PhDs and work on it for months together. Now, with Driverless AI, we are able to reach the same level of results, if not better. ”

– Bharat Sudharsan, Director of Data Science at ArmadaHealth

## Executive Summary

ArmadaHealth is a health data science and services company founded to help people access the right physician or expert for them. Their unique solution, QualityCare Connect<sup>SM</sup>, combines big data and expert clinical insights which they aim straight at the root cause of healthcare access problems. ArmadaHealth does this

by applying sentiment analysis on customer reviews and advanced analysis of experts' wisdom to understand the consumers, objectively matching to their needs and preferences, preparing them, and delivering timely access to a choice of the most appropriate physicians for their condition.

## Challenges

Finding the right specialist is the first step to receiving the right care. However, consumers are not equipped to navigate the complex and confusing healthcare system. It can be challenging for patients to discover which specialist they should approach for different health situations and, even with a referral from a primary physician, it can still be a long process until they find the right specialist who can accurately treat them while also providing a satisfactory patient experience. Finding the right match between patient and doctor can solve major problems and save lives.

## Solution Powered by H2O Driverless AI

H2O Driverless AI is an essential part of reaching Armada Health's goal of delivering accurate patient-expert matches. By using our automatic machine learning platform, the company is able to build and train a Natural Language Processing (NLP) model to identify the sentiment (positive, negative, neutral) in each customer review. The company looks at three main aspects in each review: treatment outcome, communication, and attitude. These three aspects are critical to finding the best expert that matches customer preferences. Driverless AI is also key to understanding characteristics derived from the data and its NLP features and interpretability features make it easier to analyze sentiment.



## Results

H2O.ai empowered ArmadaHealth to achieve its goal of helping people access the right physician or expert for them, acting straight at the root cause of healthcare access problems. Among the various positive results of using Driverless AI, ArmadaHealth saw:

- Increased Net Promoter scores
- Faster model building and deployment

## Key Use Cases at Armada Health

- Improve patient outcomes
- Matching patients to specialists

## Ready to see it in action?

Driverless AI is helping companies achieve real business benefits using AI. To learn more about H2O.ai and to request a live demo of Driverless AI, visit us at [www.h2o.ai](http://www.h2o.ai).

### About H2O.ai

H2O.ai is an open source leader in AI with a mission is to democratize AI for everyone. H2O.ai is transforming the use of AI with software with its category-creating visionary open source machine learning platform, H2O. More than 18,000 companies use open-source H2O in mission-critical use cases for Finance, Insurance, Healthcare, Retail, Telco, Sales and Marketing. H2O Driverless AI uses AI to do AI in order to provide an easier, faster and cheaper means of implementing data science. H2O.ai partners with leading technology companies such as NVIDIA, IBM, Intel, AWS, Microsoft Azure and Google Cloud Platform and is proud of its growing customer base which includes Capital One, Progressive Insurance, Comcast, Walgreens and MarketAxess. For more information about how H2O.ai is driving an AI transformation, visit [www.h2o.ai](http://www.h2o.ai)