

## Harnessing Technology for Equitable Healthcare

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Each day, headlines highlight new developments in technology and artificial intelligence, and experts discuss their widespread effects on industries. While technology offers increased efficiency, it can also create separation among clinicians and patients, health systems and communities, as well as between data and the patients it represents.

At Cambridge Health Alliance (CHA), we believe technology is an opportunity to restore humanity to care, not replace it. Our approach to digital transformation is grounded in this simple belief.

I've dedicated my career to technology and informatics and spent the last decade leading teams and health systems through digital transformations and initiatives. Since joining CHA, a safety-net system dedicated to serving those who need us most, I have been committed to ensuring our mission, digital strategy and commitment to equity are embedded in how we design and deploy technology every day.

CHA is taking a thoughtful, strategic approach. We're carefully building it, grounded in community, safety and real-world patient needs. Here's how we're doing it:

- **Building trust through responsible innovation.** I'm often asked how quickly and efficiently we're moving and integrating new AI and technology, and my answer is that we're doing it thoughtfully. At CHA, we take a validate and verify approach to every new technology. We rely on trusted informaticists, deep evaluation and real-world testing to ensure our tools are safe, effective and equitable. Responsible innovation is sustainable, and it is essential to build trust in an industry where trust is often lacking.
- **Embedding equity into the work.** Each team member at CHA advances our mission every day, and our digital team is no exception. One example is our new AI-powered phone system, which now answers approximately 35% of incoming calls. Patients can get the help they need in English, Spanish or Brazilian Portuguese, with plans to expand to Haitian Creole. For the unique and diverse community that we serve, this means fewer barriers, faster answers and care delivered more comfortably.
- **Leading with people first, always.** It is difficult to discuss digital transformation without acknowledging the growing concern many are feeling about potential replacement. Our belief is clear that technology is here to amplify human experience, not replace it. The future of equitable health care depends on people partnering with technology. Our people are the key to turning data into storytelling, removing barriers and increasing efficiencies so our providers can do what they do best.

Over time, we will continue to see technological shifts that change the way the work and the way that we care. What will never change is the way that CHA advocates for our patients, connects joy through medicine and extends our mission thoughtfully and strategically to maximize our community impact.

Technology will always help us achieve these goals, but it's our people who will bring it to life.

**Jeannette Currie**, Chief Information and Digital Officer, Cambridge Health Alliance