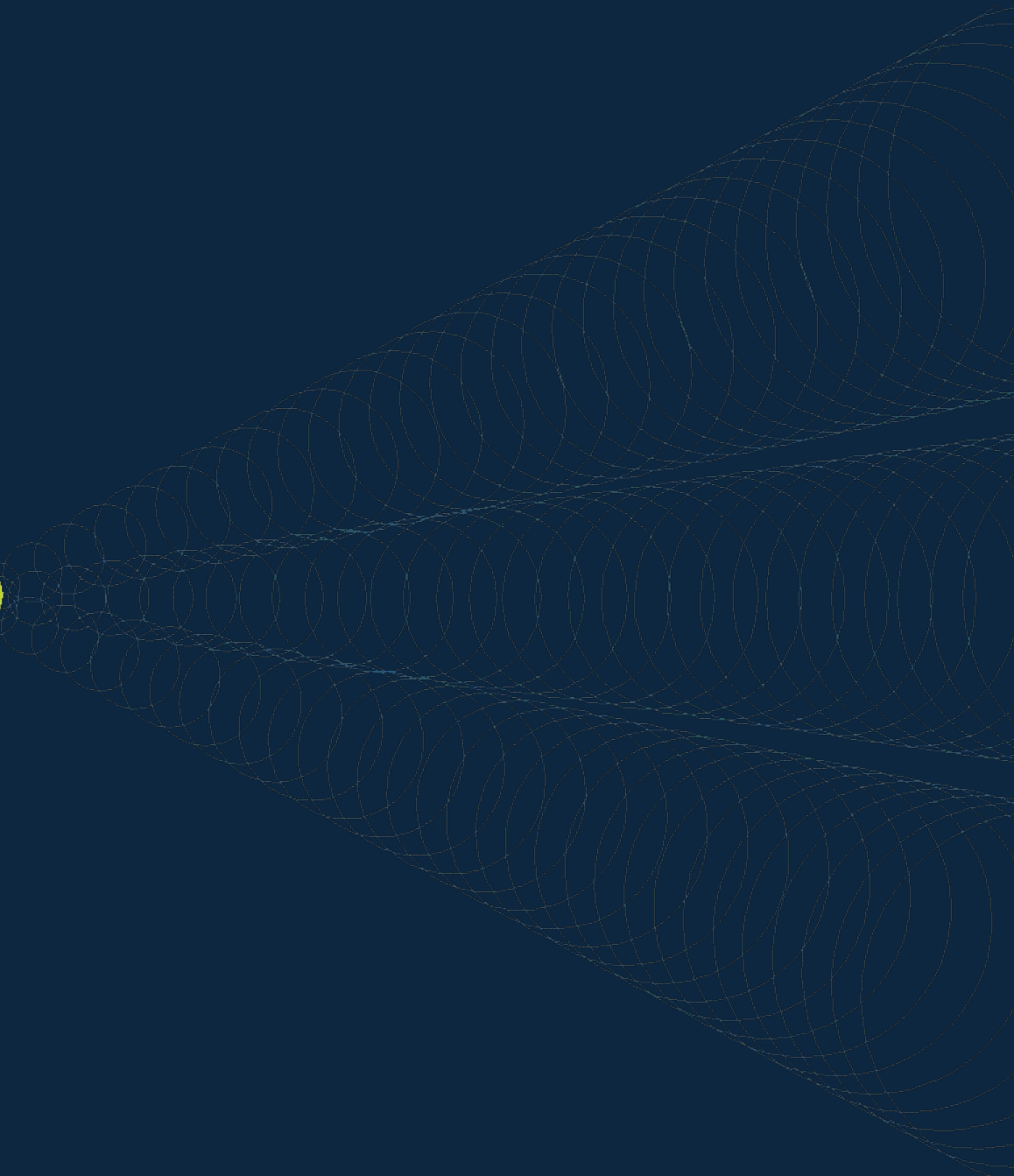


AI in Healthcare UX: From Burden to Breakthrough

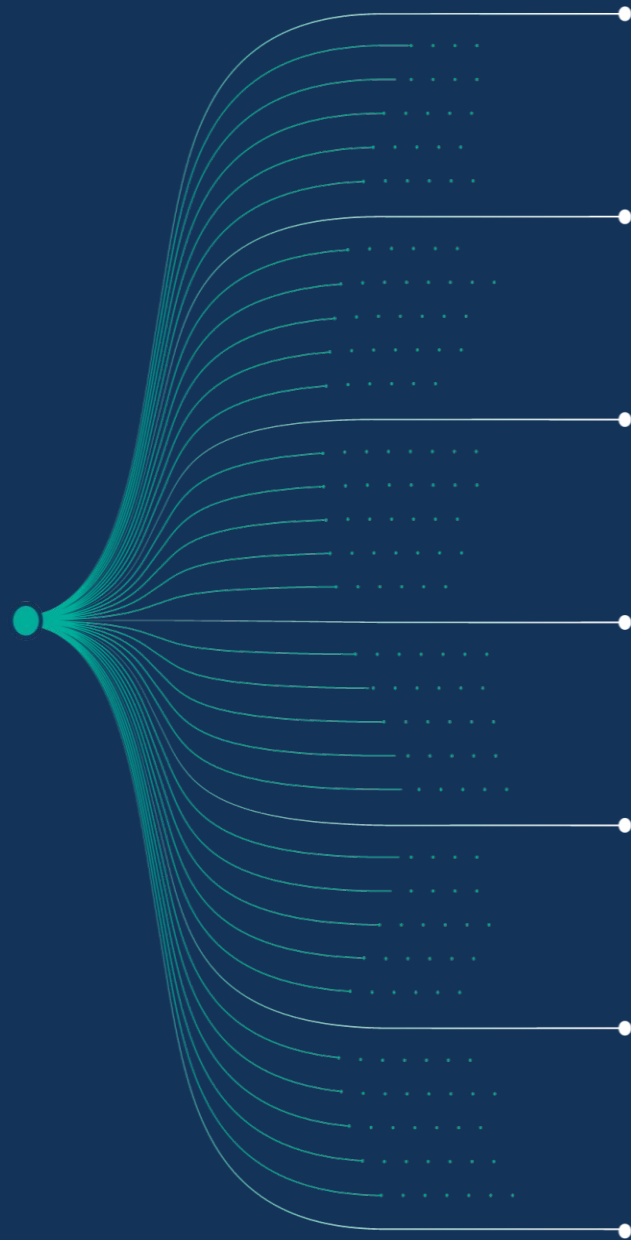
McKesson, Oncology & Multispecialty

Anya Gerasimchuk, Head of UIUX Engineering



McKESSON

Oncology & Multispecialty



Onmark® GPO Specialty
Distribution

 The US Oncology
Network

SCRI Sarah Cannon
Research Institute

ontada®

GENOSPACE

McKESSON Compile™

Biologics
— By McKesson

PRISM Vision Group®

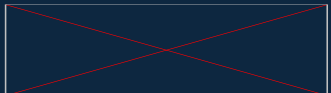
Oncology Space & Design

- Deeply personal
- Emotionally charged
- Operationally complex

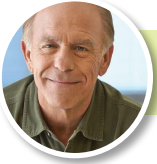
- We are designing for an **ecosystem that must work in concert around one human being: the patient.**



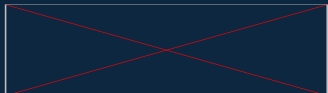
Design Principle:
Failure isn't just a usability issue — it's a human one.



The Oncology Journey & Its Hidden Complexity



Illustrative journey of Joe K. living in Waconia, MN

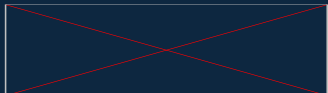


Complexity at Scale

The patient experiences one continuous journey, but the work is distributed across dozens of roles and systems.



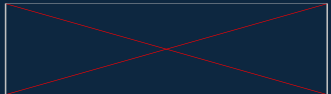
Thousands of micro-decisions, handoffs, approvals, and emotional moments happening every single day



Complexity at Scale

Electronic Health Records (EHR):

- Improve patient safety
- Enable care coordination
- Support precision medicine and clinical trials
- Capture real-world data
- **Documentation**



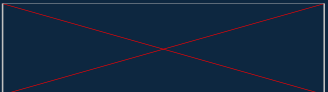
Complexity at Scale

Electronic Health Records (EHR):

Emotional exhaustion, reduced patient interaction, and a sense of being “data clerks” instead of caregivers. Burnout rates among physicians using EHRs are **40–50% higher** compared to those with streamlined workflows.

“Pajama time”

1hr with patient =
2hrs in EHR

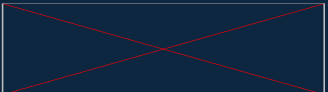


The Human Cost of Administrative Work



Biggest cost:

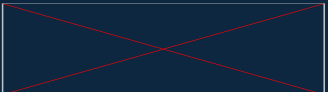
- Less eye-to-eye time.
- Less presence.
- Less human connection.



We need a solution that:



- Eliminates Manual Documentation
- Reduces After-Hours (“Pajama Time”) Work
- Lowers Cognitive Load and Mental Fatigue
- Improves Patient Engagement
- Decreases Burnout Linked to Administrative Work
- Supports Better Documentation Quality Without Extra Effort



The Solution: Ambient AI

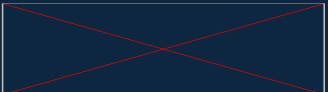
Not a feature – a Design Philosophy:

From data entry to guided understanding

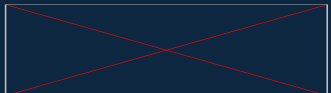
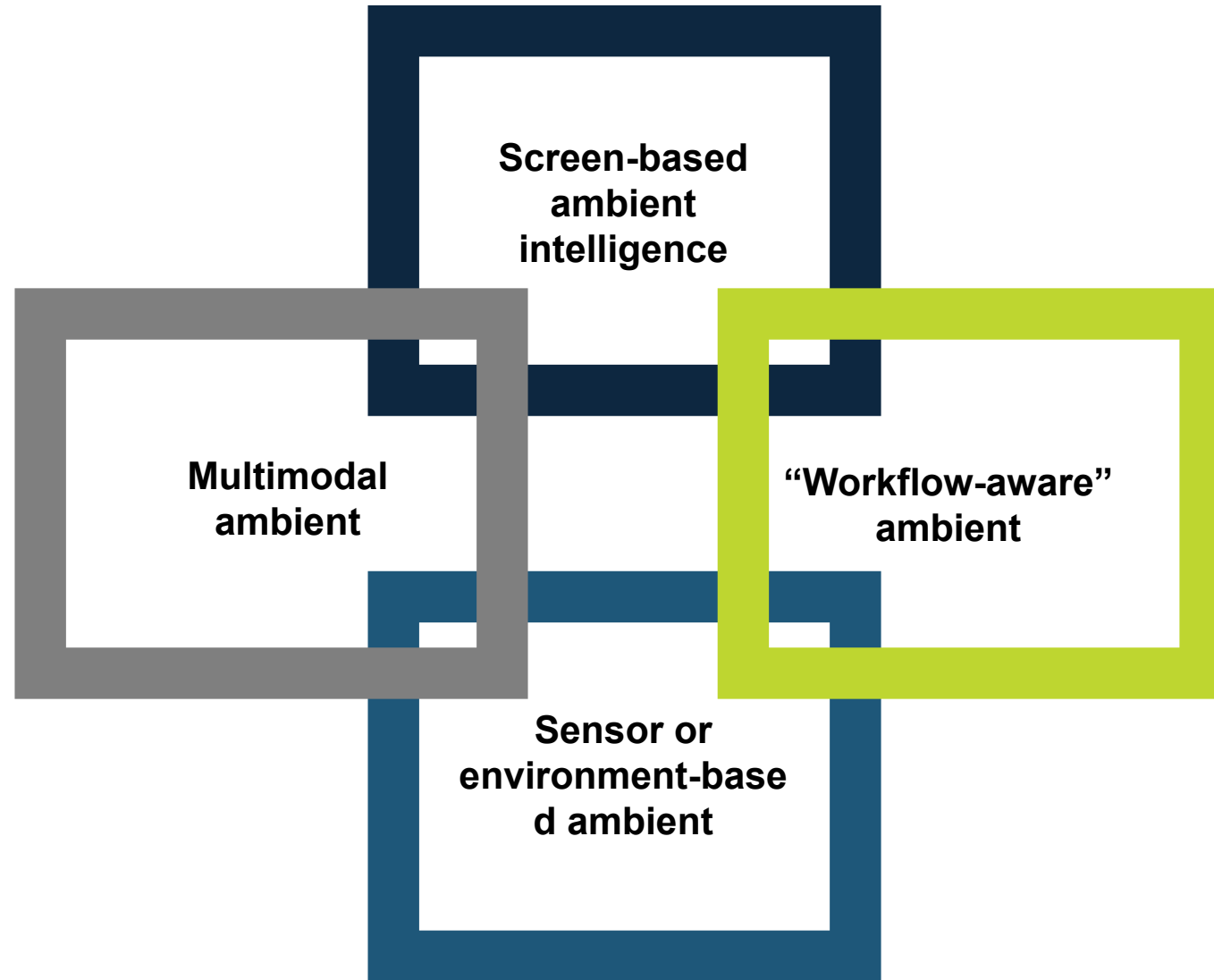
- Removes the screen barrier
- Embedded directly into workflow
- Works in real time, not after the fact
- Preserves richer clinical context



“ Unlike Generative or Agentic AI, Ambient AI works *with* the human moment, not around it. ”



The Solution: Ambient AI



Quick Comparison

Generative AI creates. Agentic AI executes. Ambient AI supports—without interrupting the human moment.

Generative AI

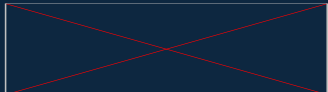
**Create
new content**

Agentic AI

**Achieve goals
through action**

Ambient AI

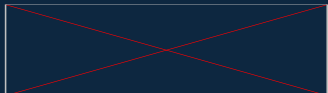
**Support humans
in the moment**



Opportunity: Lessen Admin Burden via Clinical Noting

- Are longitudinal and span months or years
- Coordinate multidisciplinary teams
- Trigger downstream workflows like orders, billing, authorizations, and scheduling

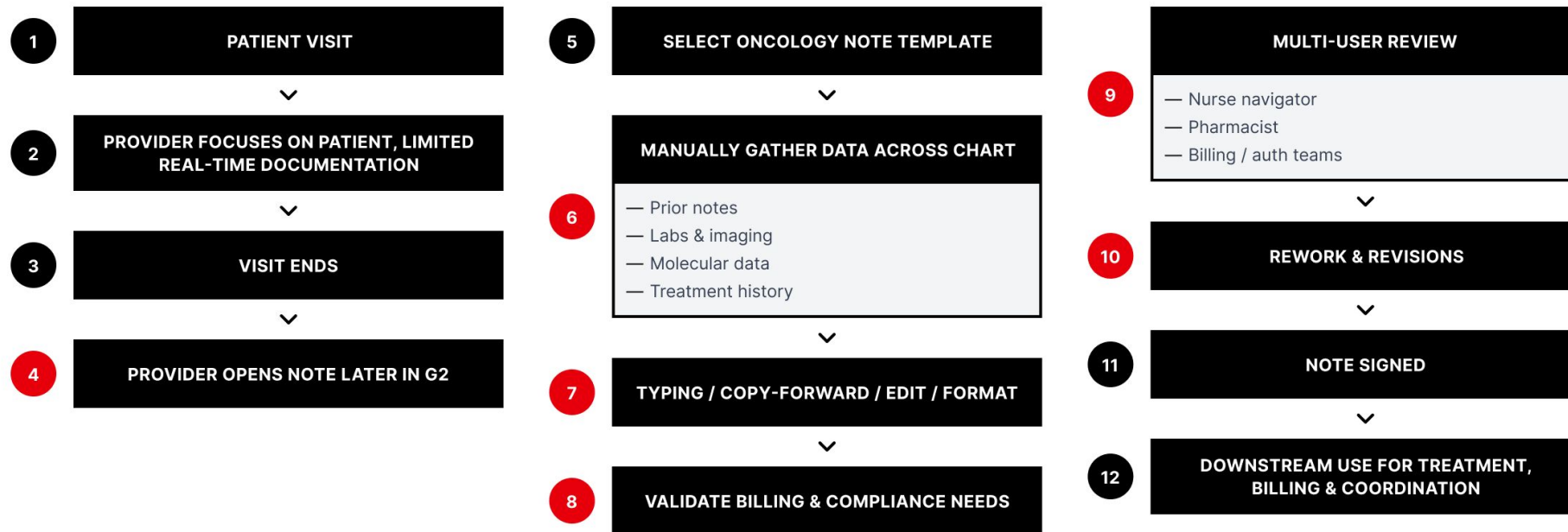
Physician Narrative
Medial Jargon
Clinical Data
Clear Direction



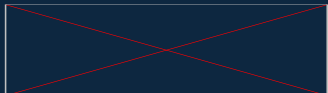
Opportunity: Lessen Admin Burden via Clinical Noting

Traditional Clinical Note Flow

CURRENT STATE — MANUAL DOCUMENTATION PROCESS

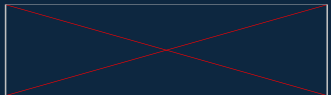
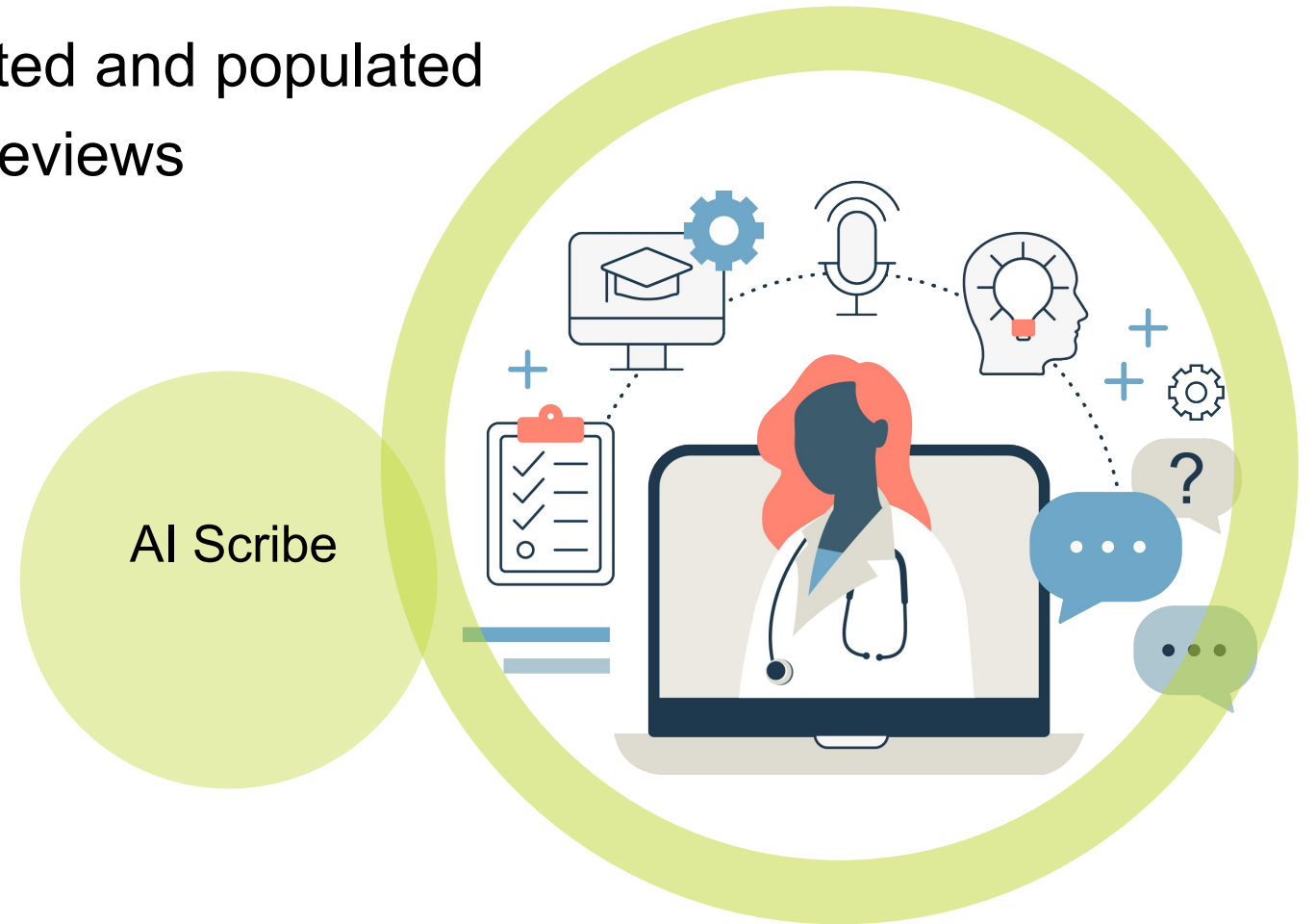


● Step | □ Sub-items | Columns read top → bottom, left → right

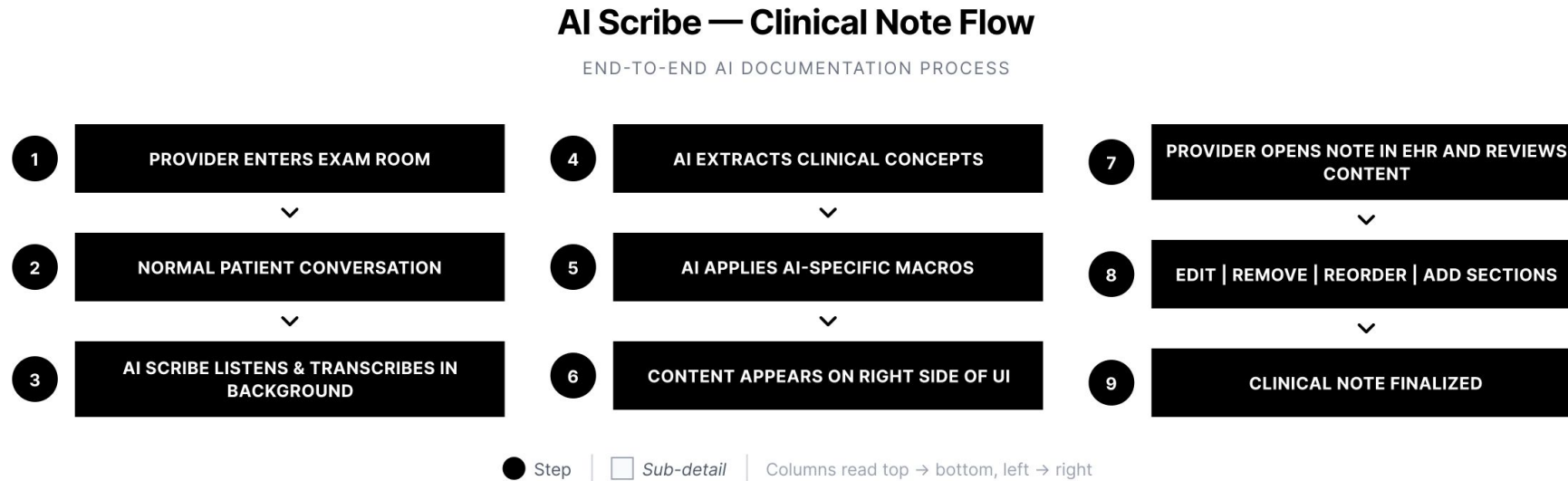


Solution: AI Clinical Noting

- Noting in the background **while** clinician is in the room
- AI-specific macros have been created and populated
- Removing the need for multi-user reviews



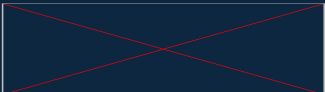
Solution: AI Clinical Noting



Listen → Draft → Review → Sign



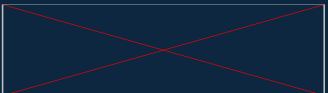
Downstream workflows (billing, problems, ordering, etc)



Time savings and sentiment

- “ I use it for every encounter, whether it's a follow-up, a new patient, and the entire variety of the different types of pathology that I see in my office. I've learned how to customize and personalize it because medicine is personalized, and we don't want a same cookie cutter note. ”
- “ AI is helping us review all of this and serve it up to us...you returned me to being able to sit with my patient as opposed to trying to click in my EMR. After many, many years, the pendulum is swinging back to regaining the importance of that human-to-human connection. ”
- “ Cancer care is becoming increasingly complex. This really does allow us to sit with our patients and focus on the human in front of us. ”

— Physician(s), TXO



AI-First UX Design

Outcomes

- More time with patients
- Better decisions

Experiences

- Instant clinical understanding
- No clicks
- No hunting

AI (Ambient)

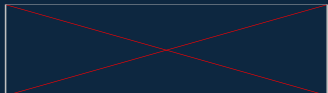
- Listens
- Synthesizes
- Surfaces signal

Trust

- Physician-reviewed
- Transparent
- Accountable

Data

- Everything
- Everywhere
- In context



AI-First Challenges

Outcomes

- More time with patients
- Better decisions

Experiences

- Instant clinical understanding
- No clicks
- No hunting

AI (Ambient)

- Listens
- Synthesizes
- Surfaces signal

Trust

- Physician-reviewed
- Transparent
- Accountable

Data

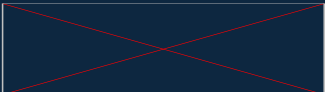
- Everything
- Everywhere
- In context

Differences in workflows

Interoperability

Trust

Data



Some other initiatives

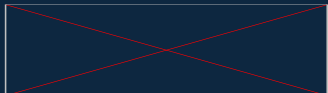
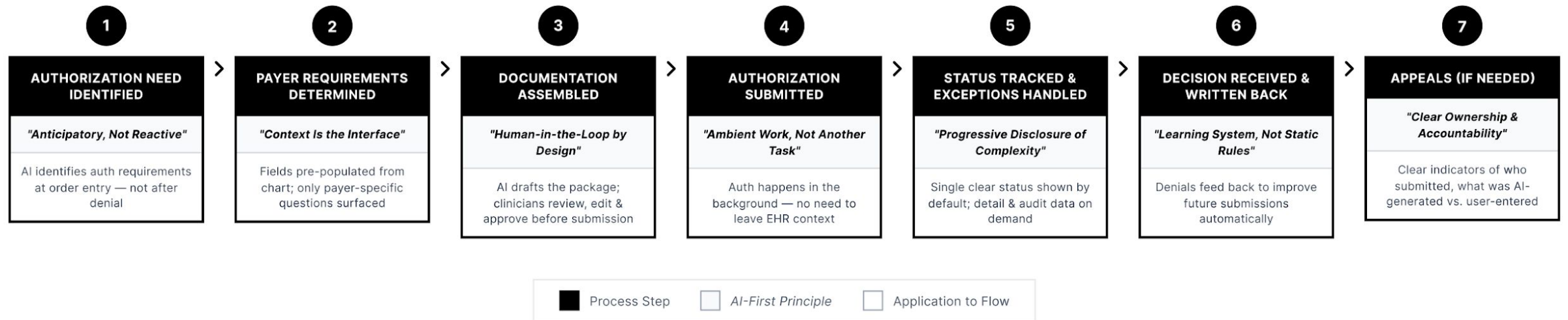
AI Chart Summarization

Clinical Trial Matching at Point of Care

Data & Research

Education/Workflow assistant

Insurance Authorization



McKesson's AIM28

We are embarking on an ambitious journey to transform McKesson through technology and digital innovation by FY28. This bold three-year initiative is AIM28, which stands for:

- A**dvancing patient outcomes
- I**mproving the employee experience
- M**odernizing operations

AIM28

Measures of success:

- Reduction in manual steps that can be automated
- Faster delivery of quality data products
- Faster time from concept to commercialization for product development

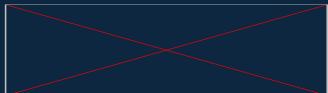
Clinical productivity
& care delivery
efficiency

Operational
automation &
cost takeout

Data & research
monetization

Commercial &
sales acceleration

Product
development
acceleration
(AI-first SDLC)



McKesson's AIM28: UX Design at Ontada

Talent for Tomorrow:
“Engineer of the Future”

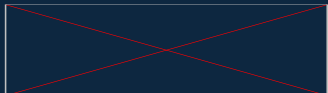
AIM28

**Design System
Automation**

**New ways of
prototyping**

New ways of working: Trio-Team: SDLC

Before: Plan > Build > Validate
Now: Build > Learn > Harden

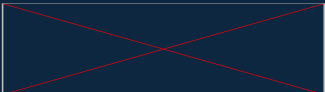


UX principles do not change.

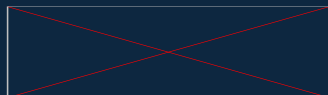
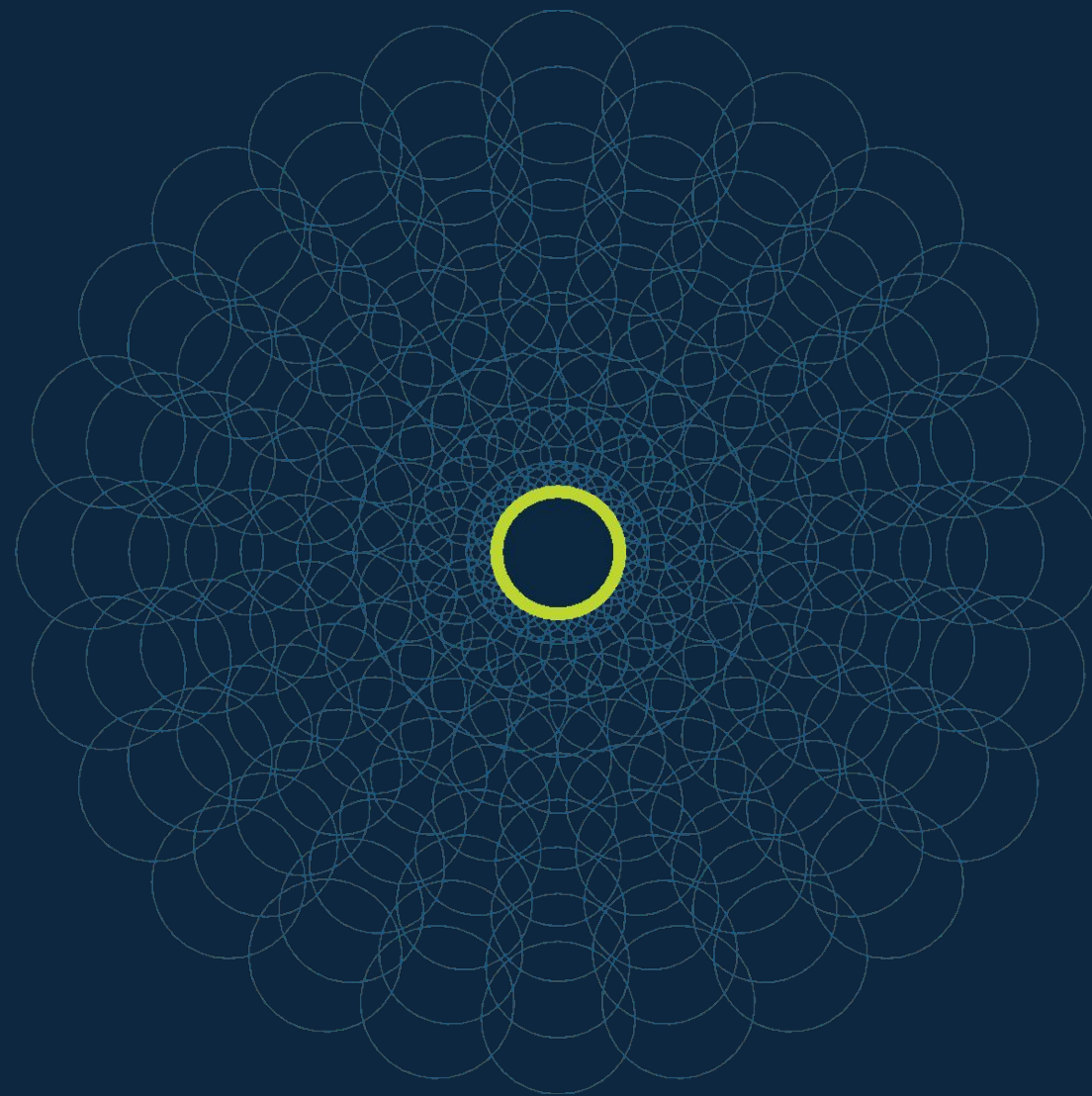


- **User research** remains essential.
- **Outcomes** come first.
- AI is the **solution**—not the goal.
- The “**Engineer of the Future**” is not a new title, but a capability set—combining human-centered design with AI-enabled execution to deliver outcomes faster.

**Failure isn't just a usability issue —
it's a human one.**



Thank you!



3 types of AI

Dimension	Generative AI	Agentic AI	Ambient AI
Primary purpose	Create new content	Achieve goals through action	Support humans in the moment
Core capability	Content generation (text, images, code)	Planning, decision-making, execution	Context sensing & unobtrusive assistance
Trigger model	Prompt → response	Goal → plan → act → evaluate	Continuous, passive awareness
Autonomy level	Low (reactive)	High (autonomous within guardrails)	Low–medium (assistive, not directive)
Interaction style	Explicit prompts and requests	Outcome-oriented instructions	No explicit commands required
Temporal behavior	Discrete, one-off interactions	Persistent, multi-step workflows	Real-time, in-the-moment
System actions	Produces output only	Calls APIs, updates systems, executes tasks	Surfaces insights, pre-fills, assists
Memory & state	Short-lived session context	Long-lived memory and state tracking	Contextual, situational awareness
Human role	Reviewer and editor of content	Supervisor of outcomes	Decision-maker and controller
Risk profile	Hallucinations, bias, misinformation	Execution risk, permissions, governance	Privacy, trust, consent
UX posture	“Ask me to create”	“Give me a goal”	“I’ll help without interrupting”
Best suited for	Drafting, summarizing, ideation	Workflow automation, orchestration	Cognitive load reduction, presence
Healthcare examples	Clinical note drafts, summaries	Prior auth workflows, appeals	Ambient scribing, context-aware insights
Design principle	Assist creativity	Move work forward	Preserve the human moment

