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HYATT REGENCY NEW ORLEANS
NEW ORLEANS, LA

From Data to Decisions: How AI in MHS GENESIS Improves Outcomes & Readiness

Mr. Isaac Callicrate



Agenda

- 1** Introduction
- 2** The Challenge: A Modern Battlefield of Threats and Burdens
- 3** The Solution: Responsible AI Adoption
- 4** The Impact: AI Across the MHS
- 5** The Call to Action
- 6** Conclusion

Speaker Introduction



Isaac Callicrate

DOD Healthcare Management System Modernization (DHMSM)

Mr. Callicrate serves as the Deputy Program Manager for the DHMSM Program Management Office. In this role, he provides direction and guidance for the acquisition, modernization, testing, product improvement, deployment, and sustainment of the Department of War's electronic health record, MHS GENESIS. He also oversees cost estimating, planning, programming, budgeting, program integration, and interoperability, in support of enhancements that enrich patient care and advance the delivery of health care technology to our service members, their families, and our federal partners.

Learning Objectives

- 1** Articulate how integrating AI into MHS GENESIS improves patient outcomes and boosts military readiness.
- 2** Identify critical requirements for successful AI adoption, from data governance and interoperability to cybersecurity.
- 3** Analyze the primary ethical challenges of clinical AI.

Patients Over Paperwork

- Excessive screen time and repetitive administrative burdens pull providers away from patient care.
- Manual, high-volume charting results in delayed or incomplete record closeouts.
- Coding rejections may disrupt continuity of care and degrade readiness visibility.



Reduced Provider Capacity

Administrative Burden

Manual Effort

Attrition

After-Hours Documentation

Mental Fatigue

Diverted Focus from Patient Care

Burnout

Decreased Morale

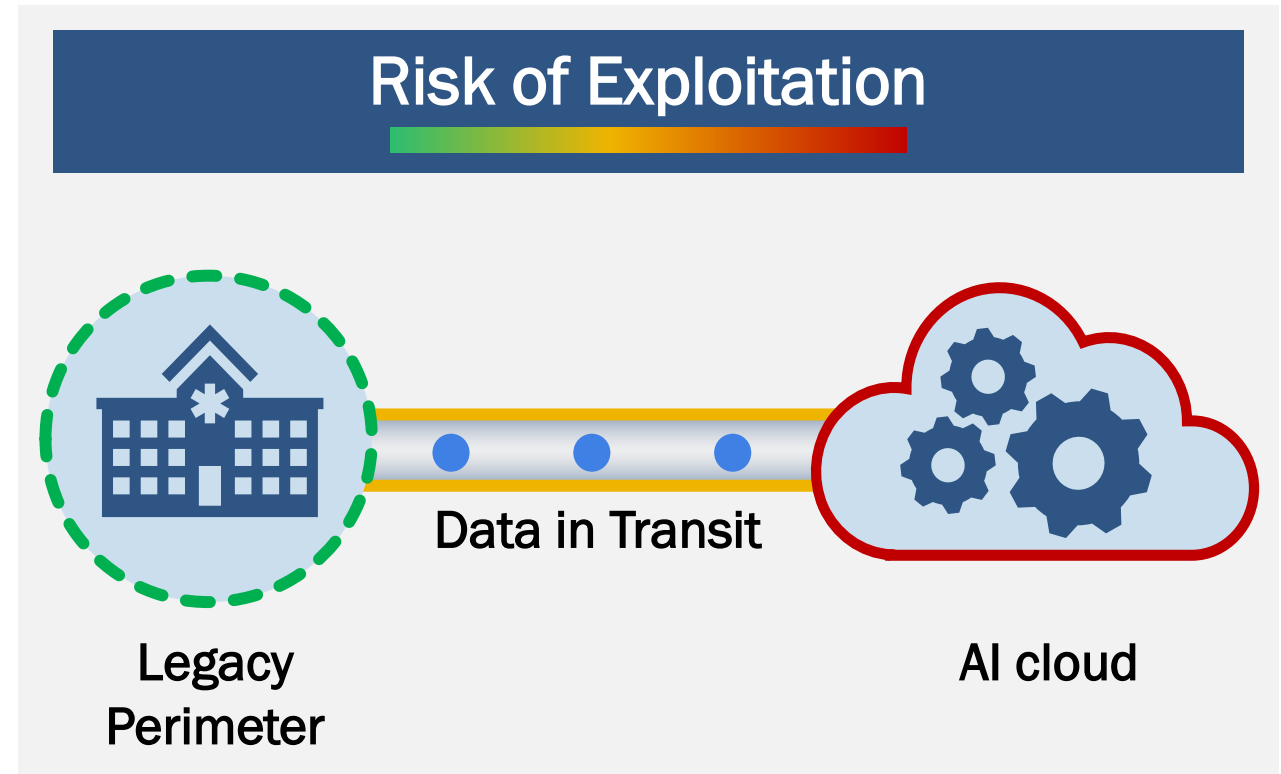
Screen Time

High Cognitive Load

A Modern Battlefield of Threats and Burdens **A New Security Reality**

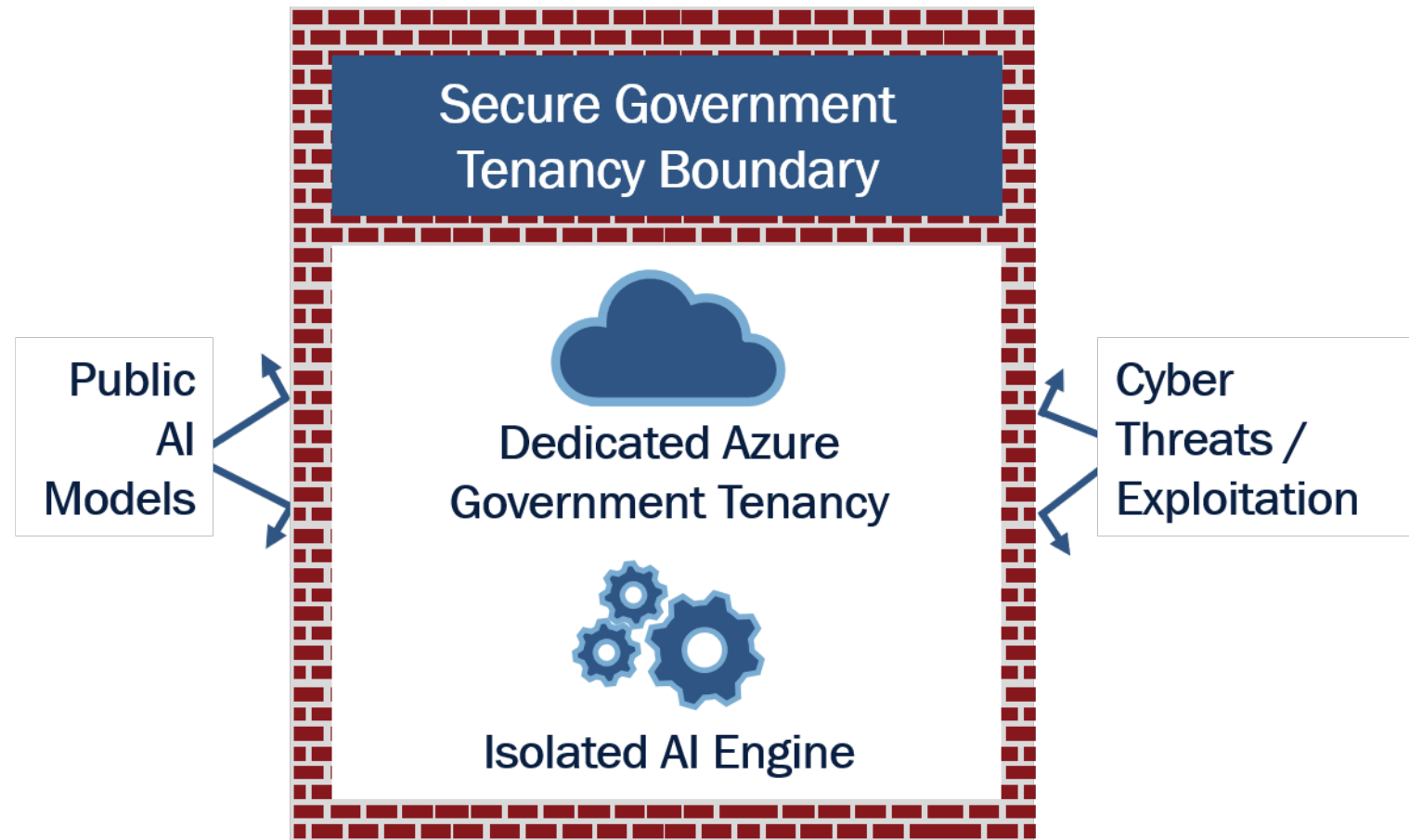
The Challenge

- Healthcare is a primary target for advanced ransomware and cyber exploitation.
- Legacy network perimeters alone are insufficient for protecting our distributed clinical data.
- Adopting commercial AI introduces new vulnerabilities



Security: The Prerequisite for AI

- AI engines (e.g., Azure) are isolated within dedicated, secure government tenancies.
- Data boundaries prevent public models from using our data.
- Patient information is encrypted and secured in transit and at rest.

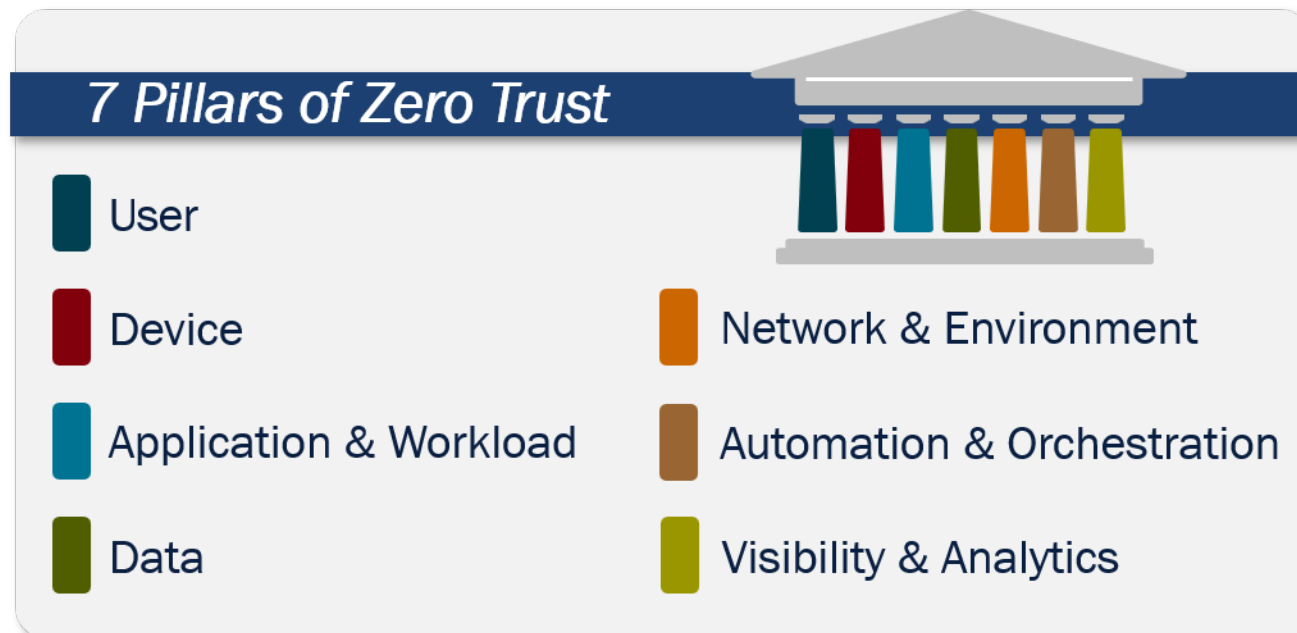


Responsible AI Adoption

Foundational Security

The Solution

- Foundational cybersecurity is the active shield that makes safe AI possible.
- Engineering the 7 Pillars of Zero Trust supports DoW Risk Management Framework (RMF) implementation by providing full set of capabilities that map to RMF control families.
- This rigorous RMF assessment establishes a secure, authorized, and trustworthy environment for AI operations.



Defending the MHS GENESIS AI Data Ecosystem



25k+ Assets



80 Deployed Core Capabilities



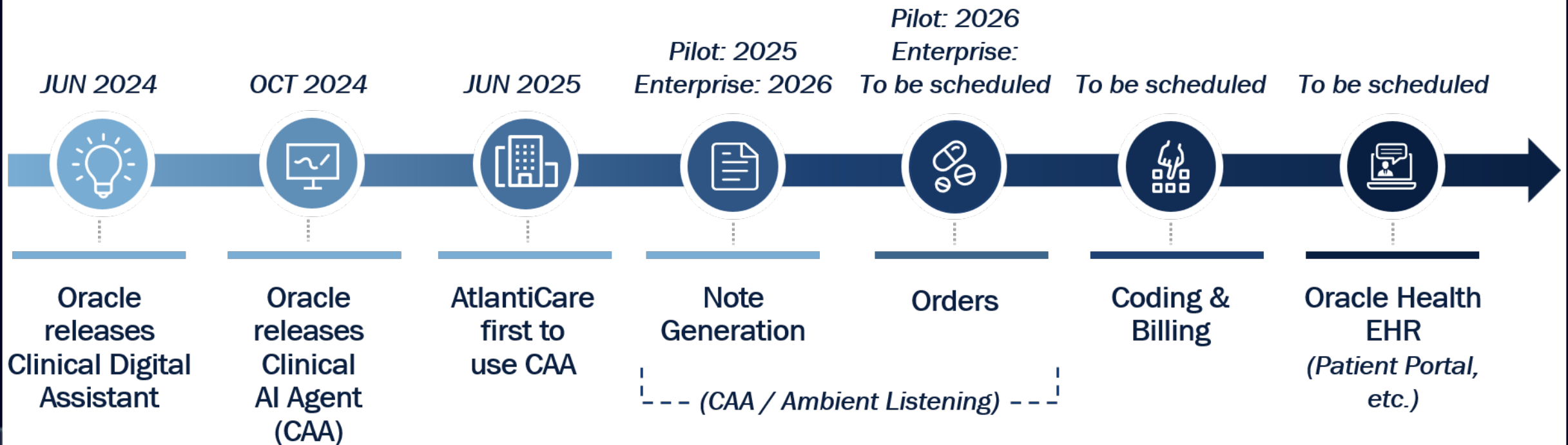
5,390 Average Monthly Scans

Responsible AI Adoption

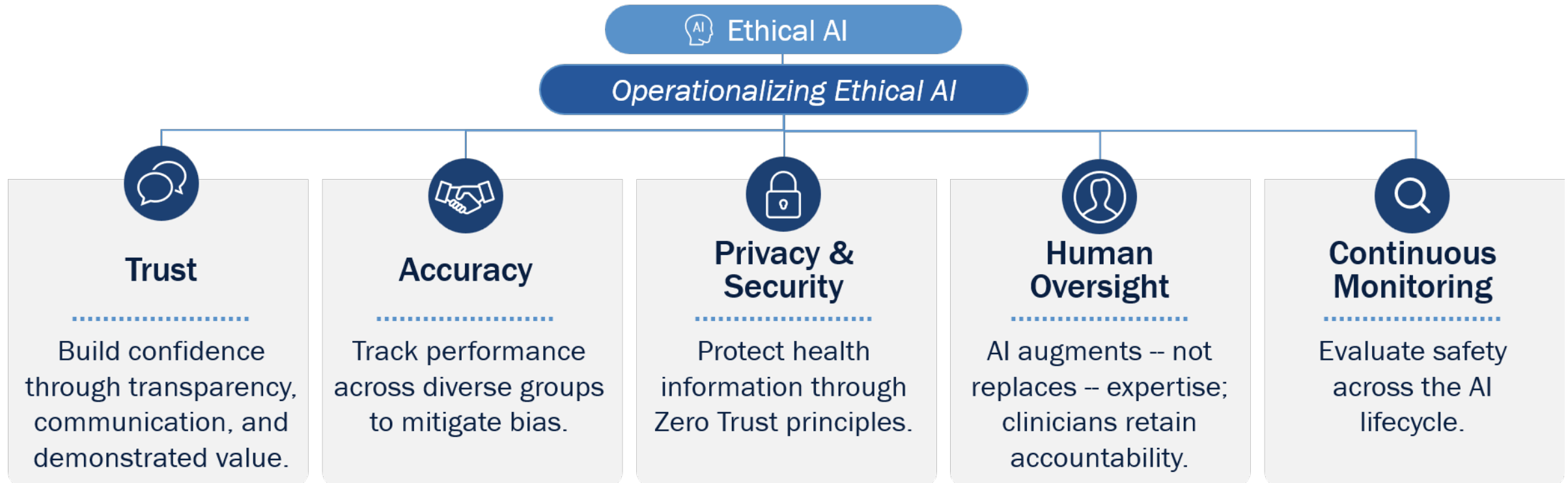
AI in Healthcare

The Solution

- MHS keeping pace with commercial adoption of AI
- Validation of secure AI frameworks
- Methodology of transitioning from pilot success to enterprise rollout



Ethical Challenges of AI in Healthcare



- *Ethics is an operational commitment, not a compliance checklist.*
- *Responsibility extends far beyond initial model development.*
- *Human clinicians always remain the ultimate decision-makers.*

Real Outcomes, Real Providers

- Secure AI is actively reducing after-hours documentation time.
- Clinicians report significantly less cognitive load and burnout.
- By returning time to providers, 89% report an immediate improvement in the quality of patient care.



17%

Reduction in documentation
time per patient[†]

1 min 10 sec reduction per patient



111,561

Minutes of after-hour
documentation time saved



96.5%

of providers
reported a reduced
documentation burden^{*}



89%

of providers felt
it improved patient
care quality^{*}

[†] Analysis completed for active providers in 62 provider positions only. Active provider defined as a provider who has generated at least one note using Clinical AI Agent within the selected duration. LightsOn Metric Analysis used to pull Baseline and Post Go Live data. Baseline data = January 2026. Comparison data = June 2026.

^{*} User satisfaction scores reported in DHA's *Ambient Listening Pilot Survey Results Analysis*, dated January 13, 2026.

Powering the Mission

- MHS GENESIS used for millions of patient encounters annually.
- AI scaling absorbs high-volume, repetitive activities across the enterprise.
- Supports a medically ready force and optimized care delivery.

Statistics from 2025

36.8M

Clinical Notes

49.5M

Patient Encounters

114K

Active Clinical Users



DHA Lines of Effort

1

Deliver Medically Ready Warfighters

2

Deliver Medical Warrior Currency

3

Deliver Joint Warfighting Capabilities

4

Deliver the Healthcare Enterprise All Beneficiaries Deserve

Readiness is the Result

- Timely, accurate notes equate to better care, fewer rejections, & real-time readiness data.
- Secure AI capabilities support the warfighter.
- Optimized care delivery balances costs and improves experience.



For Patients

- *Single, lifetime health record*
- *Mobile & virtual health access*
- *Care at the speed of mission*



For Clinicians & Staff

- *AI-powered admin reduction*
- *More time focused on patients*
- *Faster, safer diagnoses*



For Commanders

- *Real-time readiness data*
- *Resilient & interoperable system*
- *Effective joint force coordination*

*"This is AMAZING....Overall, patients are pleased with our interactions and that I can face them and just listen/have a conversation. My charting time has decreased significantly, and I am **capturing more billable problems** with this technology."*

*"Improves quality of patient interaction, quality of documentation and **enhances continuity of care** for patients with more detailed notes."*

*"By the end of my long clinic, I was not fatigued, and the last patients... did not see a tired physician but one that could give **better attention**."*

AI Across the MHS

Future Vision

The Impact



Predictive Health: From Reactive to Proactive: Predicting injury and illness

- Personalizing preventative care

Enhanced Human-Machine Teaming:
AI as a Partner, Not a Tool: AI-assisted diagnostics • Augmenting medical expertise

Total Force Integration: A Truly Unified Ecosystem: Seamless DoW, VA, and partner data • Continuity of care and patient experience

- Transitioning to proactive, data-driven health management.
- Standardizing high-quality care globally through AI-assisted diagnostics.
- Ensuring continuity of care through seamless Joint Force integration.

Join the Mission



Transformation requires enterprise-wide collaboration and trust.

Ways You Can Contribute

- 1 Champion secure and ethical AI in your domain.
- 2 Support security fundamentals across all product services and systems.
- 3 Maximize return on investment of AI capabilities by optimizing adoption.

Contact

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Thank You!



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