

HFS Spring Summit 2025

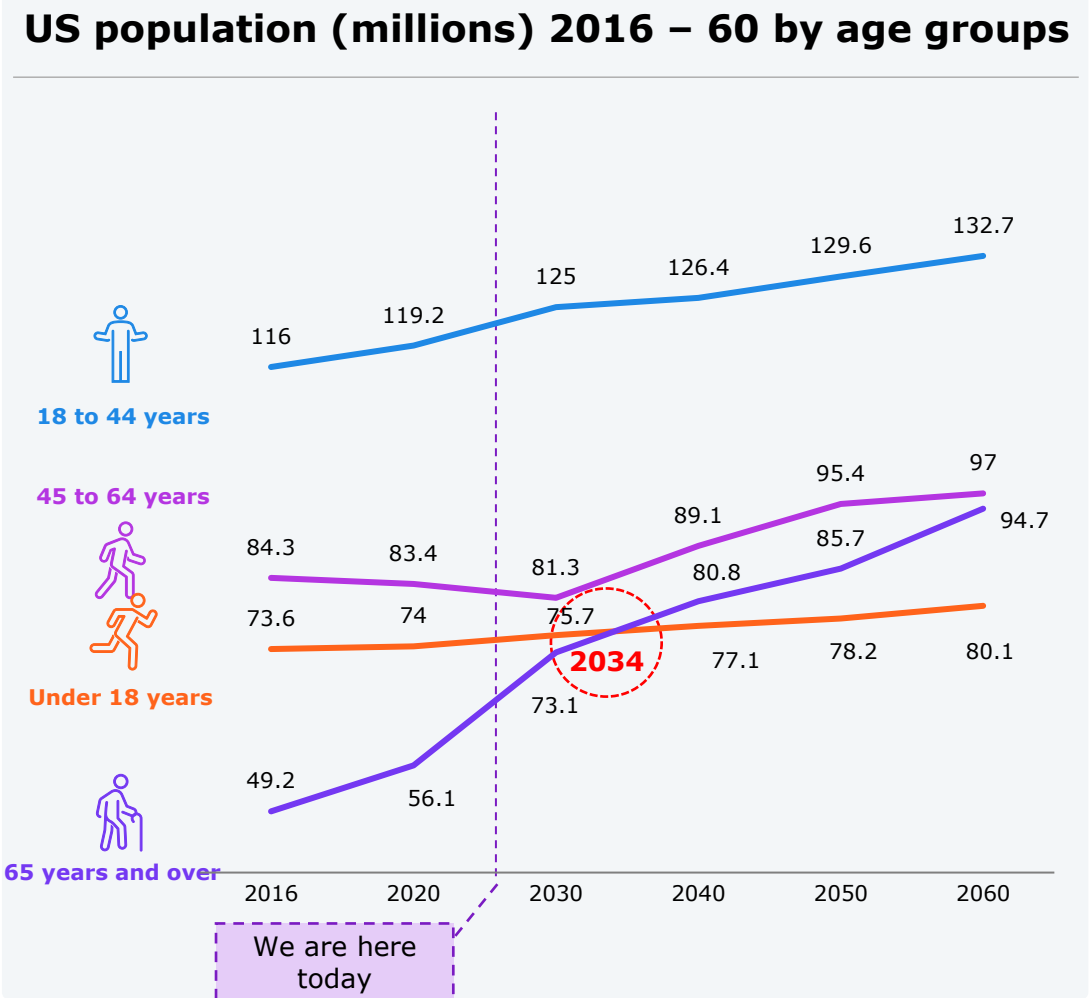
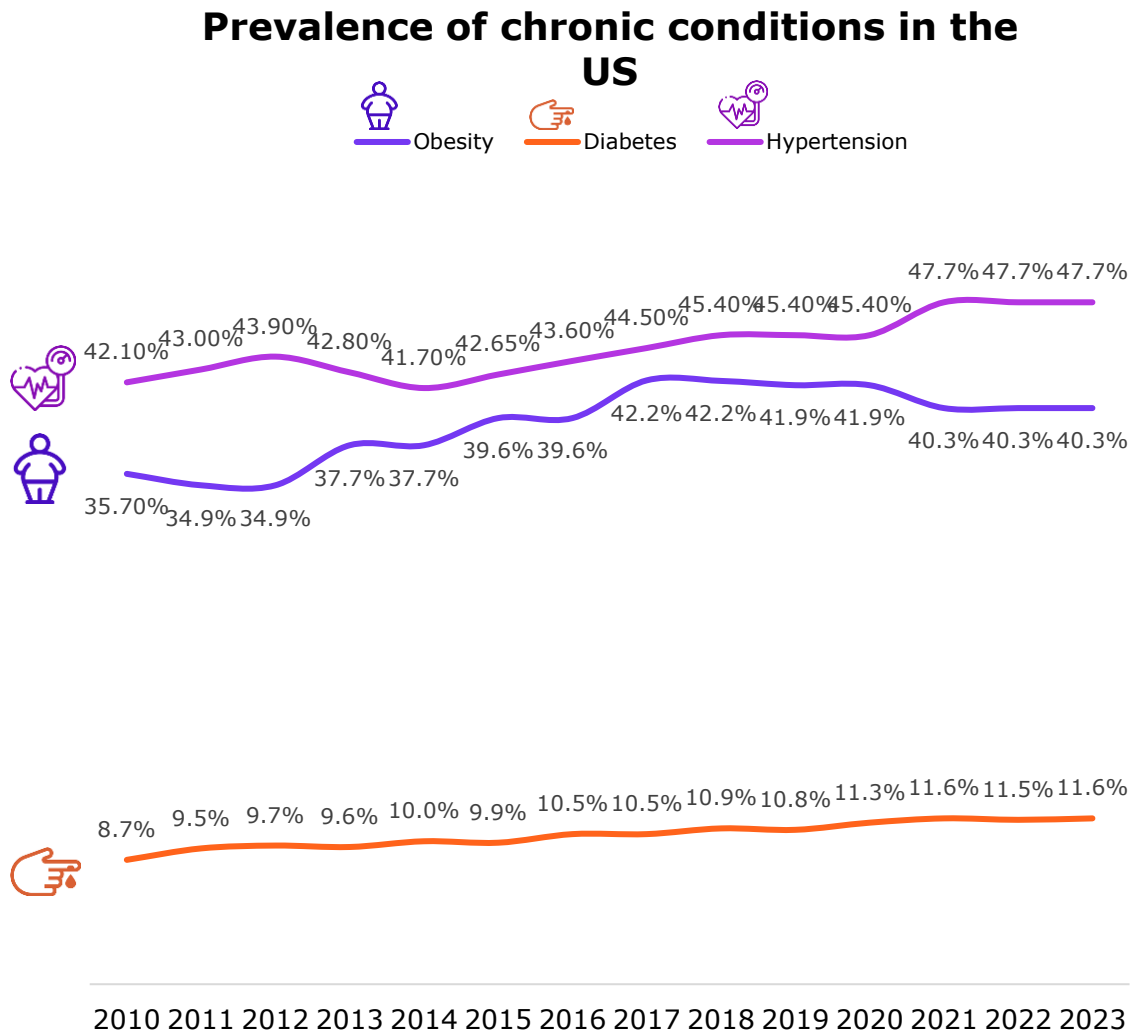
**THE RISE OF
SERVICES-AS-SOFTWARE**
THE AGENTIFICATION OF EVERYTHING

**A generational shift in healthcare
paradigm through Agentic AI**

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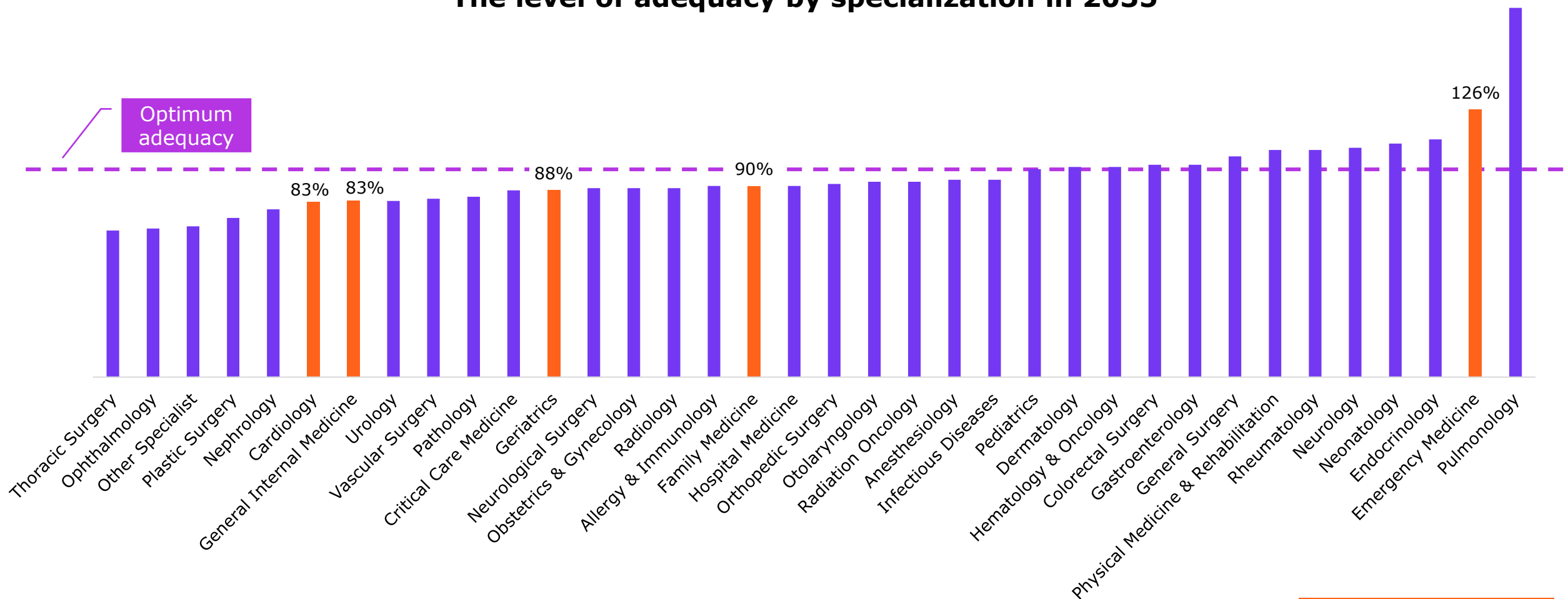
We in the US are not only getting sicker, but are aging rapidly



Source: Centers for Disease Control and Prevention (CDC), HFS Research Source: US Census Bureau, HFS Research, 2024

55K docs short today, 79K by the end of the decade, and 81K by 2035

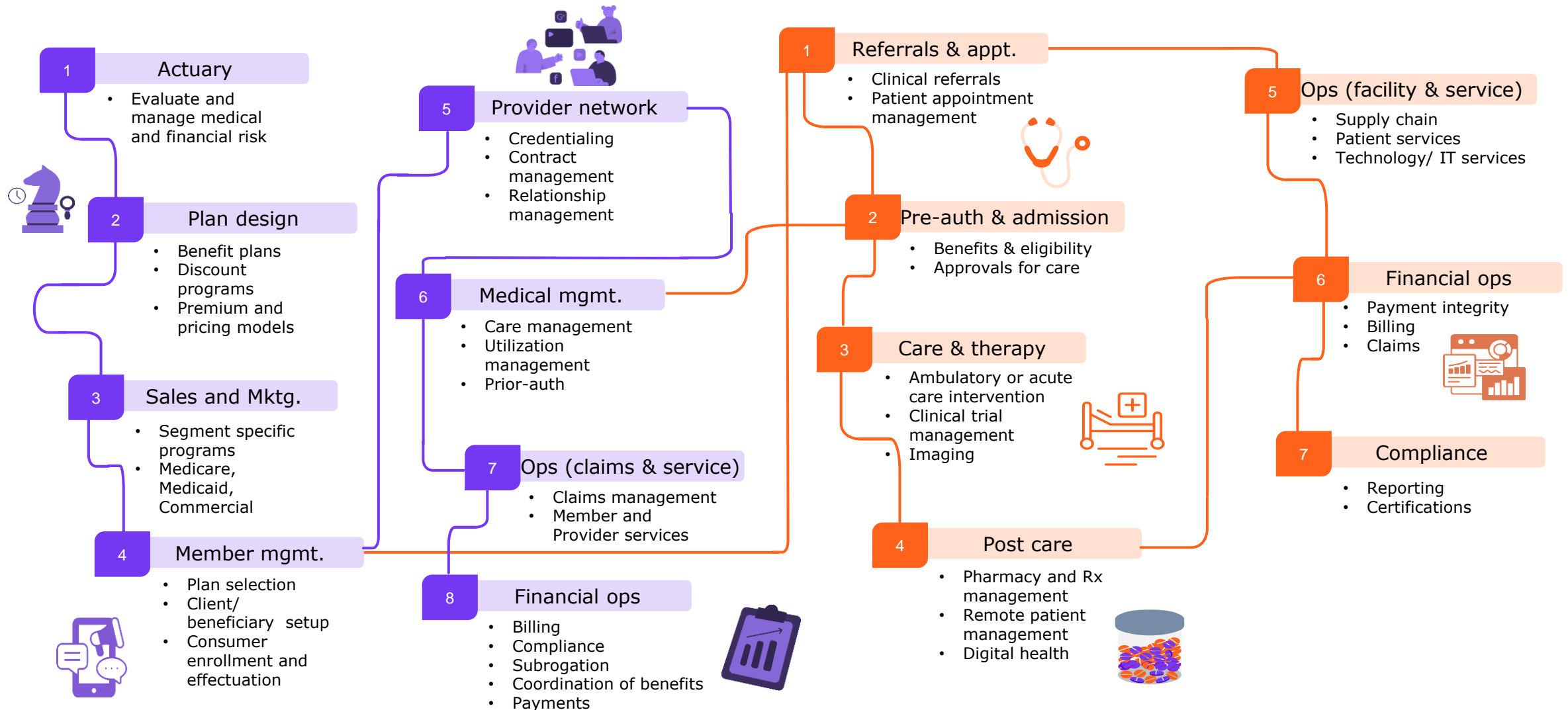
The level of adequacy by specialization in 2035



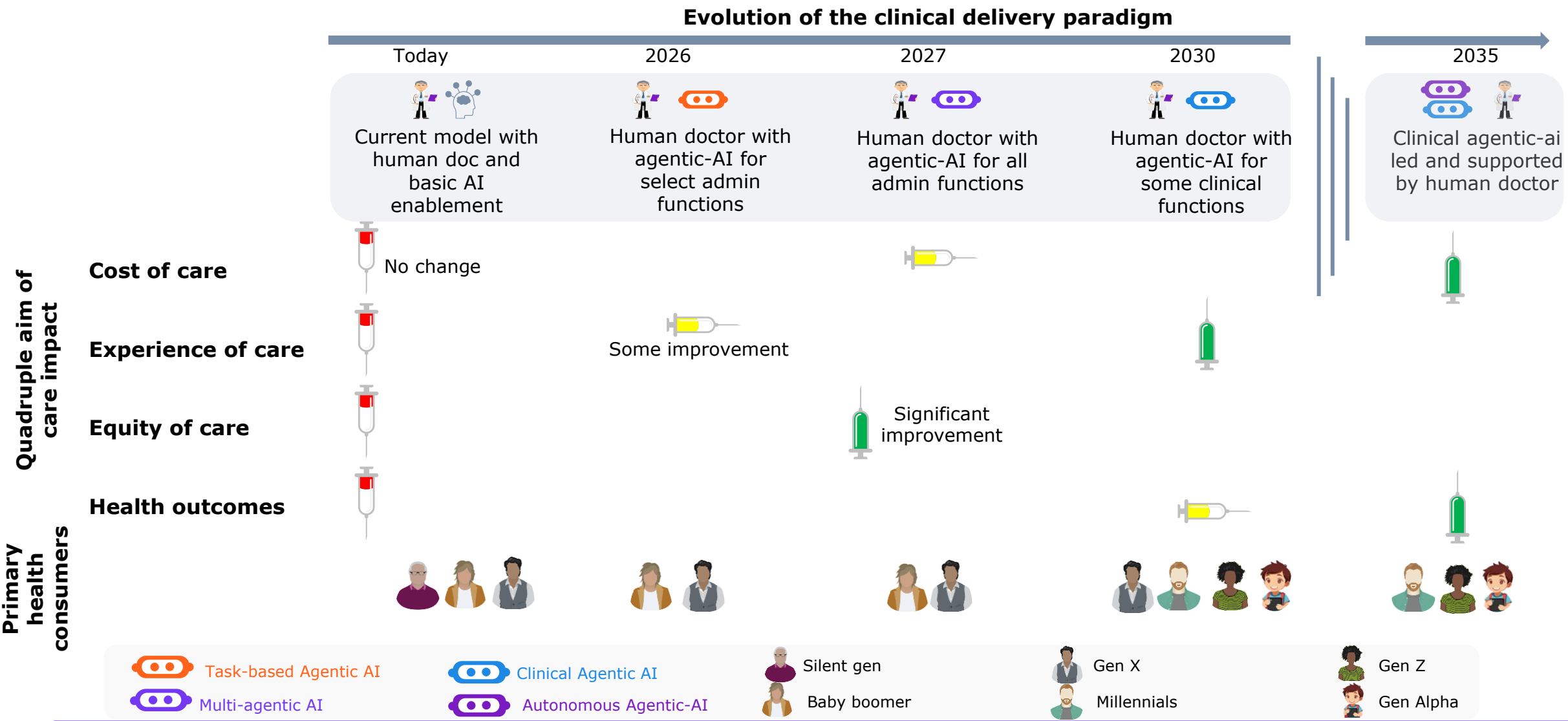
Source: Bureau of Health Workforce, US Dept. of Health and Human Services, HFS Research

Specialization most required by seniors

The current healthcare paradigm is reactive, perpetuates distance between consumer and clinician, and is wasteful



The future of care delivery will be with agentic-AI, bringing caregivers and consumers closer, and delivering better outcomes



The bottom line

- The **demand** for healthcare has been steadily increasing, but is about to **explode**
- The **supply** paradigm that we experience every day is **not going to hack it** (cost, clinician shortage, process paralysis)
- To bridge the gap (which is HUGE), there must be an **accelerated urgency to deploy and adopt Agentic AI**

HFS

Thank you.

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