

An Open Letter from the CEO of Kontakt.io

Launching Non-Clinical AI Agents to Fix \$180B Healthcare Operations Problem

For hospital leaders today, **navigating the hype vs. reality of Artificial Intelligence** is a critical challenge. What's real? What's vaporware? What's actually cutting costs vs just adding to the bottom line?

Let's have that conversation at HIMSS. And I can introduce you to our first AI Agent: the Deputy House Manager. It's very exciting. **We are hosting a live demo of our new AI Agent; not a slide deck.** You will be able to call our House Manager on your phone and talk with "him" and orchestrate your care delivery operations. It can feel uncanny, which is why **I want to show you in person at HIMSS** – Tuesday, March 4 at 4pm.

Yes, AI is revolutionizing diagnostics, genetics, and documentation—great. But here's the problem no one is talking about: most of these initiatives actually add cost without improving the bottom line. Meanwhile, **the backbone of hospital operations remains stuck in the 2000s, at best**—running on rigid workflows, spreadsheets, and reactive phone calls. The result? A growing need for more headcount just to keep up:

- Since the 1970s, the number of physicians has tripled.
- The number of administrators? Up 300x
- It's common wisdom that 30% of healthcare costs is avoidable waste— more than half sitting in core hospital operations.

Hospital operators and nurses make the impossible happen every day. They are the heroes, navigating chaotic workflows to keep care running. But here's the hard truth:

- \$200M is lost annually per 1,000 beds: inefficiencies in patient flow, equipment logistics, staffing
- That's \$180B wasted every year across the U.S.
- Hospitals overspend millions on misplaced, underutilized equipment, capacity issues, prolonged LOS

But when it comes to applying AI, that's the boring stuff. **But the boring stuff is where hospitals are losing money.** That's why we like the boring stuff. That's why we're fixing it.

At Kontakt.io, **we built our Care Operations Platform to cut waste, elevate care, and transform hospital logistics.** We optimize and orchestrate care operations using next-gen RTLS, EHR data, and Agentic AI—solving problems from Day One, not months or even years down the line. And it's working. HCA Healthcare deployed Kontakt.io across 186 hospitals in just 9 months.

Today, we're launching Kio Agents: Agentic AI that helps automate and orchestrate workflows within care delivery, providing real savings instead of more rigid workflows and dashboards. **The boring stuff is about to be the most exciting advancement in healthcare since EHRs.**

Find me at **HIMSS Booth #2250**, and be among the first to see your future AI Agent in action redefining RTLS and beyond. I can't wait to show you what we've built.



Philipp von Gilsa
CEO, Kontakt.io