Hackensack Meridian Health Transforms Patient Care with AI Agents Built with Google Cloud Technology

Collaboration expands Hackensack Meridian Health's clinical note summarization agent to now support 12 specialties

New AI agents to streamline administrative tasks, including patient follow-up and automated scheduling, reducing hospital readmissions

EDISON, N.J. and SUNNYVALE, Calif., Oct. 16, 2025 /PRNewswire/ -- Hackensack Meridian *Health* (HMH), New Jersey's largest and most comprehensive health network, today announced the availability of several new AI agents, built with Google Cloud's latest generative AI technologies, to advance patient care and operational efficiency. In addition, Hackensack Meridian *Health* has become the first health system to deploy an agent built on Gemini at scale for clinical note summarization now used by more than 7,000 clinicians across its 18 hospitals and 500 clinical care sites.

"As an organization, we have hyper-scaled our AI-enabled capabilities over the past three years, and putting these agents into production represents the next frontier in our journey," said Sameer Sethi, SVP, chief AI officer, Hackensack Meridian *Health*. "Since the clinical note summarization offering rolled out in June 2025, this feature has helped more than 1200 clinicians generate more than 17,000 summaries and usage is growing exponentially. By using Gemini to summarize clinical notes for more than 12 specialties, we're freeing up pajama time, reducing physician burnout and empowering care teams to create a more personal experience for every patient"

Pioneering AI Agents to improve the care journey

In addition to the groundbreaking clinical note summarization, HMH is deploying two other AI agents, all powered by Gemini 2.5:

- **NICU nurse agent:** This specialized AI agent assists Neonatal Intensive Care Unit (NICU) nurses by providing rapid access to the most up-to-date best practices and policies, saving them research time and ensuring they can deliver the highest standard of care to the most fragile patients.
- **Lab values summarization agent**: This is a specialized AI agent that summarizes lab panel results, highlighting significant trends and key findings, and generates preventive care recommendations so that primary care physicians can more rapidly draft patient communications about the lab results.

"Hackensack Meridian Health is not simply adopting AI; they are establishing the blueprint for the next generation of value-based care," said Aashima Gupta, global director, Healthcare Strategy & Solutions, Google Cloud. "Their approach moves beyond incremental optimization, strategically deploying purpose-built AI and multi-agent systems to address healthcare's most entrenched systemic crises: the erosion of clinician well-being and the pervasive discontinuity of the patient journey. Our partnership with Hackensack Meridian Health is a shared commitment to establishing a scalable, replicable model—a proven framework that charts the critical path from concept to transformative impact."

HMH is also planning to expand its use of AI into clinical decision support. Using Google Cloud's generative AI products, such as its Vertex AI platform and Gemini family of models, the health system will analyze current and historical patient data to glean patterns and decipher certain diagnostic and prognostic indicators that can be used to predict which patients may require a different care setting.

"When the microscope came along, it helped us see things that were not visible to the human eye. AI is now that giant microscope that can help us uncover insights in the data so we can proactively offer the right care to the right patient at the right time," said Sethi. "We can then think of multi-agent systems as an MRI machine that provides a full, multi-layered view of the patient's health, allowing us to see not just the individual parts but how they all work together in a complex system."

About Hackensack Meridian Health

Hackensack Meridian Health is a leading not-for-profit health care organization and New Jersey's largest, most comprehensive, and integrated health network. Our network includes 18 hospitals, more than 500 patient care locations, and a complete range of services from innovative research and life-enhancing care to lifesaving air medical transportation. Our 38,000 team members and 7,000 physicians are committed to the health and well-being of the communities we serve, making Hackensack Meridian Health a distinguished leader in healthcare philanthropy.

Hackensack University Medical Center is the first-ever New Jersey hospital to be ranked a Top 20 hospital in the nation. It is also ranked #1 in New Jersey and the New York metro area by U.S. News & World Report, 2025-26. Hackensack Meridian Health is proud to be home to New Jersey's #1 children's hospital and the state's only nationally-ranked cancer center, the John Theurer Cancer Center. To learn more, visit www.hackensackmeridianhealth.org.

About Google Cloud

Google Cloud is the new way to the cloud, providing AI, infrastructure, developer, data, security, and collaboration tools built for today and tomorrow. Google Cloud offers a powerful, fully integrated, and optimized AI stack with its own planet-scale infrastructure, custom-built chips, generative AI models and development platform, as well as AI-powered applications, to help organizations transform. Customers in more than 200 countries and territories turn to Google Cloud as their trusted technology partner.

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