

# ARE WE SUSTAINABLE?

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# INTRODUCTION

Topics:

- Artificial Intelligence (AI)
- The risks of Artificial Intelligence
- Robotic Process Automation (RPA)
- Staffing
- 'Shift Left' Initiative

Interactive – In one word, What is sustainability to you?

Interactive – What other areas do you believe are key for increasing the sustainability footprint of the NHS?



INTERACTIVE - IN ONE WORD,  
WHAT IS SUSTAINABILITY TO  
YOU?

(You can input multiple words)



# ARTIFICIAL INTELLIGENCE (AI)

What is Artificial Intelligence?

What isn't Artificial Intelligence?

What can Artificial Intelligence achieve in healthcare?

What does it mean to be sustainable in terms of AI?

# What are the Risks of Artificial Intelligence?



- Increased speed and sophistication of traditional cyberattacks.
- AI attackers can create more legitimate phishing emails.
- Deep learning techniques are used widely in vishing attacks.



# ROBOTIC PROCESS AUTOMATION (RPA)

Enabling customer satisfaction and value for service. Using an IT Service Management System (ITSM) as an example.

- Using AI to source manual tasks that could be automated.
- Automation of processes such as onboarding of new staff.
- Self Service portals, Incidents or requests that go directly from the user to correct support team.
- Integration with other monitoring systems.

## Benefits

- Customer/User Satisfaction
  - Less down time, faster restoration of service.
  - Less time calling Digital Services/IT, more time to concentrate on their own roles
- Proactive support instead of reactive.
- Shift Left approach
- Allows more time for support staff, reducing stress and burnout
- Reduced support costs

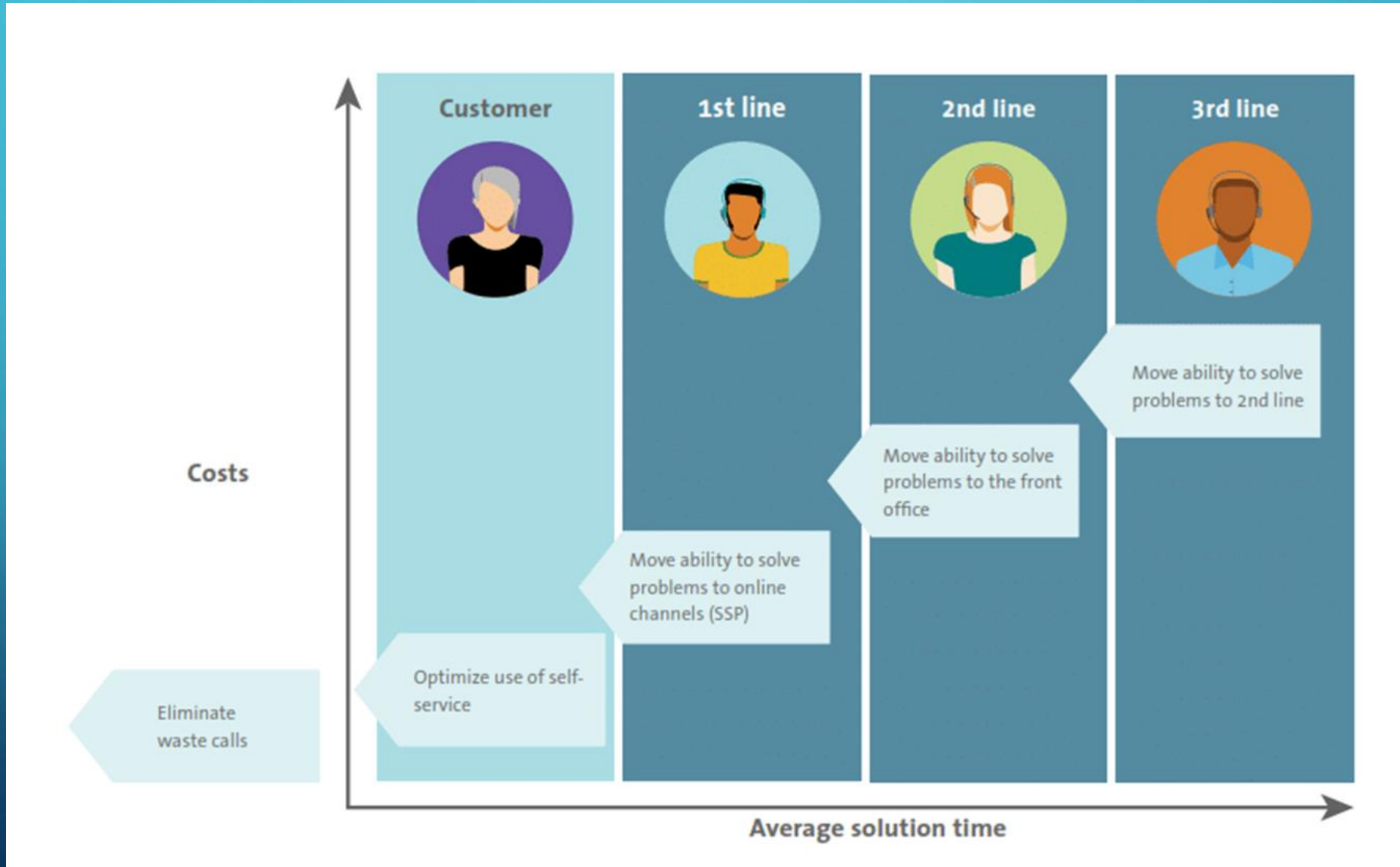


# Staffing


- Skilled and committed workforce
- Working conditions
- Balancing Exploration and Exploitation
- Agenda for change
- Progressional Routes



# Shift Left Initiative







INTERACTIVE - What other areas do you believe are key for increasing the sustainability footprint of the NHS?



Conclusion: Are we sustainable?

**NO.**

