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NYHDIF

A sustainable future in digital healthcare: Utilising artificial intelligence

Paul Henderson

Better lives. Better care. Better digital.

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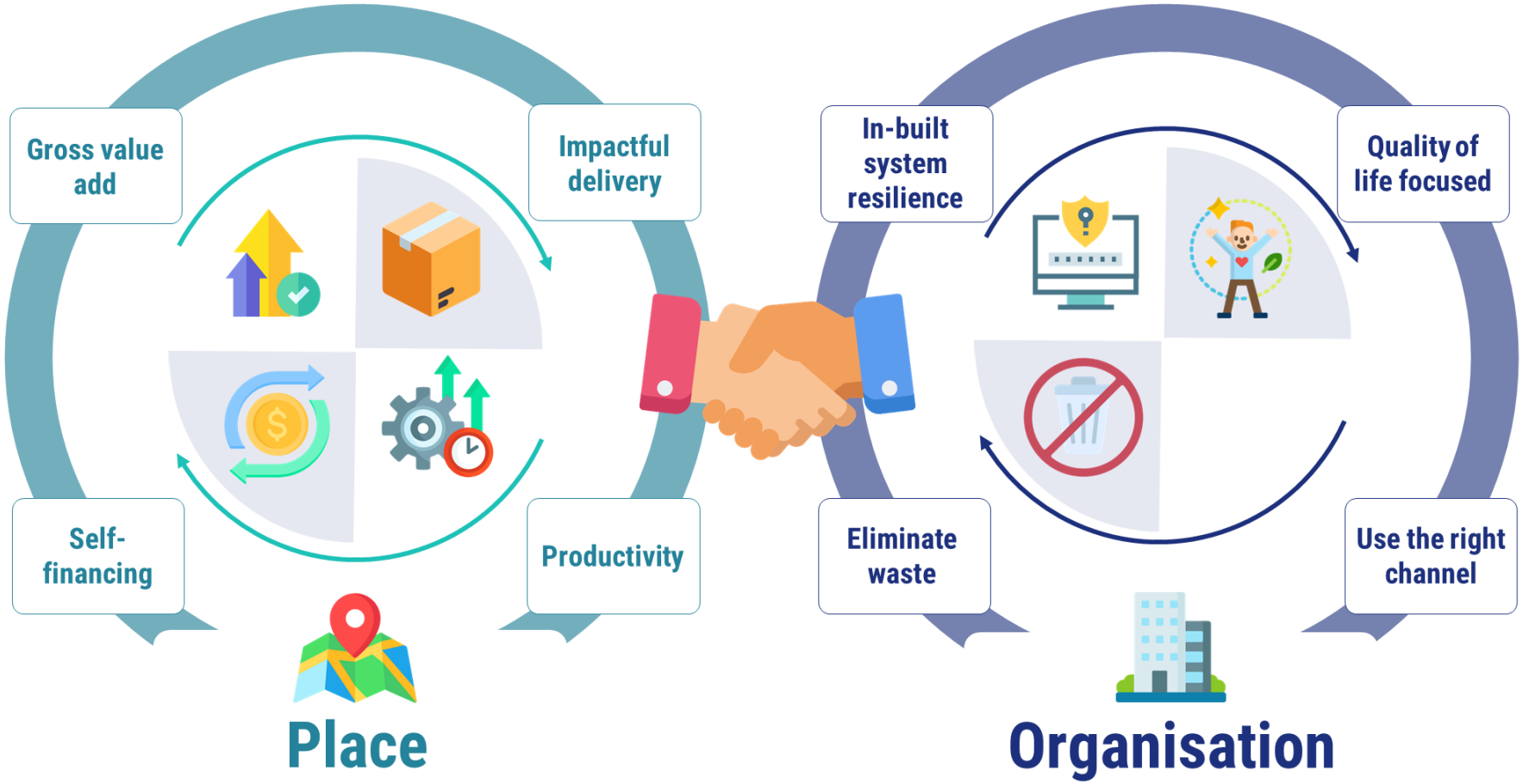
We are building sustainable places

There are two ways of looking at sustainability; firstly, the **place** and secondly the **organisations**.

Having an effective workforce strategy as a local employer, where staff improve the productivity of the place we live,
and brilliant services operate within budget is key.

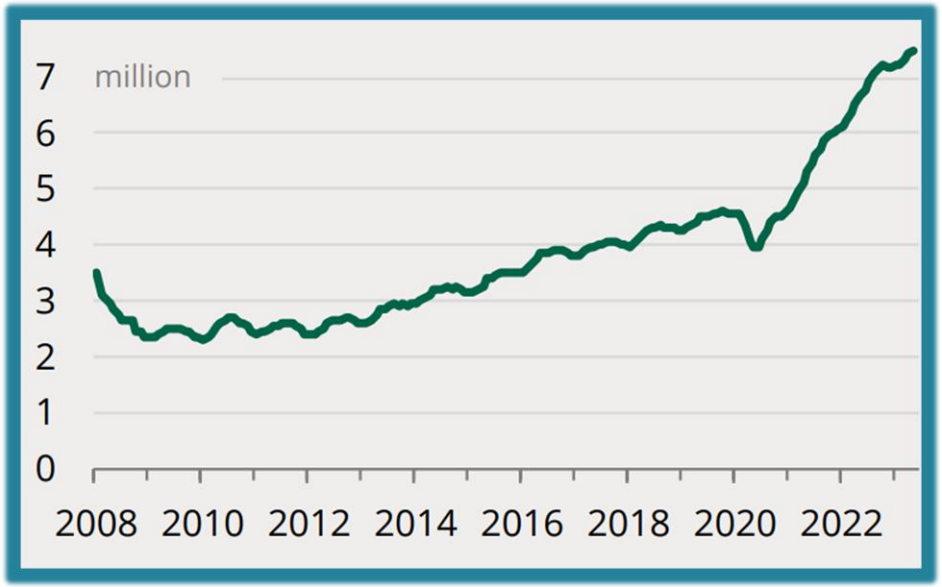
So is ensuring services are there when we need them, people use the right services in the right way, the services run efficiently and support people to live better, longer lives with fewer contacts with care services.



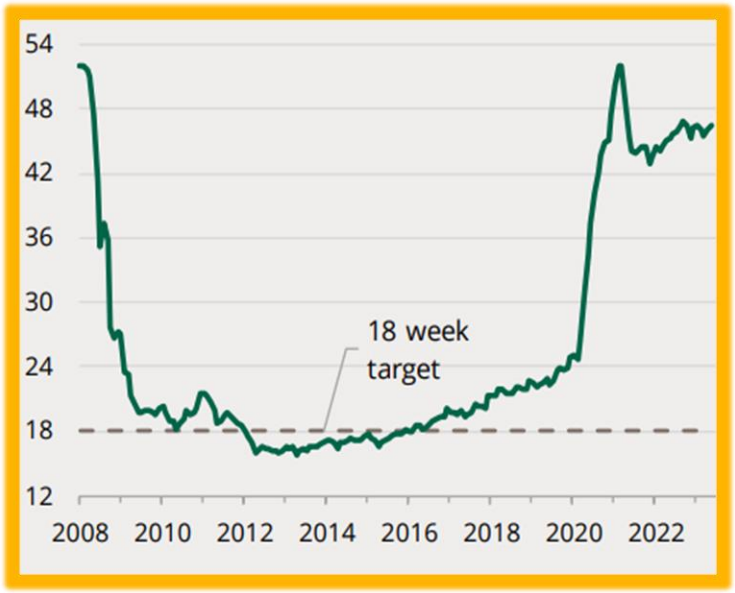
Excessive demand is a threat to sustainability

The 18-week waiting time target has not been met since early 2016.
Since the pandemic, waiting times have worsened further.

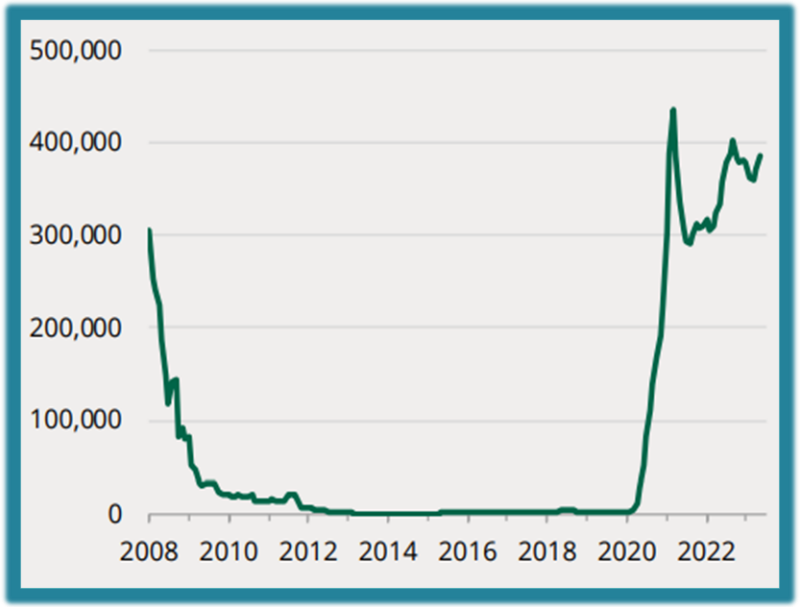
Waiting list for hospital treatment



Waiting time in weeks

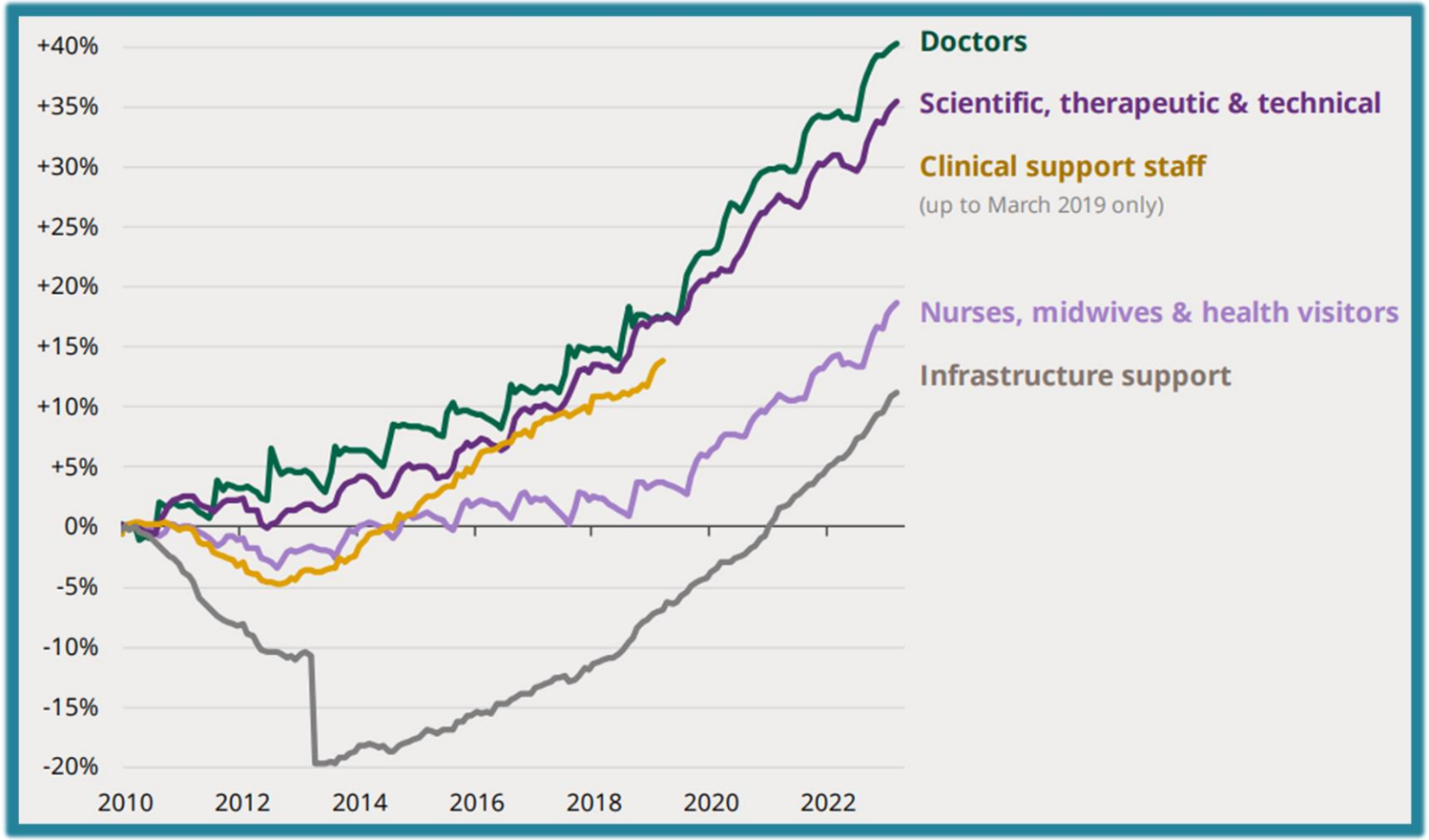


People waiting +52 weeks



Workforce is part of the solution

Text box



But the workforce is buckling

We need to care for precious staff

The absence rate for NHS staff across 2022 was **29% higher than in 2019**.

6 Million days were recorded for staff being sick due to mental health and wellbeing-related reasons.

The NHS lost **27 million** sick days to absence.

We can't waste their time

13.5 hours per week spent on clinical documentation.

62 minutes per day spent searching for information.

3.2 hours per week spent out-of-hours on clinical documentation

Time is money

£16bn paybill

340,000 medical staff at mean of £47k (jnr Dr).

£7.4bn Opp?

Task at the wrong grade.

So, we need to be more digital – Can AI help?

Attributes of a digital organisation

- Customer obsessed
- Channel management
- Digital first
- Lean production lines

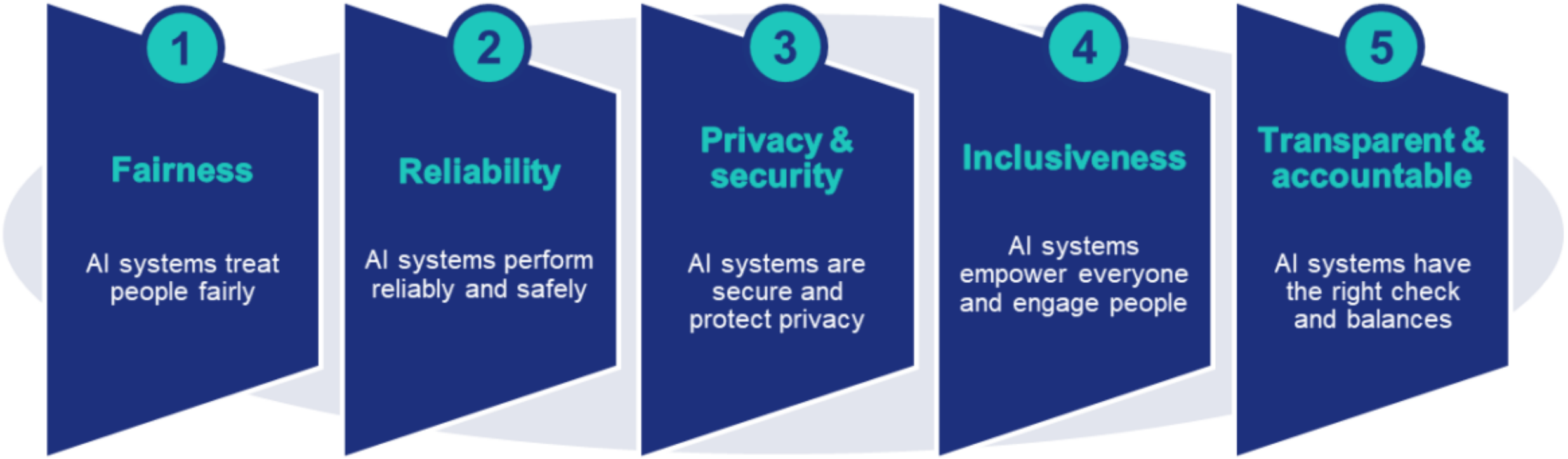
Two broad types of helpful AI

1. **Generative AI**
   - Language based
   - Engagement
2. **Predictive AI**
   - Maths
   - Recommendations

AI may not take jobs

AI will take tasks

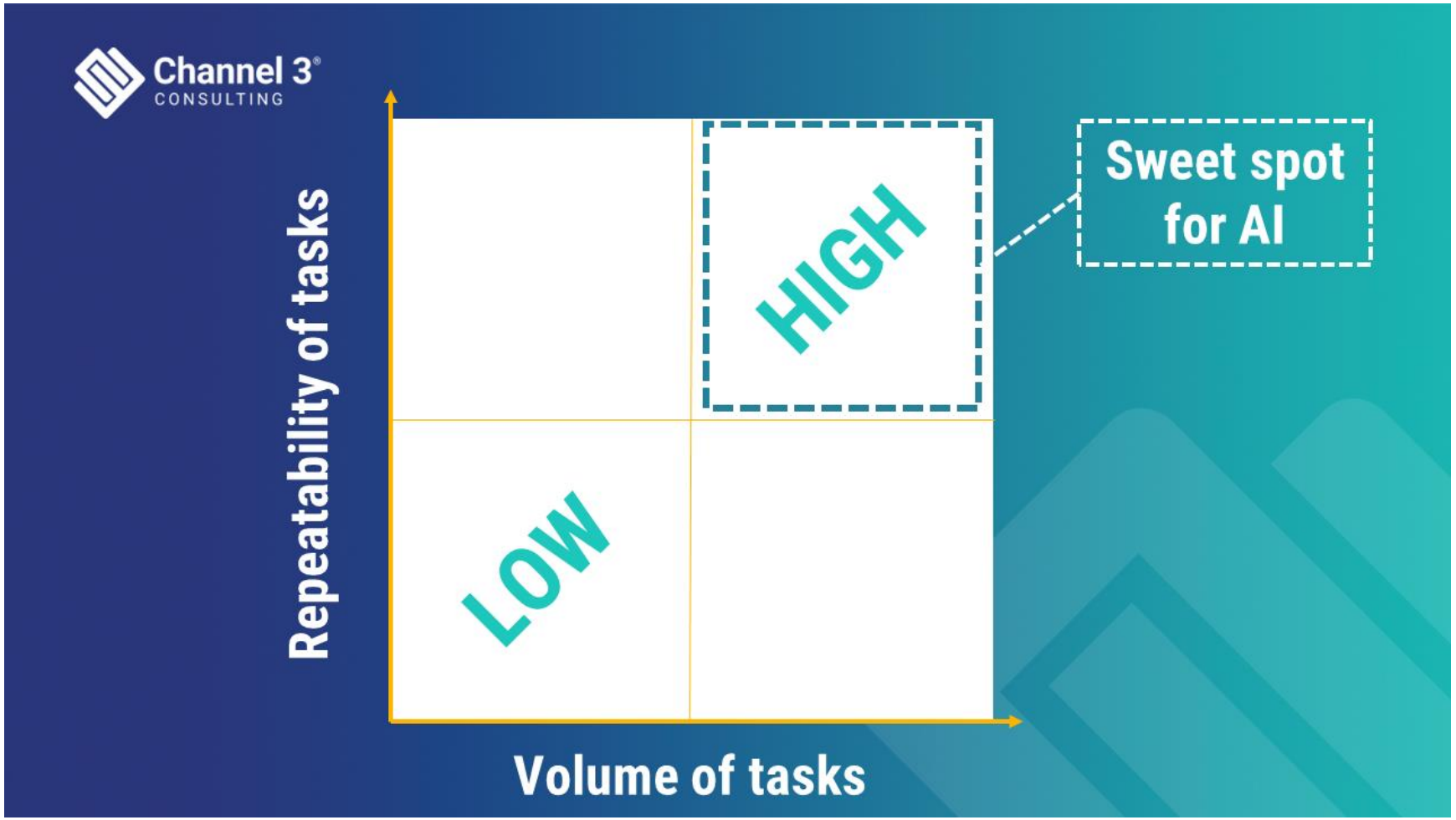
It’s not without (manageable) risk



As a country we need to get ahead of this

If you have these policies:

- Reasonable use
- Information governance, privacy and security
- Disclosure and communications
- Corporate oversight
- Training and compliance



As a country we need to get ahead of this

“AI enables everyone to be a developer”

Satya Nadella
Microsoft CEO

We want to live and work in sustainable places, with a high quality of life. This presents challenges to our public services model.

Sustainable places and care organisations will need to understand how to have a digital workforce strategy.

This will, in part, mitigate the challenge of rising demand breaking their workforce. Part of the answer may be AI.

AI presents both risks and opportunities. It is here already, so organisations need to quickly put guardrails in place.

Ubiquitous tools like Teams will be AI-enabled and present opportunities to do routine tasks like summarisation at scale.