How artificial intelligence can support the workforce in Health Sciences

Transcript

00:00 – 01:42

MATT SAMPLE: I wanted to point out, you both sort of laid out the positive vision, right, it's got to be pipeline from education all the way to support. It has to like make sense in terms of organizational structure, in terms of actual needs not imagined needs. That's the — it's the positive vision.

I think the negative vision … I wanted to just highlight what you're not saying, which is you're not saying just roll out ChatGPT to all the employees and say, "Go be more productive," right? So that's something that some organizations are trying, sometimes out of like desperation or fear that they're not innovating quickly enough or something like this. So, this is even before you get to ethics, it's sort of more like, like what's pragmatic, what actually makes sense strategically. And I think when it comes to maintaining talent, AI is not going to sort of be the magic wand that changes it.

And one other thing related to that, I think, when there's like a common misconception that when you automate, you're sort of reducing the need for people. And I think one of the emerging principles that I think is really important for AI is this "human in the loop" concept, which is that AI doesn't replace someone, it actually makes someone's job better, more accurate, more explainable. That's a very different vision for automation. This doesn't apply to all automation, but particularly for generative AI and types of AI. So, I think that, you know, if we're worried about maintaining talent and generating talent, AI doesn't … it may not play the role that you see in the headlines. And then you had a bigger question?

01:42 – 01:53

ZARA MURADALI: Do you think it will help, like in terms of generative AI and machine learning, the burnout issue that we just, you know, discussed? Is that going to solve that business problem or is that going to make it worse?

01:54 – 02:35

MATT SAMPLE: I'm not seeing it myself. I actually see companies trying to come up with educational … like, more training. And the training is to roll out stuff that doesn't have concrete use cases. It's kind of like, "Here's this new tool. It can do lots of things. Try it out." And for somebody who's already, like, at their capacity in their job, they don't need a new tool that they're not — that they're open to experiment with. To be in a state where the workforce can experiment means that they have free time and they're incentivized to do so. I don't think that that's really the context that we're talking about here in terms of maintaining talent.

02:36 – 04:52

SAHIR ALI: Maybe I'll offer a couple of examples. We all are aware of Nuance, which is dictation technology, and it raised a lot of eyebrows when Microsoft acquired them for a pretty large sum. But if you double-click on why Microsoft acquired Nuance, their largest customer base were radiologist — 500,000-plus radiologists were using Nuance. And what they were using it for — dictation. And so this tool was not sort of new training, let's upscale radiologists at various sort of careers. It was a technology that saw the real issue was typing out reports. So Nuance speech recognition was, you dictate, but it was also trained on the ontology of sort of the terms and all. And it just, it was a real sort of unmet need that helped, and had a real fast adaption.

Now what's going on with generative AI, in fact, it's a company called RadAI. It's very popular amongst hospitals where it generates the report formatting for you. And at the bottom it signs off by saying it's automated generated, it's signed by a radiologist so that solves two things. First of all, it's not disruptive to a radiologist's workflow, it in fact augments and sort of takes their burnout and reduces it.

But also it addresses this issue of compliance and everything else. It clearly states in the label that this was automatically generated, but there's a human in the loop, a radiologist signed off. And that reducing reduction of 10 minutes a day with per case could result in two or three hours of save.

So, some examples where I think I totally agree with what he said is that if we're going to deploy something like generative AI or AI or tools like that with this automation, is it going to be met with friction, upskilling? And if that, adoption is low. But if you find real opportunities where it really augments, and it's developed with sort of the user in mind — what we call them personas, right? That's what some of the technologies kind of miss, it's they have this thing where you build and they'll come for it, and we've seen with many other technologies. So those are some good examples that I think I've seen in recent times to think about.

04:53 – 05:51

MATT SAMPLE: I think there's also a common misconception that when you're talking about ethics, it's kind of this vague thing floating in the sky. But this type of thinking is really the foundation for ethical tech, which is to think about the user. And then it's even better if you can think about the users and the people around them and identify like what are the actual needs.

I mean, of course, avoid harms, that's always good. But the really tough ethics problems are, “Who am I trying to help? What are their real needs? Who are their clients and other stakeholders?” And when you start to do that work, like, you're doing ethics. That's what that is. I think that there's a like a cultural understanding that ethics is merely like rule following or something like that. Ethical tech is good tech and good tech is one that's designed with a clear person, clear context in mind.