

ROUNDTABLE RECAP

AI in Nurse Well-Being: Adopting New Technologies in Healthcare - Oct. 2024

Nurses are being stretched to the edge of their capacity – and wits. If Artificial Intelligence (AI) is to be embraced in nursing units, it must be in service of reducing the burden on nurses. On National Mental Health Day, the ANA Enterprise convened a Roundtable with the Scottsdale Institute to discuss how hospitals are deploying AI to ease the nursing workload and improve well-being. Some key insights:

1. Some nurses are excited about AI, others are fearful. We can assure them that we have been using AI in bits and pieces for years. We are moving methodically here.
2. Computerization has taken too much away from patient care. Health systems are using AI to help nurses be more efficient, so they can return to caring for patients at the bedside.
3. Generative AI is very powerful but can be very dumb. The way it's built now does not always effectively incorporate clinical expertise. We need to figure out how to incorporate nurses' clinical knowledge into AI applications.
4. The real “bang for the buck” will be found by leveraging AI to reduce the burden on nurses.
5. Physicians get paid for every single thing they do. Nurses do not have a similar protocol, in charting or data collection. Capturing what nurses are actually doing will help derive an ROI on any AI innovations.
6. People in hospitals are afraid that technology will be used against them, instead of supporting their work. It's not just a matter of emphasizing what these tools can do, but how we communicate about them to our teams. They must benefit the clinician workforce.
7. Having a culture of innovation and situational readiness will speed adoption of these new tools. The people and processes should be as ready as the technology.
8. Nursing has not always been considered on the forefront of innovation within health systems. Getting the data out front will show the fruits of their innovation work.
9. Once you understand how the large language models work, you can train them on your own data, which is presumably accurate. Then the risk of hallucination drops markedly. Knowing that it's your data helps establish trust among your work force.
10. When physicians want to innovate, they get a carveout of time to work on a project. Creating similar processes and structures for nurses will enable them to build the innovations we need. That is a leadership opportunity.

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