

ethics@work

THE FUTURE OF WORK IN HEALTHCARE: THE ROLE OF AI AND GENERATIVE AI

Virtual Panel Discussion

Moderated by Marco Marabelli
Associate Director
Hoffman Center for Business Ethics

Wednesday, March 20, 2024

11:00 a.m. to 12:00 p.m.

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The goal of this panel is to discuss the increasingly relevant role of artificial intelligence (and, in the near future, generative AI) in healthcare. In the past few years AI has been used in healthcare settings to support clinical research (drugs discovery and testing via simulations) and decision support (for instance, to read/analyze chest X-rays, for mammography and to discover new potential skin cancers from the analysis/comparison of old and new moles). AI can also be effectively used in healthcare to support everyday administrative processes, including: chatbots that interact with patients for general questions; generative AI helping doctors with data inputs in electronic medical records and other routine/mechanic tasks (thereby potentially preventing doctor burnout); AI optimizing patient check in/check out (efficiency), payments (precision), bed availability (service optimization) and interactions with HMOs.

Implementing AI in healthcare introduces new risks. Training on historical data can memorize and exacerbate biases. Generative AI introduces new privacy issues and can give misleading output. With this panel, we aim to discuss potential ways to evaluate, measure or at least estimate benefits and potential harms of the mass introduction of AI and generative AI in healthcare processes.

This is an important discussion that involves the future of work in healthcare and associated business ethics considerations related to AI-based automation of everyday processes. Three extremely qualified panelists from the industry and academia will discuss these questions and more. The panel is moderated by Marco Marabelli, the associate director of the Hoffman Center for Business Ethics.

Presented by the Hoffman Center for Business Ethics and the Center for Health and Business at Bentley University



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