

BROADCAST- Health care must preserve human connection as AI accelerates, speaker tells OSF audience

ANCHOR INTRO

As artificial intelligence continues to reshape health care, one innovation leader says technology must never replace the human touch. At a recent symposium in Peoria, he shared why compassion and connection remain essential to patient care.

VO or RADIO PACKAGE

Michael Gillam, M.D., CEO of HealthLab and former founder of Microsoft's Healthcare Innovation Lab, delivered the keynote at the Health Care Engineering Systems Symposium celebrating the Jump ARCHES program.

Dr. Gillam says artificial intelligence could expand access to care and free medical professionals from routine administrative tasks, giving them more time with patients.

But he says humanity and compassion must remain at the center of health care.

SOT-Dr. Michael Gillam

"The thing that will become increasingly important, that is humanity, connection, the human touch, the thing that it seems like so many of our youth, teenagers and others crave today." (:20)

Dr. Gillam also cautioned that AI's rapid growth brings risks, including misinformation and unintended consequences, and called for safeguards to guide its development.