

TRANSCRIPT OF MEDIA CLIPS-Creating a generative AI-ready workforce

Melissa Knuth (pronounced kuh-NOOTH), vice president of Strategic Planning, OSF HealthCare

"Unless we really have the power of our entire workforce, pushing on the same side of the rock, it will be even more difficult and so it's really critical that everybody understands generative AI and the benefits that we can reap." (:18)

Education is also designed to dispel fears the technology could replace employees.

"We're really trying to put their minds at ease to let them know that we're trying to use generative AI here in a way that really enables them and allows them to get back to some of the work that is more meaningful for them." (:15)

Generative IA was used to create mandatory education.

"We also used mixed media, so it was a mix of video. Some interactive content, and text to continually sort of change through the course to keep somebody's attention. So, it was like small vignettes of content that we had created for them." (:21)

Generative AI works best with good prompts.

"We've developed internally a crowd sourcing app so when somebody has written a prompt, or discovered a prompt they have really found beneficial, they can share that." (:13)

Tyler Fitch, MD, director of Medical Informatics. Co-chair of the OSF Generative AI Exploration and Planning committee.

"We wanted to ensure that we're applying all those FAVES (fair, appropriate, valid, effective and safe) to anything that we would release and endorse from OSF. So, thinking of things as (for example) fair. We want to make sure that it treats different groups of people similarly and that it doesn't advantage or disadvantage, certain groups." (:21)

OSF will be transparent with patients when using generative AI.

Dr. Fitch emphasizes, "If we're talking about a physician-patient interaction, for example, and something that might help a physician write a note, we're going to be letting the patient know that we're using that tool. Across the board we want transparency where the tools are being used and impacting things." (:17)

Dr. Fitch says it has been an easy sell getting providers to embrace technology that should make their jobs easier.

"I'm also hearing from our physician recruiting department that we're getting asked about what kind of tools we have here. So, this is really an area that people are seeking out and they want and so from a physician standpoint, the change management is going to be a little bit easier than some of the some of the other things we've done in the technology area." (:21)