

# What's hype and what's not?

Exploring generative AI's impact on the future of work in healthcare

## Healthcare Forum hosts:



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## About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem, and the power behind the Accenture Microsoft Business Group. Learn more at [www.avanade.com](http://www.avanade.com).

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## Can technologies such as Microsoft Copilot help solve looming critical challenges in the healthcare workplace? If so, when?

That was the issue on the table when Avanade, Microsoft and healthcare leaders from around North America came together to share intelligence on how their organizations are approaching the use of generative AI and where they think it can help them the most.

To set the scene: the top concern is a looming patient care crisis. According to Nurse.org's new [2023 State of Nursing report](#), 60% of nurses surveyed love being a nurse, but 40% are unsatisfied with their current positions. More than 90% believe the current nursing shortage is getting worse – and they are right. By 2030, projections are that the U.S. will be short 260,000 nurses.

No wonder participants' top question was how to increase the productivity of frontline clinician teams while also improving their workplace experience

## The consensus: development of "digital colleagues." Takeaways from the conversation:

- Use tools such as Copilot to ease administrative burdens. Nurses and clinicians who enjoy their work tend to lead to happier patients, a solid win-win for everyone. For example, nurses are spending three hours of an eight-hour shift documenting things on a computer, one participant said. Pilot projects underway right now are documenting Copilot's ability to accurately transcribe patient care summaries and reports, as well as a range of additional non-patient-care duties, such as synchronizing data from multiple sources.

- Imagine a "virtual nursing corps." Many of today's nurses have less than 5 years of experience. Experienced nurses on the edge of retirement may enjoy a virtual role that takes advantage of their expertise, coaching and mentoring newer nurses. These experienced clinicians, aided by Copilot's virtual assistant capabilities, could take on responsibility for managing the paperwork, communications with patient families and other routine tasks, freeing on-the-floor staff to do what they love most, direct patient care.
- Get started – carefully. Allowing clinicians to gain trust in these new technologies is key. Many are learning about these types of technologies from their kids, who are already deep into generative AI platforms such as Chat GPT. Heavily regulated economic sectors such as healthcare will need to be sure strong governance and security protocols are in place before deploying "virtual co-pilots," but now's the time to consider a pilot project unrelated to direct patient care, one that could relieve frontline staff of time-consuming routine administrative tasks, perhaps.

## Conversation conclusion:

The future is approaching fast. Early-adopter healthcare organizations are actively investigating how emerging technologies can help them create a future of healthcare that optimizes patient care and creates a workplace environment that is both energizing and empowering.

"Everyone is trying to dip their toes in and if it works, then run really fast," one participant said.