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What education and training are needed to develop confidence in AI amongst the workforce?

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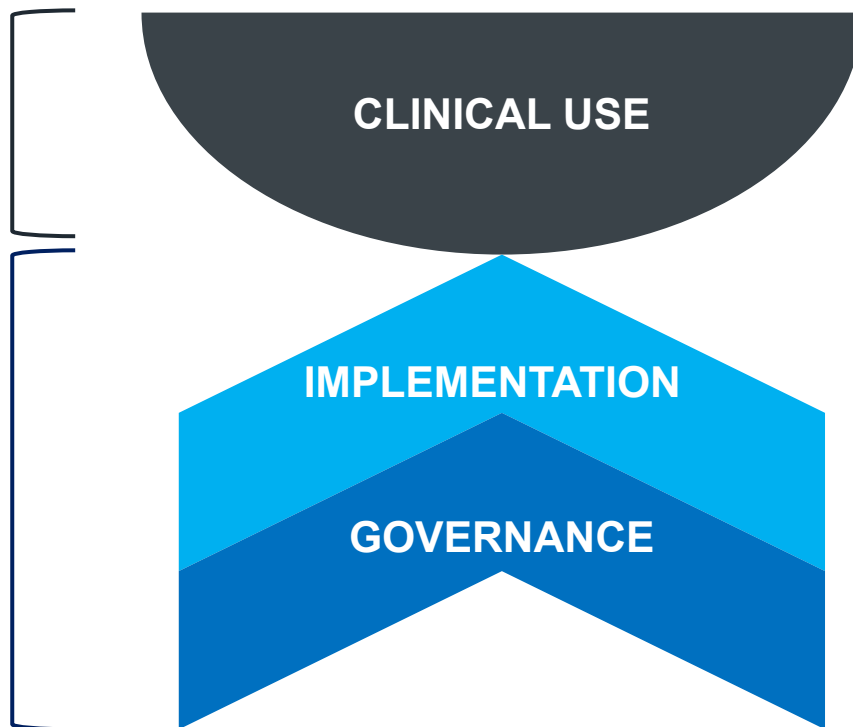
George Onisiforou   Research Manager at the NHS AI Lab

Understanding healthcare workers' confidence in AI

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Assessing appropriate confidence in AI for a specific clinical decision

CLINICAL USE

Increasing confidence for all AI used in healthcare
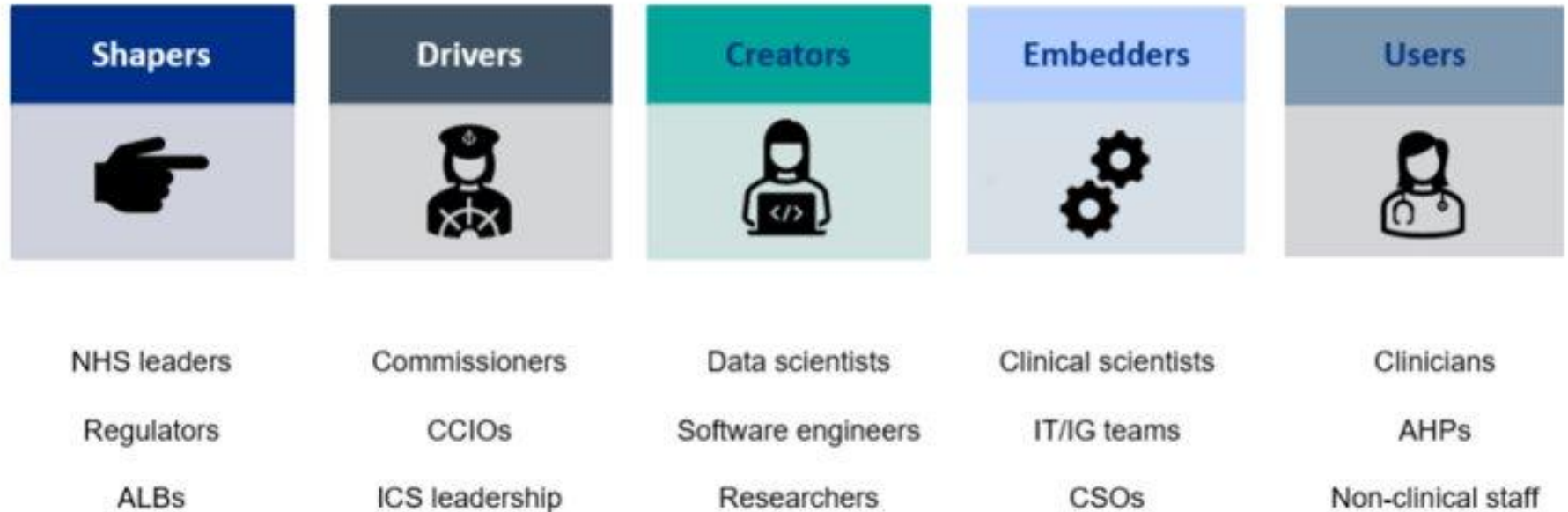
IMPLEMENTATION

GOVERNANCE

Influencing factors

- Clinician attitudes
- Clinical context
- AI model design
- Workflow integration
- Cognitive biases

- Strategy and Culture
- Technical implementation
- Local validation
- Systems impact

- Regulation and Standards
- Evaluation and validation
- Guidelines
- Liability

Workforce archetypes for AI in healthcare

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Shapers	Drivers	Creators	Embedders	Users

Example roles

Shapers	Drivers	Creators	Embedders	Users
NHS leaders	Commissioners	Data scientists	Clinical scientists	Clinicians
Regulators	CCIOs	Software engineers	IT/IG teams	AHPs
ALBs	ICS leadership	Researchers	CSOs	Non-clinical staff

Suggested AI education and training approach

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01

Development of **general AI** education and training programmes to support:

- **foundational** AI knowledge and skills across the whole healthcare workforce
- **advanced** AI knowledge and skills that are specific to workforce archetypes

02

Provision of **specific training** for each AI technology conducted during product deployment

Supported by

Continuation of efforts to:

- enable the adoption of change and innovation in healthcare settings
- advance digital skills and capabilities
- develop soft skills to support changes in patient-clinician relationships

1. What are the main challenges relating to AI education and training for the current and future workforce? What are some potential solutions?

2. What should be the main priorities for AI education and training in the next year? In the next 3 years?

3. Who should be responsible for educating and training the workforce on AI? What role can the industry play in this?

Get involved!

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1 Join the **NHS AI Lab Virtual Hub** via the <u>FutureNHS Collaboration Platform</u>

2 Find out more about our work on the <u>**NHS AI Lab website**</u>

3 Join us on **LinkedIn** and **Twitter** @NHSTransform