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# AI in Case Management

*Ethics ■ Applications ■ Opportunities*

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CEO  
ATOM Advantage



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# From Nurse Case Manager → CEO

**Why Artificial Intelligence Matters Now**

*Don't let fear stop your learning*

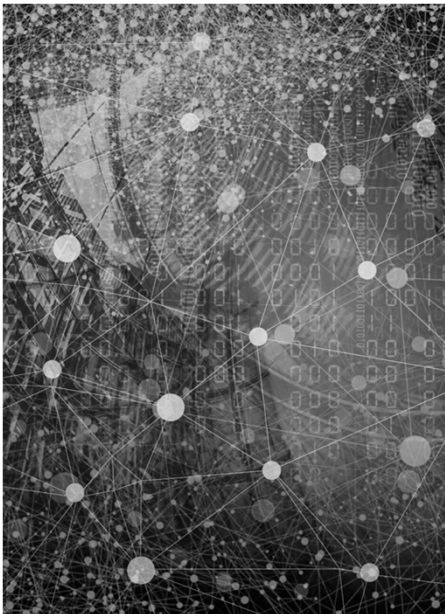


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## Learning Objectives

**By the end of this session, you will be able to:**

1. Identify the core components of AI
2. See how they fit together in healthcare
3. Recognize benefits and limitations
4. Discuss ethics and patient safety
5. Explore opportunities in daily case management
6. Build a roadmap to grow your AI skills



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## What is Artificial Intelligence?

| **Computers that think, learn, act**

| **Built from connected components**

| **Like a care team, each role matters**

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## Core components of AI

| Data = Foundation

| Machine Learning = Brain

| Natural Language Processing (NLP) = Ears

| Computer Vision = Eyes

| Robotics = Body

| Ethics = Conscience



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## Data: The foundation

| AI learns from data sets

| Quality = Accuracy

| Healthcare examples: records, lab reports, x-rays

|"Garbage In, Garbage Out"

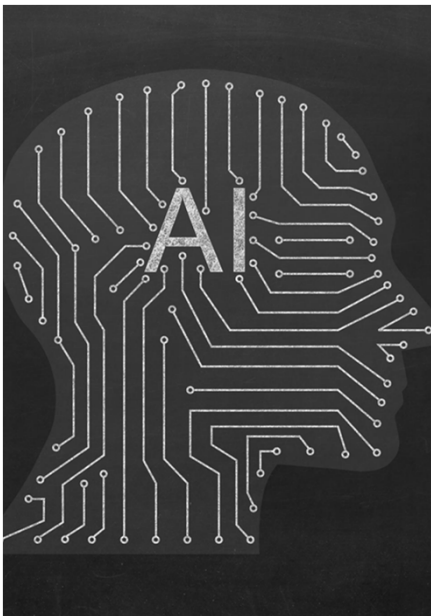
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## Machine learning: The brain

Finds patterns in data

Types:

- | Supervised
- | Unsupervised
- | Reinforcement



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## Natural language processing: The ears

Understands human language

Examples:

- | Chatbots
- | Voice-to-text
- | Translation



## Computer vision: The eyes

Interprets images & video

Examples:

- | X-rays
- | MRIs
- | Fall detection

## Robotics: The body

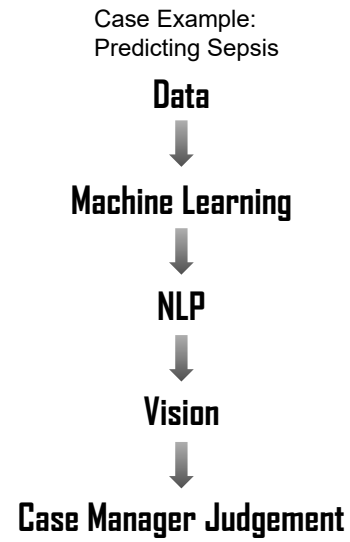
Acts in the physical world

Examples:

- | Surgical assist
- | Pharmacy dispensing
- | Supply delivery



## Working together



## AI in case management practice

- | Documentation support
- | Predictive alerts
- | Scheduling tools
- | Patient education
- | Remote monitoring





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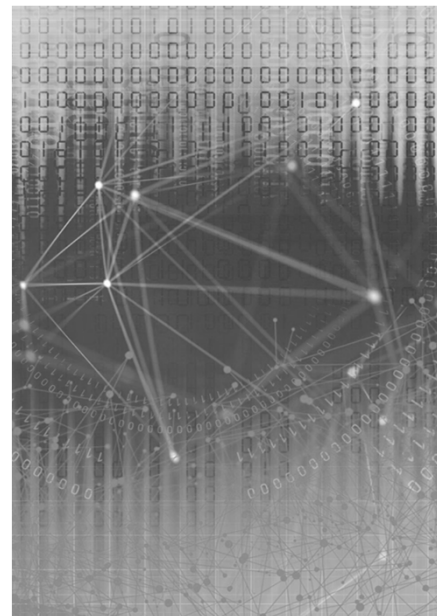
## **Advantages: efficiency, safety, error reduction**

- | Automated documentation
- | Patient condition alerts
- | Optimised staff scheduling
- | Improved nursing efficiency
- | Enhanced patient safety
- | Error reduction in care

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## **Challenges: data quality, bias, unique cases**

- | Importance of data quality
- | Impact of data bias
- | Handling unique cases
- | Case managers must interpret



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**Ethical principles: privacy, fairness, accountability, transparency**



| Patient privacy protection

| Fair treatment assurance

| Accountability in decisions

| Transparency in AI operations



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**The evolving role of case managers alongside AI**

| Ensure ethical use

| Interpreting AI outputs

| Providing compassion

| Advocate for safety

## Future opportunities: telehealth, education, personalized care

### | Expansion of Telehealth Services

AI-driven telehealth extends healthcare access, allowing remote patient consultations and real-time monitoring.

### | Support for Nurse Education

AI tools provide continuous learning opportunities, enhancing nurses' knowledge and clinical skills.

### | Personalized Care Plans

AI facilitates the creation of personalized care plans tailored to individual patient data and needs.



## Skills roadmap: awareness, application, integration, leadership



### | AI Awareness

Understanding the fundamentals of AI helps nurses recognize AI's potential and limitations in healthcare.

### | Practical Application

Applying AI tools enhances clinical decision-making and patient care accuracy.

### | Integration into Workflows

Seamlessly integrating AI into daily workflows improves efficiency and collaboration among healthcare teams.

### | Leadership in AI

Case management leaders champion the adoption of AI to drive innovation and promote the ethical use of AI in healthcare settings.

# Conclusion

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## **Enhancing Efficiency**

AI improves case management efficiency by automating routine tasks and streamlining workflows.

## **Promoting Patient Safety**

Artificial intelligence enhances patient safety through accurate monitoring and error reduction.

## **Ethical Considerations**

Balancing AI benefits with ethical standards is crucial in healthcare practice.

## **Empowering Teams**

Training staff with AI skills empowers them to use technology effectively in care delivery.