8 considerations for AI integration into aged care

AI is opening pathways for smarter, more adaptive and streamlined aged care.
But 66% of healthcare leaders[1] believe there are still significant issues to overcome.

Here are 8 things to consider on your AI journey.

1 Unpacking AI in Healthcare, Deloitte (August, 2024)

1 Data quality and accessibility

Insufficient or low-quality data can drive inaccuracy and unreliable outputs – putting client care at risk. Here, real-time data is paramount.

Tip: Digitalised, centralised health records ensures data accuracy, ensuring AI uses complete client records.

2 Data safety and security

AI-enabled tools may need access to sensitive care and personal client data. Key consideration needs to be made for data security and privacy.

Tip: Create policies and controls to govern what information is used, who (and what) has access, and how this information is shared.

Extra tip: Using AI tools within your controlled and secured IT environment – rather than non-medical generative AI tools like ChatGPT.

3 Integration into existing workflows

Effective AI-driven workflows rely on data. Disconnected systems and manual workflows can cause mismatched data standards, incompatible legacy systems, and siloed data.

Tip: Develop a clear AI strategy, including how it will be integrated into operations. When investing in technology, look for tools that promote connectivity and system integration.

4 AI governance and ethics

AI governance is continuously evolving, and national ethical and safety frameworks are expanding. In aged care, impacts on client safety, wellbeing, and quality of care need to be considered.

Tip: Stay up to date with the latest regulatory requirements and conduct regular compliance audits. This ensures tools meet ongoing regulatory and legislative requirements.

5 Collaboration across care teams

Effective AI integration needs information shared across multiple systems. Without this, there could be gaps in data — increasing care risks.

Tip: Data needs to be transferred and shared securely, maintaining its integrity. Invest in systems that foster interoperability and are built for aged care.

6 Enabling scalability and upgrades

To be effective in aged care, AI tools need access to copious data. This can impact infrastructure performance, data transfer latency, and storage requirements.

Tip: Aged care IT strategies need to include AI roadmaps to enable cost-effective scalability, better resource management, and AI application.

7 Increasing AI adoption

There's some resistance to AI use in aged care, caused by many factors including lower digital literacy in aged care professionals.

Tip: Take all care teams on an AI adoption journey. Create change management strategies to support education, training and digital literacy programs.

8 Address technical skills gaps

Training aged care teams is essential for safe, effective and ethical use of AI. This enables responsible engagement, minimises misuse risks, and maximises client safety and privacy.

Tip: Incorporate AI modules into regular workplace training programs with a focus on AI-specific upskilling for aged care.

Get in touch for more information on how eCase can address these challenges, streamline operations and free up your people to focus on what matters – care.