LEARNING EXCHANGE / LX04

Useful AI and technology for everyday work

Choose a real workflow problem, define the human responsibility, and evaluate both time and quality.

Morning discussion | Chip Battoe

The morning conversation explored documentation, transcription, policy search, and analysis as possible uses of AI. Participants debated the strengths and limitations of both human and automated judgment. A recurring concern was that incomplete or biased records can produce misleading summaries, especially when family strengths and caregiver perspectives are absent. Meaningful review, data handling, and clarity about permitted tools were important conditions for use. The discussion did not establish that an AI recommendation should substitute for accountable professional judgment.

Afternoon discussion | George Persekian

The afternoon group connected adoption with governance and practical staff support. Participants shared experiences with research, proposals, training, and reporting, while also describing errors and added information in generated output. They discussed introducing tools gradually, building policies, and learning from peers further along in implementation. Understanding the task and the people doing it came before selecting a product. Frontline and lived-experience perspectives were relevant to deciding whether a change actually improves the work.

Put the learning to work

- Choose one bounded administrative workflow and describe the current steps, burden, and quality concerns.
- Write a pilot charter covering permitted information, approval, review responsibility, error checks, and conditions for stopping or revising the test.
- Compare time, rework, accuracy, and staff experience before and during the pilot. Record limitations alongside benefits.

Questions for your team

What would a reviewer need to notice, correct, or reject? Could the tool reproduce a gap or bias already present in the source record?

Proposed CY2027 connection

April LX; CIO/CTO workflow and governance work with CQO review of definitions, quality, and evidence.

Source and coverage: Morning automatic transcript and supplied afternoon transcript. No product endorsement or verified effectiveness claim is implied.