Nursing First GenAI & AI

FOUNDATION, SAFETY & EFFECTIVENESS

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Nursing First Mindset

Empowering Nurses by Building Resiliency,
Quality and Capacity in a Changing
Healthcare Landscape

Nursing First Mindset
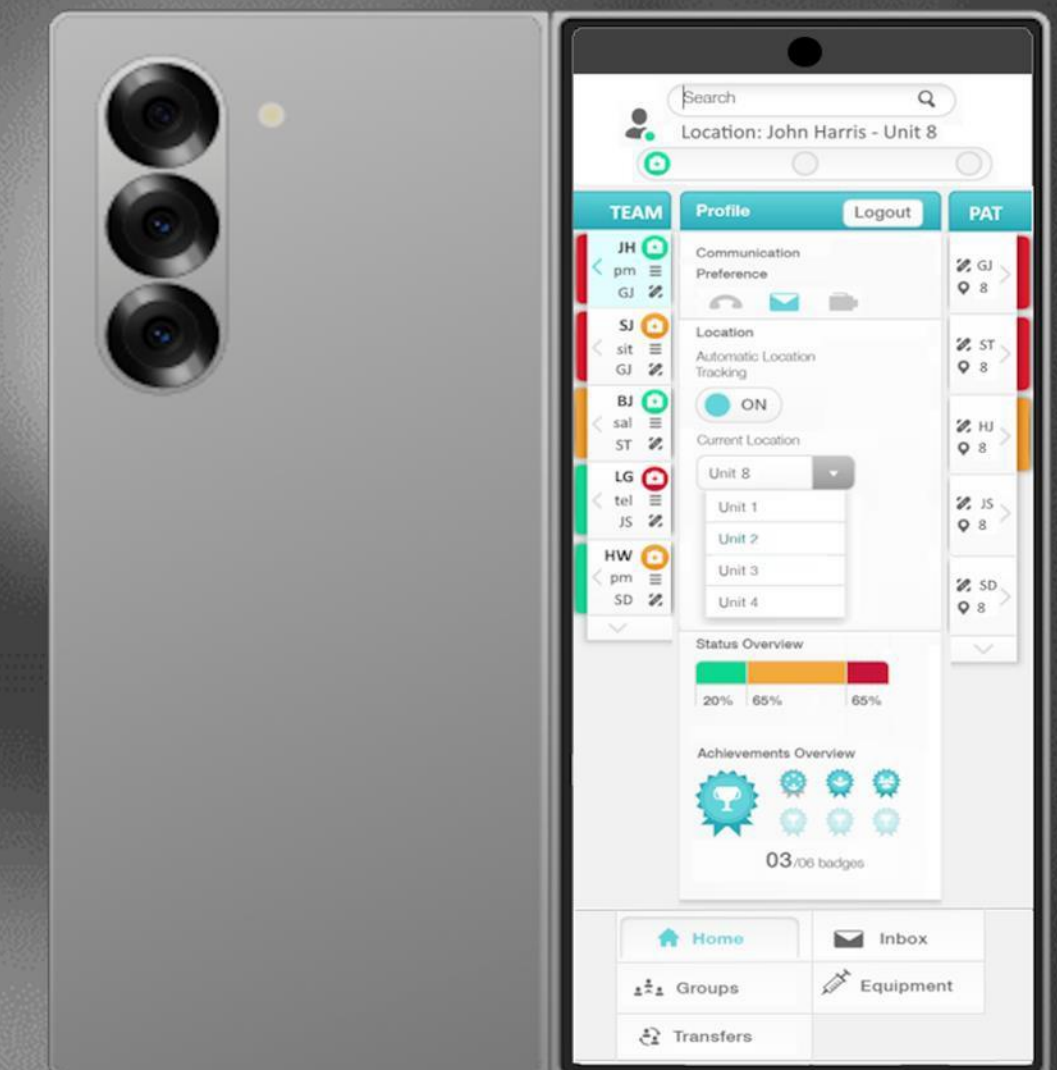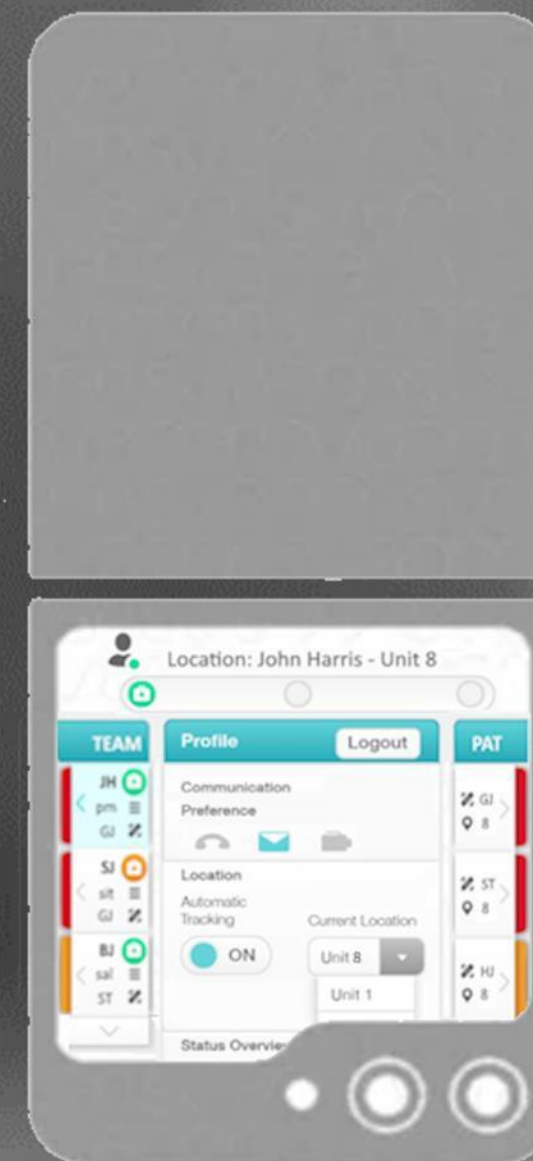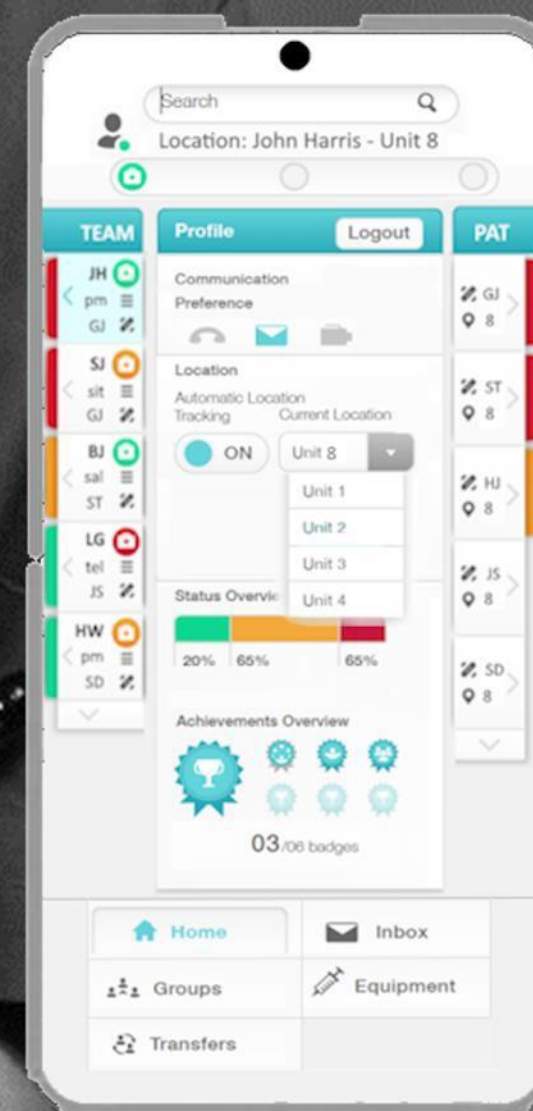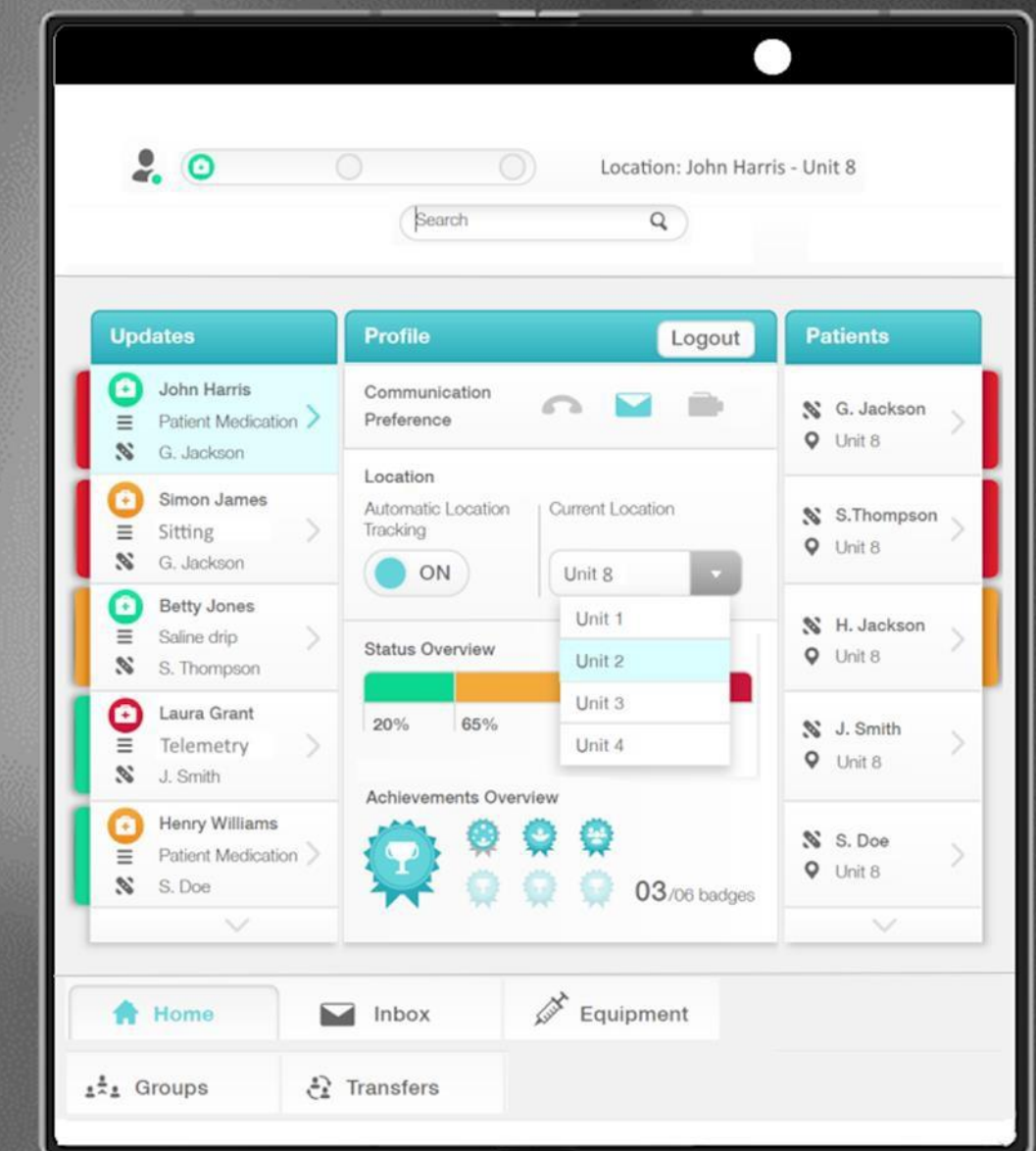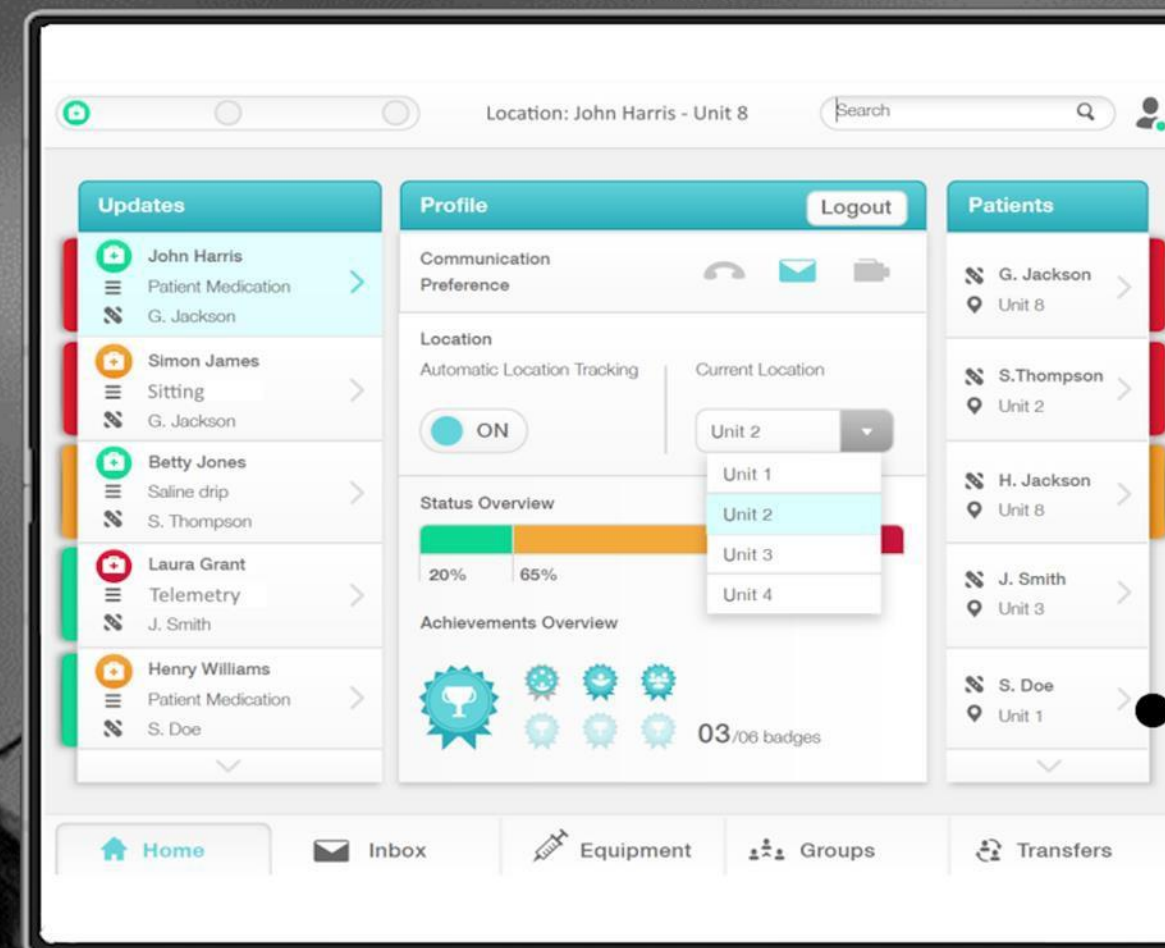
Nursing First aims to create an exceptional experience by better-supporting nurses to practice at the top of their license through a nurse-led care delivery model redesign, which fundamentally and sustainably addresses the challenges faced across the nursing profession[1,2,3,4] while embracing applicable technologies. This approach directly involves nurses in creating new ways of working, which ultimately empowers them to operate in a professionally safe and supportive environment, elevates the patient care experience, and drives the necessary policy and behavioral changes required for continuous improvements.

Nursing First is the journey to new care models achieving consistent excellence in care delivery while supporting and building trust and resilience among the nation's most prominent and most trusted professionals in healthcare: Nurses. **Nursing First** drives reinvention by using each of the levers shown to the right.

Virtual Nursing
Accelerate the use of remote nurses. The position attracts many nurses who want to continue the profession. Proactive huddling and nurse-level command center drive coordination and collaboration.

Automation, GenAI/AI Agent
Increasingly automation focuses on enabling nursing activities by assisting in decision-making, alerting to conflicts and best actions, and taking on documentation aligned to nursing activities. Includes robotics, AI, ML, virtual care, and other automation.

Leverage Team Support
Assigning time-consuming and scripted activities to others drives cost savings and shifts activities that in the past resulted in increased interruptions, delays, and poor patient relations. Leverage a delivery center capability and capacity along with technology.

Remote Consultations
Physician and specialist consultations that provide insights into the patient's condition or the care to be provided to a patient..

MyAction Hub
- Helps ensure safety
- Improves communication & coordination

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MyAction Hub
Focuses on Ensuring Safety
& Effectiveness

Nursing First reinvents the care model to empower nurses to achieve better outcomes by leveraging virtual nursing, automation, and technology augmentation, as well as team-based staffing and provider consultations. Automation and augmentation continue to explore the use of AI, particularly AI agents or digital humans, responsible for aspects of nursing activities. AvaSure[5] and Hippocratic.ai[6] have recently received press coverage demonstrating their AI agents as part of the care model.[7] **Nursing First's** MyAction Hub anticipates that AI agents may be part of the care model as described to the right. These initial AI agents are enabled with the **Nursing First** MyAction Hub as described below.

Nursing First's MyAction Hub enhances the use of AI Agents by:

1

AI Agents Join the Care Team:
A nurse's MyAction Hub shows their responsibilities along with other care team members' responsibilities. AI agents are becoming part of the care team, taking on at least portions of tasks currently performed by nurses in care settings. Therefore, as illustrated on the right and earlier, a nurse will be able to see where an AI agent is performing a task as well as the status of the task. In the example, the AI agent's task is "red," indicating that there is a potential issue the others in the team may need to help resolve.

2

Realism in AI Agents:
A common practice is to let the patient, family, or individual know they are interacting with an AI agent. This awareness should be considered best practice because it also addresses the quality and realism of some digital humans used in AI agents. In **Nursing First**, there is a missed opportunity. **Nursing First** anticipates the nurse in a care setting and virtual nurses will interact. A library of those interactions (separate from any patient or family content) is possible, resulting in video and audio recordings of the actual nurses who care for patients. This audio and video should be the baseline for creating or "deep fake-like" arbitrary digital humans.

3

Ensuring Safety & Effectiveness:
Team care is at the heart of most care models. AI agents should utilize the information known across the care team's use of MyAction Hub to ensure safety and adequate care. Specifically, an AI agent should be able to escalate care to a care team member who is available and within the patient's proximity. At times, an AI agent may divert responsibilities for a patient to a nurse in the care setting who is closer and available.

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AI Agents part of the care team
(performing sitting, answering call lights, patient education, etc.)
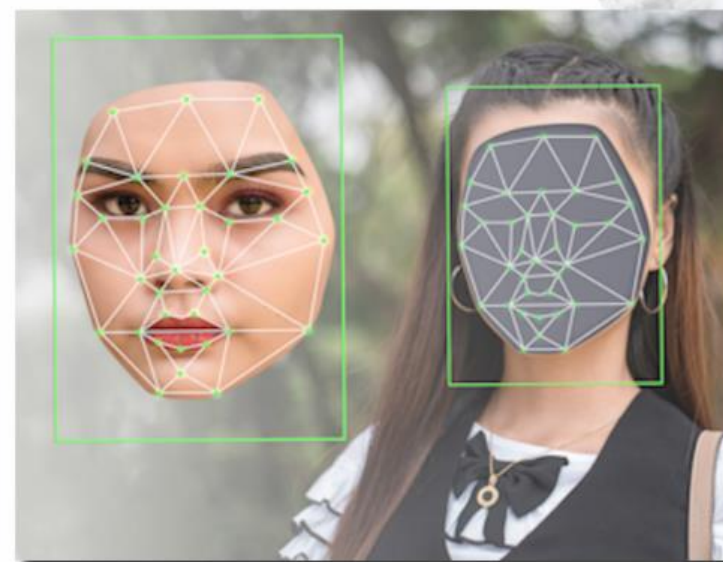
Realism in AI Agents
(from video/audio interactions make digital humans real nurses)
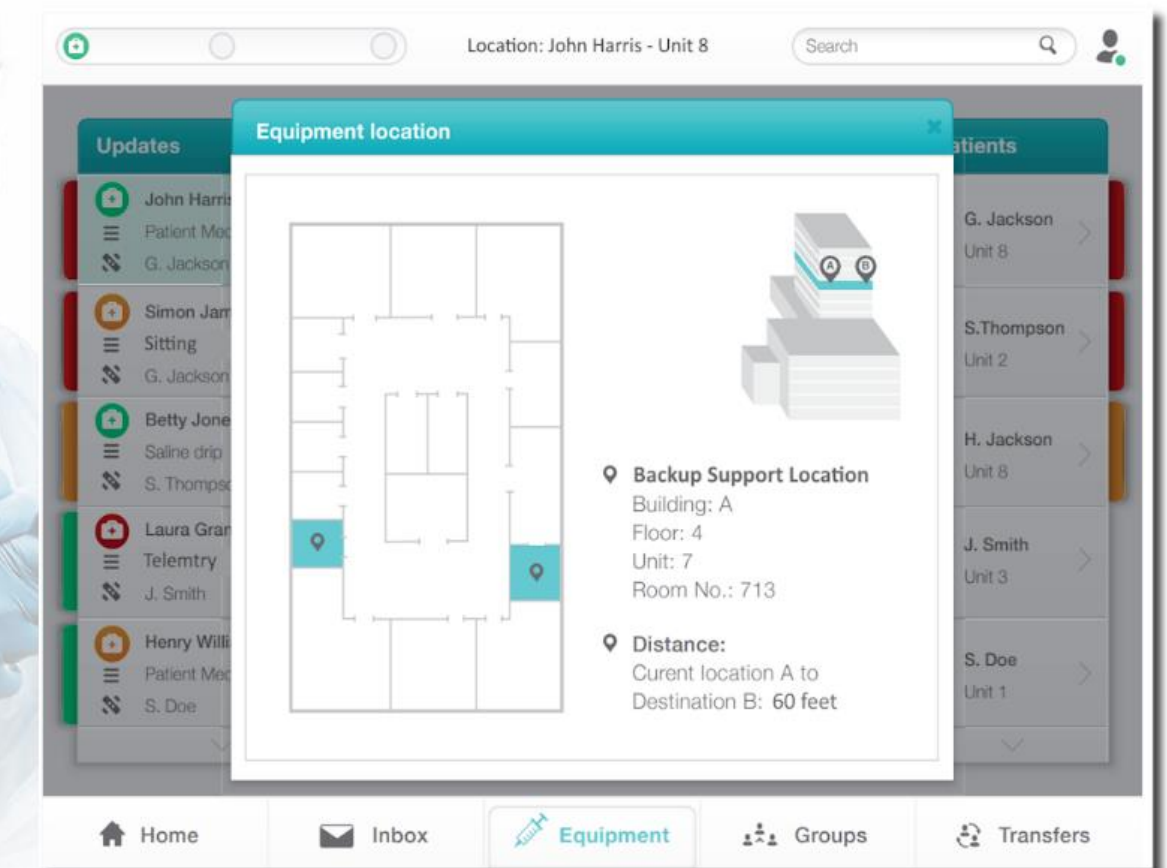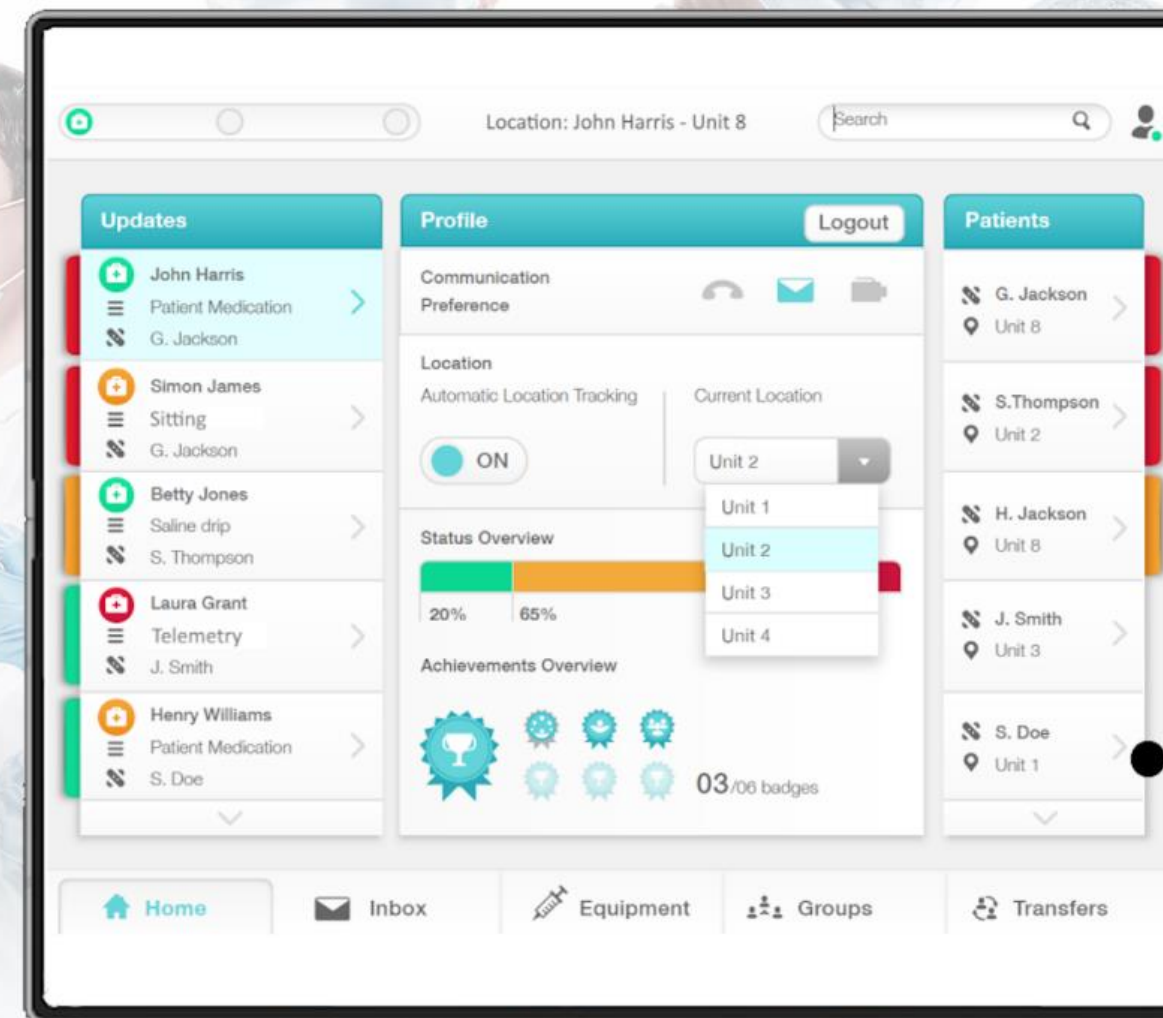
Ensuring Safety & Effectiveness
(where is the support in case something goes wrong)

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Nursing First
GenAI/AI Use Cases

The **Nursing First** Mindset & Approach supported by the personal MyAction Hub highlights how future-focused health organizations can achieve tangible transformation of their nursing departments across the care continuum to quickly respond to these challenges and be better positioned for the future of healthcare demands while holding on to their most valued human resource.
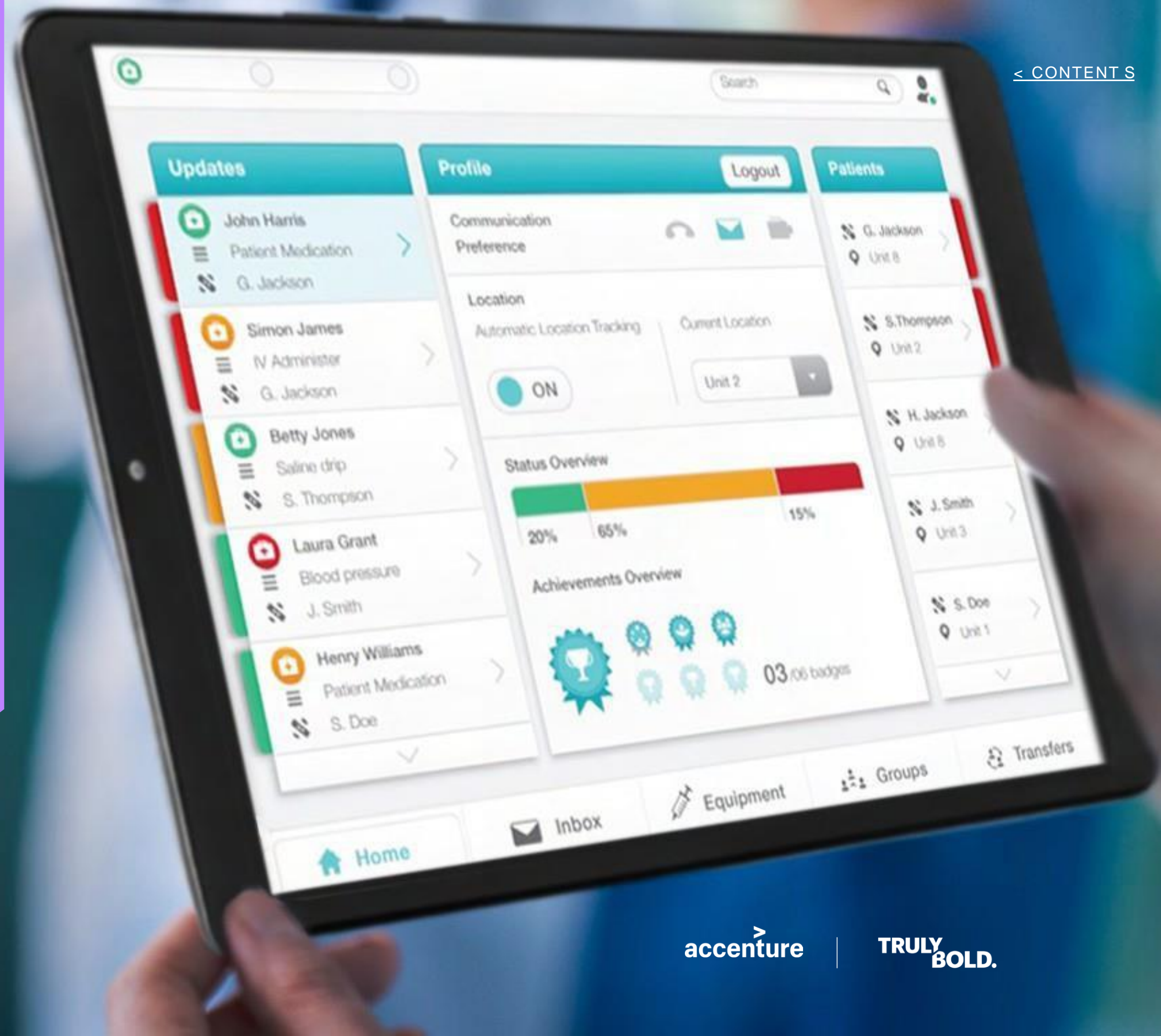
1

Understanding the Job of Nursing and Tasks

At the core of **Nursing First** is empowering nurses through the recognition of the broad number of tasks that make up a routine day. Accenture has identified forty (40) activities that are common to nursing, with a particular focus on inpatient, acute nursing. The foundational goal is to understand the "job" a nurse does. From the foundational understanding, it becomes possible to identify ways to deconstruct the job with the intent to empower nurses, especially in the relationship with patients.

2

Deconstruct the Job

The goal of **Nursing First** is to deconstruct the job into tasks and subtasks within each of the 40 identified nursing activities. Then, utilize the four levers of virtual nursing — automation, AI, GenAI, and team support — as a means to perform the task or subtask. While deconstructing the job, the intra-task workflow should utilize MyAction Hub to ensure that new ways of working are both safe and effective, thereby improving coordination and communication. Similarly, reinvention should include the inter-task workflow - MyAction Hub can play a crucial role in ensuring the safety and effectiveness of how those tasks communicate and coordinate.

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Understanding the Job of Nursing and Related Tasks

At the core of **Nursing First** is empowering nurses through the recognition of the broad number of tasks that make up a routine day. Accenture has identified forty (40) activities that are common to nursing, with a particular focus on inpatient, acute nursing.

Nursing Huddle

Nursing Shifts — A Day in the Life of a Nurse (12-hour shift).

In-Person Nurse

F1 Direct care plan
F2 Respond to vital Signs and emergent
F3 Documentation review
F4 Medication administration
F5 Wound Management
F6 Backfill Unavailable staff

Nursing Mix (In-Person, Remote, Ancillary)

0 Safety & Infection Control
1 Answering call lights
2 Monitoring telemetry
3 Patient observation
4 Tracking lab order/results and patient transport
5 Critical lab values
6 Care plan review
7 Rounding
8 Assessment/ Reassessment
9 Medication Management
10 Pharmacotherapy
11 Patient education
12 Family relations & discussions
13 Family education
14 Patient check-in
15 Admit (SBAR)/Transfer between units
16 Video binders
17 Discharge planning & communication

Nursing Infrastructure

18 Nurse to provider communication
19 Nurse to nurse communication
20 Giving / Receiving shift reports
21 Unit management
22 Huddle coordination

23 Documentation
27 Documentation Pre-Review

24 Mentor / Advisor / Coach
25 Clinical decision-making support
26 Staff education

Non-Nursing

S1 Delivering beverages and snacks
S2 Delivering / Retrieving food trays
S3 Waste collection /disposal
S4 Searching for and retrieving supplies and equipment
S5 Patient transportation
S6 Lifting/ repositioning patient
S7 Delivering/ Picking up items interdepartmentally and medications to/from pharmacy

Foundational

More — Anticipated with Frequency — **Less**

Situational Ad hoc

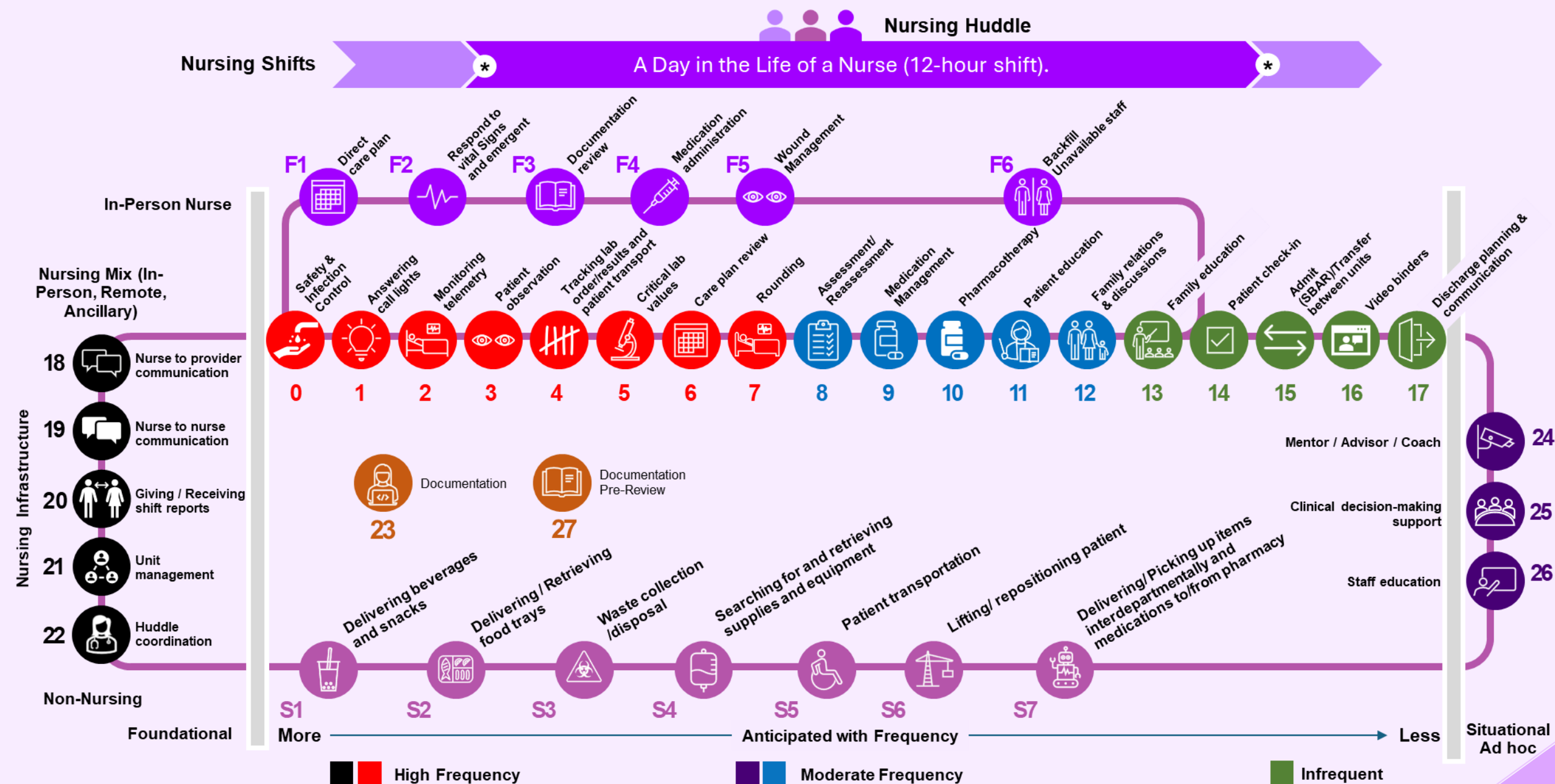High Frequency   Moderate Frequency   Infrequent

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2

Deconstruct the Job

The goal of **Nursing First** is to deconstruct the job into tasks and subtasks within each of the 40 identified nursing activities. Then, utilize the four levers of virtual nursing — automation, AI, GenAI, and team support — as a means to perform the task or subtask. Below, Core includes virtual nursing, team support, and remote consultation levers. The focus of this article is on the automation/AI/GenAI lever, with a particular focus on AI and GenAI augmentation.

Core*

✓ The primary and essential tasks that require a nurse's human judgment, emotional intelligence, complex decision-making, or a high degree of personal interaction and adaptability

✓ Minimal or no impact on skills

40

Augmented by AI

✓ Jobs where AI technology enhances a nurse's human performance by providing insights, data analysis, or decision-making support

✓ Partially automatable skills due to AI-powered capabilities and more time freed for nurses to supervise and learn core skills

7

Automation

✓ Jobs in which significant portions of routine tasks are performed entirely by any software/tools/systems/robotics, reducing the need for nursing intervention

✓ Fully replaceable skills, can run without nursing intervention

*Core, for the purposes of focusing on automation/AI/GenAI, includes the other levers of virtual nursing, team support, and provider consultations

7

Augmented by Gen AI

✓ Jobs where Generative AI assists in generating creative content (Text/Audio/Image), collaborating with nursing creativity to expand possibilities and productivity

✓ Partially enhanced by creative generative capabilities of Gen AI, freeing up time for higher cognitive skills

21

MyAction Hub
• Helps ensure safety
• Improves communication & coordination

Clinical workflows and detailed use cases with some constructed examples

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Tasks Augmented by AI and GenAI

Across the care continuum, several general AI and GenAI use cases are available to augment tasks or sub-tasks performed by nurses. See the use cases in the table below, along with where in the continuum they provide value.
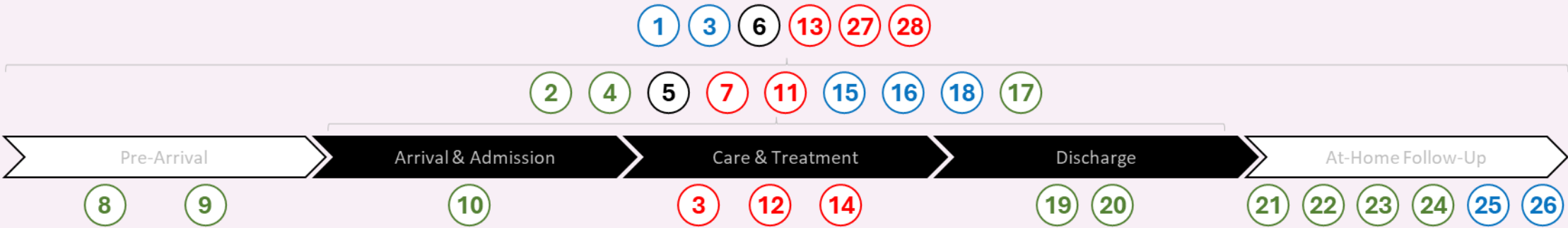
AI Enabled

1. Support Clinical Patient/Family Communication & Education
2. Support Clinical Diagnostic Insights
3. Support Clinical Condition Specific Documentation
4. Support Clinical Transition Documentation Summary
5. Support Clinical Shift Reports Summary
6. Support Clinical Documentation Pre-Review
7. Support Care Plan Enablement

GenAI Enabled

8. Pre-Procedure Education
9. Pre-Procedure Admission Screening: Condition Specific
10. Patient Admissions
11. Care Plan Review & Recommendations
12. Answering Call Lights – Resolving or Triggering Response
13. Triage to the Right Person
14. Rounding Check-in

15. Assessment Basics
16. Patient Education
17. Family Education
18. Patient Education Verification Companion
19. Post-Procedure Discharge Activity Planning
20. Video Binders as Discharge Instructions
21. Post-Procedure Check-in/Follow-up
22. Post-Procedure Discharge Teach-Back Education
23. Post-Procedure Well-Being Check
24. Care Management Enrollment
25. Care Management Sensor Data Check-in
26. Care Management Medication Adherence Check-in
27. Staff Education
28. Staff Education – Preceptorship

Complexity Horizons

These same AI and GenAI use cases fit the low, medium, or high-level complexity horizons, as shown below.

① ③ ⑥ ⑬ ㉗ ㉘

② ④ ⑤ ⑦ ⑪ ⑮ ⑯ ⑱ ⑰

Pre-Arrival	Arrival & Admission	Care & Treatment	Discharge	At-Home Follow-Up

⑧   ⑨   ⑩   ③ ⑫ ⑭   ⑲ ⑳   ㉑ ㉒ ㉓ ㉔ ㉕ ㉖

Low Level of Complexity
Available in paper or digital format & relevant across continuum of care

1. Support Clinical Patient/Family Communication & Education
2. Support Clinical Diagnostic Insights
3. Support Clinical Condition Specific Documentation
7. Support Care Plan Enablement
8. Pre-Procedure Education
11. Care Plan Review & Recommendation
13. Triage to the Right Person
16. Patient Education
17. Family Education
19. Post-Procedure Discharge Activity Planning
20. Video Binders as Discharge Instructions
22. Post-Procedure Discharge Teach-Back Education
23. Post-Procedure Well-Being Check
24. Care Management Sensor Data Check-in
27. Staff Education

Medium Level of Complexity
Involves clinical data

4. Support Clinical Transition Document Summary
5. Support Clinical Shift Reports Summary
6. Support Clinical Documentation Pre-Review
10. Patient Admissions
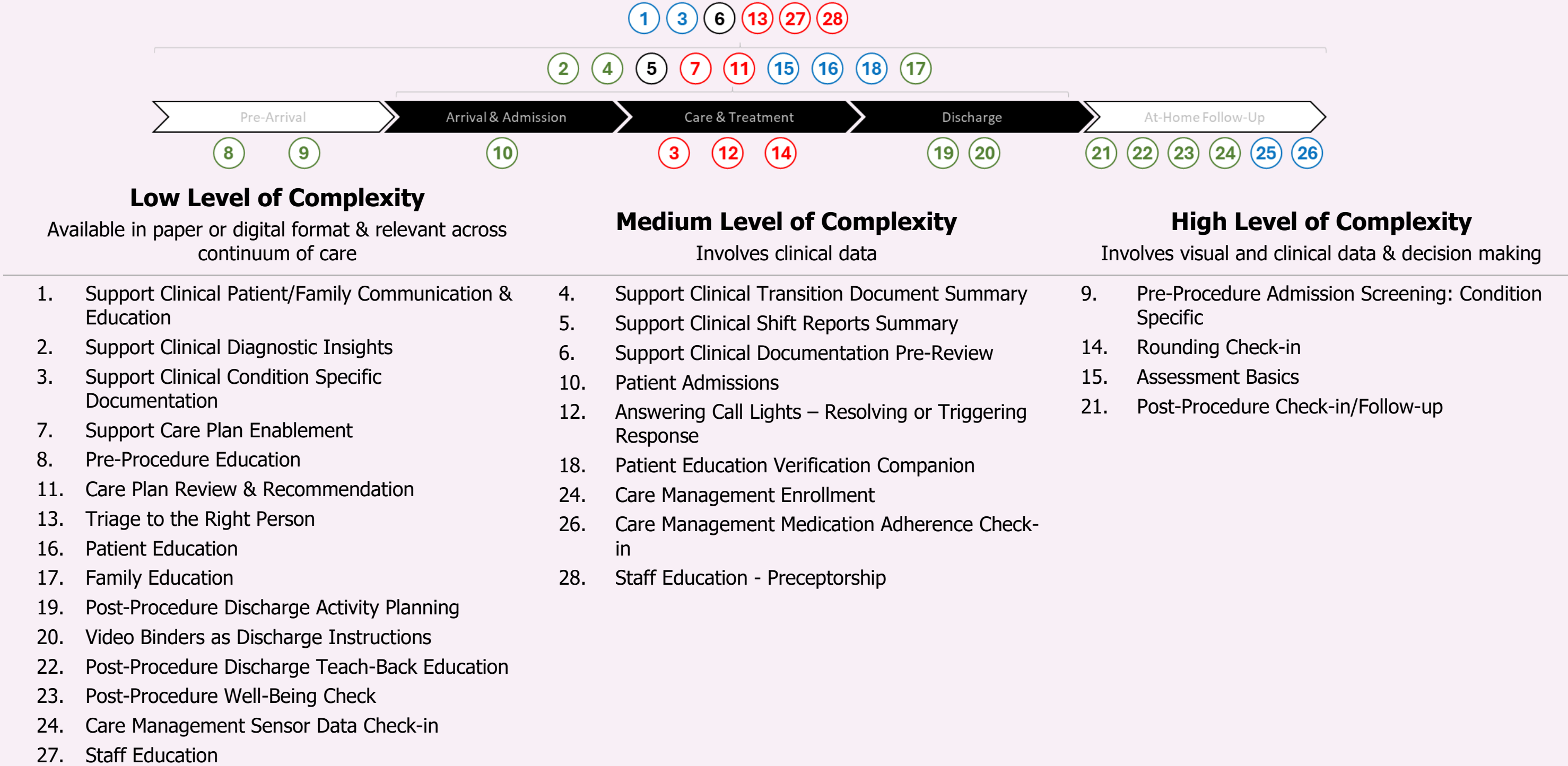12. Answering Call Lights – Resolving or Triggering Response
18. Patient Education Verification Companion
24. Care Management Enrollment
26. Care Management Medication Adherence Check-in
28. Staff Education - Preceptorship

High Level of Complexity
Involves visual and clinical data & decision making

9. Pre-Procedure Admission Screening: Condition Specific
14. Rounding Check-in
15. Assessment Basics
21. Post-Procedure Check-in/Follow-up

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4. Patient Safety 101: Nurse and Patient Safety. Philips, J., Malliaris, A. P., Bakerjian. D. Agency for Healthcare Research and Quality. April 21, 2021. Link.

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