

ARTIFICIAL INTELLIGENCE IN HEALTHCARE DELIVERY: OPPORTUNITIES AND CHALLENGES

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ABSTRACT

The intricacy and growth of data in healthcare indicate that artificial intelligence (AI) will be progressively used in this domain. Various forms of AI are now utilised by healthcare payers, providers, and life sciences organisations. The primary types of applications are diagnostic and treatment recommendations, patient involvement and compliance, and administrative functions. Despite several occasions when AI can execute healthcare duties as effectively, if not more so, than humans, implementation difficulties will hinder the widespread automation of healthcare professional positions for an extended duration. Ethical considerations regarding the implementation of AI in healthcare are also examined.

KEYWORDS: Artificial Intelligence, Clinical Decision Support, Electronic Health Record Systems

INTRODUCTION

Artificial intelligence (AI) and associated technologies are becoming increasingly prominent in business and society, and are starting to be utilised in healthcare. These technologies have the capacity to revolutionise several facets of patient care and administrative procedures inside provider, payer, and pharmaceutical entities.

Numerous research findings indicate that AI can match or surpass human performance in critical healthcare jobs, including illness diagnosis. Currently, algorithms surpass radiologists in identifying malignant tumours and assist researchers in generating cohorts for expensive clinical studies. Nonetheless, for many reasons, we contend that it will take many years before AI supplants humans in extensive medical procedure sectors. This article delineates the potential of AI to automate some facets of care, as well as the obstacles hindering its swift deployment in healthcare [1].

CATEGORIES OF AI PERTINENT TO HEALTHCARE

Artificial intelligence constitutes not a one technology, but an assemblage of several technologies. Many of these technologies have direct applicability to the healthcare sector, although the particular procedures and duties they support vary significantly. Several specific AI technologies of significant relevance to healthcare are delineated and elucidated here [2].

MACHINE LEARNING: NEURAL NETWORKS AND DEEP LEARNING

Machine learning is a statistical methodology for modelling data and acquiring knowledge through the training of models with data. Machine learning is a prevalent form of artificial intelligence; a 2018 Deloitte survey of 1,100 US managers from organisations already

implementing AI revealed that 63% of the surveyed companies utilised machine learning in their operations [3]. It is a comprehensive technique fundamental to various AI methodologies, with numerous iterations available [4].

In healthcare, traditional machine learning is predominantly utilised in precision medicine, which involves forecasting the efficacy of treatment protocols for patients based on diverse patient characteristics and the treatment context. Most applications of machine learning and precision medicine necessitate a training dataset where the outcome variable (e.g., disease onset) is known; this methodology is referred to as supervised learning [5].

A more intricate kind of machine learning is the neural network technology, accessible since the 1960s, has been firmly entrenched in healthcare research for several decades for decades and has been utilised for categorisation applications such as predicting if a patient would develop a specific ailment. It analyses issues in relation to inputs, outputs, and the weights of variables or 'features' that link inputs to outputs. It has been compared to neuronal signal processing; nevertheless, the connection to brain function is somewhat tenuous [6-19].

The most intricate kinds of machine learning encompass deep learning, which use neural network models with several layers of characteristics or variables to forecast events. There might be thousands of concealed attributes in such models, which are revealed by the accelerated processing capabilities of contemporary graphics processing units and cloud infrastructures. A prevalent application of deep learning in healthcare is the identification of potentially malignant lesions in radiological images. Deep learning is progressively utilised in radiomics, which involves the detection of clinically significant features in imaging data that surpass human visual perception. Both radiomics and deep learning are predominantly employed in oncology-focused image analysis. Their amalgamation seems to guarantee enhanced precision in diagnosis than the prior generation of automated image analysis technologies, referred to as computer-aided detection (CAD).

Deep learning is increasingly employed for voice recognition and is hence a subset of natural language processing (NLP) outlined. In contrast to previous statistical analysis methods, each feature in a deep learning model often holds minimal significance for a human observer. Consequently, interpreting the model's outputs may prove very challenging or unfeasible.

NATURAL LANGUAGE PROCESSING

Understanding human language has been a pursuit of AI researchers since the 1950s. The domain of NLP encompasses applications including speech recognition, text analysis, translation, and other language-related objectives. There are two fundamental methodologies: statistical and semantic NLP. Statistical NLP relies on machine learning, particularly deep learning neural networks, and has led to a recent enhancement in recognition accuracy. It necessitates a substantial corpus of language for learning purposes.

In healthcare, the primary uses of NLP are to the generation, comprehension, and categorisation of clinical data documentation and disseminated research. NLP systems may analyse unstructured clinical notes, generate reports (e.g., on radiological examinations), transcribe patient conversations, and facilitate conversational AI [20].

EXPERT SYSTEMS BASED ON RULES

In the 1980s, expert systems utilising sets of 'if-then' rules were the preeminent technique for artificial intelligence and were extensively employed in commercial applications during that era and beyond. In healthcare, they have been extensively utilised for 'clinical decision support' reasons throughout the past two decades and continue to be frequently used today. A multitude Electronic health record (EHR) suppliers supply a framework of regulations with their systems currently. Expert systems necessitate human specialists and knowledge engineers to create a set of rules inside a certain knowledge area. They function effectively to a certain extent and are comprehensible. Nonetheless, when the quantity of rules is substantial (often exceeding several thousand) and the rules start to clash, they tend to deteriorate. Furthermore, altering the regulations might be challenging and labour-intensive if the knowledge area shifts. They are gradually getting supplanted in healthcare by methodologies grounded in data and machine learning algorithms [21-27].

ROBOTIC ENTITIES

Physical robots are widely recognised, with over 200,000 industrial robots installed annually worldwide. They execute predetermined duties like as lifting, relocating, welding, or assembling goods in environments like factories and warehouses, as well as transporting supplies in hospitals. Recently, robots have grown increasingly collaborative with people and may be more readily educated by guiding them through certain tasks.

They are also growing more sophisticated as further AI functionalities are integrated into their operating systems. It is probable that the advancements in intelligence shown in other domains of AI will eventually be integrated into physical robots.

Surgical robots, first authorised in the USA in 2000, enhance surgeons' capabilities by enhancing visualisation, enabling accurate and less invasive incisions, and facilitating wound suturing. Nonetheless, critical choices remain the purview of human surgeons. Robotic surgery is commonly employed in gynaecologic, prostate, and head and neck surgical procedures [28].

AUTOMATED ROBOTIC PROCESSES

This technology executes organised digital activities for administrative functions, especially those related to information systems, mimicking a human user adhering to a script or established protocols. In comparison to other AI modalities, they are cost-effective, straightforward to develop, and exhibit transparency in their operations. Robotic process automation (RPA) mostly entails computer programs operating on servers, rather than actual robots. It depends on an amalgamation of workflow, business rules, and 'presentation layer' interface with information systems to function as a semi-intelligent user of such systems. In healthcare, they are utilised for repetitive processes such as prior approval, updating patient information, or billing. When integrated with other technologies such as image recognition, they can facilitate the extraction of data from faxed photographs for entry into transactional systems [29].

We have characterised these technologies as distinct entities; yet, they are progressively being amalgamated and merged. Robots are acquiring AI-based 'intellects', and image recognition is being incorporated with RPA. In the future, it is possible that these technologies may become

so integrated that composite solutions will be more probable or viable.

APPLICATIONS FOR DIAGNOSIS AND THERAPY

The diagnosis and treatment of diseases have been a focal point of artificial intelligence since the 1970s, exemplified by the development of MYCIN at Stanford for diagnosing blood-borne bacterial infections. This and other early rule-based systems demonstrated potential for precise diagnosis and treatment of diseases, yet they were not integrated into clinical practice. They were not significantly superior to human diagnosticians and were inadequately integrated with clinical workflows and medical record systems [30-39].

IBM's Watson has garnered significant media attention for its emphasis on precision medicine, especially in cancer detection and treatment. Watson employs a combination of machine learning and natural language processing skills. Nonetheless, initial excitement regarding this technological application has diminished as clients recognised the challenges of instructing Watson on specific cancer types and incorporating it into care protocols and systems. Watson is not a singular product but rather a collection of 'cognitive services' delivered via application programming interfaces (APIs), encompassing speech and language, vision, and machine learning-driven data analysis programs. Many experts believe that the Watson APIs has technological capabilities, although undertaking cancer therapy was an excessively ambitious goal. Watson and other commercial software have faced competition from free 'open source' programs offered by certain manufacturers, like Google's TensorFlow.

Implementation challenges with AI plague several healthcare institutions. While rule-based systems integrated into EHR systems are extensively utilised, particularly within the NHS, they do not possess the accuracy of more algorithmic systems founded on machine learning. Rule-based clinical decision support systems are challenging to sustain due to the evolving nature of medical knowledge and frequently struggle to manage the vast influx of data and insights derived from genomic, proteomic, metabolic, and other 'omic' methodologies in healthcare [40].

This scenario is evolving, however it predominantly exists in research laboratories and technology companies, rather than in clinical settings. Almost every week, a research laboratory asserts that it has devised a method for using AI or big data for diagnostic purposes and diagnose a condition with similar or superior precision compared to human practitioners. A significant portion of these findings derives from radiological image analysis, although some pertain to alternative imaging modalities such as retinal scanning or genomic precision medicine. Given that these findings rely on statistically-driven machine learning models, they herald a new epoch of evidence- and probability-based medicine, which is typically viewed favourably but introduces numerous challenges in medical ethics and the dynamics between patients and clinicians [41].

Technology companies and startups are diligently addressing the same challenges. Google is partnering with healthcare delivery networks to create predictive models utilising big data to alert physicians to high-risk illnesses, including sepsis and heart failure. Google, Enlitic, and many other firms are advancing this initiative [42].

Algorithms for interpreting images generated by artificial intelligence. Jvion provides a

'clinical success machine' that identifies individuals at highest risk and those most likely to benefit from treatment approaches. Each of these might offer decision help to professionals aiming to identify the optimal diagnosis and therapy for patients [43].

Numerous businesses specialise in diagnosing and providing therapy suggestions for certain tumours based on their genetic profiles. Given that several tumours include a genetic foundation, human doctors have encountered escalating complexity in comprehending the whole of genetic variations associated with cancer and their reactions to novel pharmaceuticals and treatment methods. Companies such as Foundation Medicine and Flatiron Health, both currently owned by Roche, specialise in this methodology [44].

Both healthcare providers and payers are using 'population health' machine learning models to forecast populations susceptible to certain diseases or accidents, as well as to anticipate hospital readmissions. These models demonstrate efficacy in prediction. Although they occasionally lack comprehensive data that may enhance prediction power, such as patient socio-economic status regardless of being rules-based or algorithmic, the integration of AI-driven diagnostic and treatment suggestions into clinical workflows and electronic health record systems can be problematic. Integration challenges have likely posed a more significant obstacle to the widespread adoption of AI than the inability to deliver precise and effective suggestions; nevertheless, several AI-driven functionalities [45].

Diagnosis and treatment solutions from technology companies are either independent or focus solely on a certain facet of care. Certain EHR companies have begun the integration of rudimentary AI functionalities (exceeding rule-based clinical decision support) into their products, however these developments are still in their nascent phases. Providers must either engage in significant integration initiatives themselves or await the enhancement of AI functionalities by EHR vendors [46].

APPLICATIONS FOR PATIENT INVOLVEMENT AND ADHERENCE

Patient involvement and adherence have historically been seen as the 'last mile' challenge in healthcare the ultimate obstacle separating ineffective from favourable health outcomes. Increased proactive patient engagement in their own health and treatment leads to improved outcomes, including utilisation, financial results, and member experience. These factors are progressively being tackled by big data and artificial intelligence.

Healthcare providers and hospitals frequently utilise their clinical experience to design a care plan aimed at enhancing the health of patients with chronic or acute conditions. Nonetheless, this is sometimes inconsequential if the patient does not implement the requisite behavioural modifications, such as weight reduction, arranging a follow-up appointment, or obtaining medications or adhering to a therapy regimen. Noncompliance when a patient's noncompliance with a specified treatment regimen or medication is a significant issue. In a poll of over 300 clinical leaders and healthcare executives, over 70% of respondents said that fewer than 50% of their patients were highly involved, while 42% claimed that less than 25% of their patients exhibited high engagement levels [47-54].

If more patient engagement leads to improved health outcomes, can AI-driven technologies effectively personalise and contextualise care? There is increasing focus on employing

machine learning and business rules engines to provide sophisticated interventions throughout the care continuum. Messaging alerts and pertinent, tailored information that incite actions at critical periods represent a promising area of research. Another increasing emphasis in healthcare is on the successful design of 'choice architecture' to influence patient behaviour.

In a more anticipatory manner grounded in empirical knowledge. Utilising data from provider EHR systems, biosensors, wearables, cellphones, conversational interfaces, and other devices, software may customise suggestions by analysing patient information against proven treatment routes for comparable cohorts. Recommendations may be sent to doctors, patients, nurses, call centre agents, or care delivery coordinators.

ADMINISTRATIVE SOFTWARE

Numerous administrative applications exist in healthcare. The utilisation of AI is comparatively less potentially impactful transformative in this field relative to patient care, however it can yield significant efficiencies. These are essential in healthcare because, for instance, the average US nurse allocates 25% of work hours are dedicated to regulatory and administrative tasks. The technology most pertinent to this purpose is Robotic Process Automation (RPA). It is applicable in several healthcare domains, such as claims processing, clinical documentation, revenue cycle management, and medical records management.

Several healthcare institutions have also trialled chatbots for patient engagement, mental health support, and telehealth services. NLP-based apps may facilitate straightforward processes such as medication refills or appointment scheduling. In a study of 500 US users of the five leading healthcare chatbots, patients voiced apprehensions around the disclosure of sensitive information, the discussion of intricate health issues, and suboptimal usability [55].

Another pertinent AI technique for claims and payment management is machine learning, utilised for probabilistic data matching across several databases. Insurers are obligated to ascertain the accuracy of the millions of claims. Accurately discovering, assessing, and rectifying coding discrepancies and erroneous claims conserves substantial time and financial resources for all stakeholders, including health insurers, governments, and providers and exertion. Erroneous claims that go unnoticed represent substantial cash opportunities that may be realised through data matching and claims checks [56].

Consequences for the healthcare workforce significant emphasis has been directed into the apprehension that AI would result in job automation and severe labour displacement. A partnership between Deloitte and the Oxford Martin School Institute 26 stated that 35% of employment in the UK may be rendered obsolete by AI during the next 10 to 20 years. Additional research indicates that although work automation is feasible, other external constraints outside technology may restrict job loss, such as the expenses associated with automation technologies, labour market expansion and costs, and the advantages of automation that extend beyond mere efficiency [57].

Labour substitution, along with legal and societal acceptability, may limit real job loss to 5% or less to our knowledge, there have been no job eliminations in healthcare attributable to AI to yet. The restricted penetration of AI into the sector to far, along with the challenges of incorporating AI into clinical processes and EHR systems, has contributed to the minimal

impact on employment. It is probable that healthcare positions most susceptible to automation will pertain to the management of digital information, such as radiography and pathology, rather than those involving direct patient interaction. However, the integration of AI into professions such as radiology and pathology is expected to progress gradually. Although we it has been contended that technologies such as deep learning are advancing in their capacity to diagnose and categorise photos numerous factors indicate that radiology positions, for instance, will not become obsolete in the near future [58].

Radiologists engage in activities beyond only reading and interpreting pictures. Similar to other artificial intelligence systems, radiology AI systems do singular tasks. Deep learning models at laboratories and startups are developed for particular image recognition tasks, such as nodule detection in chest computed tomography or haemorrhage identification in brain magnetic resonance imaging. Nevertheless, many of these specific detection jobs are required to comprehensively identify all probable discoveries in medical photos, and now, only a limited number can be performed by AI. Radiologists collaborate with other physicians on diagnosis and treatment, administer medicines (such as local ablative treatments), and execute image-guided medical operations, including cancer biopsies and vascular stent placements (interventional radiology), as well as delineate the technical aspects of conduct imaging exams customised to the patient's condition, correlate findings from pictures with other medical data and test results, communicate procedures and outcomes with patients, among several other tasks [59-64].

Secondly, clinical procedures for using AI-driven imaging are far from being prepared for routine application. Various imaging equipment suppliers and deep learning algorithms emphasise distinct aspects: the likelihood of a lesion, the possibility of malignancy, and a nodule's characteristic or its position. These divergent focal points would significantly hinder the integration of deep learning algorithms into existing clinical practice.

Third, deep learning algorithms for image identification need 'labelled data'—millions of photos from patients who have gotten a conclusive diagnosis of cancer, a fracture, or other pathologies. Nevertheless, an aggregated archive of radiological pictures, whether labelled or unlabelled, does not exist significant modifications in medical regulation and health insurance will be necessary for the advancement of automated image analysis.

Comparable criteria exist for pathology and other digitally-oriented facets of medicine. Due to their influence, significant changes in healthcare employment resulting from AI seem improbable in the next two decades. There exists the potential for the creation of new employment opportunities focused on the development and use of AI technology. However, stable or rising human employment indicates that AI technologies are unlikely to significantly decrease the expenses associated with medical diagnosis and treatment throughout that period.

ETHICAL RAMIFICATIONS

Ultimately, there are several ethical considerations with the application of AI in healthcare. Historically, healthcare choices have been predominantly determined by humans, and the integration of intelligent computers in this process introduces concerns around responsibility, transparency, consent, and privacy, the most challenging issue to confront with contemporary technology is transparency. Numerous AI systems, especially deep learning algorithms

employed in picture analysis, are very hard to analyse or elucidate. Upon being notified that a picture has resulted in a cancer diagnosis, a patient would likely seek an explanation. Deep learning algorithms, as well as clinicians who possess a general understanding of their functionality, may struggle to offer an explanation [65].

AI systems will inevitably commit errors in patient diagnosis and treatment, and establishing responsibility for these mistakes may be challenging. Patients may encounter situations when they acquire medical information from AI systems that they would rather obtain from a compassionate practitioner. Healthcare machine learning algorithms may exhibit algorithmic bias, perhaps forecasting an increased chance of disease based on gender or ethnicity, despite these characteristics not being causal.³⁰

We are expected to face several ethical, medical, occupational, and technical transformations with AI in healthcare. Healthcare institutions, along with governmental and regulatory agencies, must implement frameworks to monitor critical concerns, respond responsibly, and build governance measures to mitigate adverse consequences. This technology is among the most influential and significant to affect human cultures, necessitating ongoing scrutiny and deliberate policy for an extended period.

THE PROSPECTIVE USE OF ARTIFICIAL INTELLIGENCE IN HEALTHCARE

The fundamental capacity driving the advancement of precision medicine, universally recognised as a critically necessary improvement in healthcare. Despite initial difficulties in delivering diagnostic and therapeutic suggestions, we anticipate that AI will eventually excel in this area. Considering the swift progress in AI for imaging analysis, it is probable that the majority of radiology and pathology pictures will eventually be assessed by a computer. Speech and text recognition are now utilised for patient communication and the documentation of clinical notes, and their application is expected to expand [66-86].

The primary problem for AI in healthcare is not its capability to be beneficial, but rather its integration into routine clinical practice. For widespread adoption to occur, AI systems must have regulatory approval, be connected with electronic health record systems, and be standardised.

To an adequate extent that like items function similarly, instructed to healthcare professionals, financed by public or private payers, and revised periodically in practice. These problems will eventually be surmounted, but the process will need far more time than the maturation of the technologies themselves [87-90]. Consequently, we anticipate little use of AI in clinical practice during the next 5 years, with more significant integration expected by 10 years.

CONCLUSION

It is more evident that AI systems will not extensively supplant human physicians, but will instead enhance their capacity to provide patient care. Over time, human practitioners may transition concerning jobs and work designs that leverage distinctively human competencies such as empathy, persuasion, and holistic integration. It is conceivable that the sole healthcare practitioners who may ultimately lose their positions are those who decline to collaborate with artificial intelligence.

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