

PS 1.2

TECH-EMPOWERED HEALTH WORKERS: SKILLS FOR THE FUTURE

| BACKGROUND

The rapid advancement of digital health technologies, including artificial intelligence (AI), telemedicine, mobile health, and data analytics, is transforming healthcare delivery worldwide. These technologies hold immense potential to improve efficiency, quality, and access to care, especially in resource-limited settings. This transformation necessitates a corresponding evolution in the skills and competencies required of the entire health workforce, from specialists in urban centers to community health workers (CHWs) in remote areas.

Community health workers, who play a vital role in delivering primary healthcare and preventive services, have proven to be indispensable, especially during public health emergencies like the COVID-19 pandemic. Empowering CHWs with digital tools and knowledge is crucial to extending the reach of healthcare systems and achieving universal health coverage (UHC). Additionally, ensuring that all health workers are equipped to leverage technology for patient-centered care, professional development, and data-driven decision-making is essential for maximizing the impact of these innovations.

The emergence of large language models (LLMs) and other AI tools presents a unique opportunity to not only revolutionize health workforce training but also to raise the overall standard of care by democratizing access to specialized knowledge and decision support. By leveraging AI, we can potentially equip health workers at all levels with tools that augment their skills, enhance their decision-making capabilities, and enable them to deliver more consistent, high-quality care, even in resource-constrained settings.

| OBJECTIVES

Objectives:

- **To identify the evolving skill sets needed by the entire health workforce**, with a particular focus on the unique needs of CHWs, to effectively utilize and integrate digital health technologies into their practice.
- To discuss the strategies for massively scaling up upskilling and reskilling efforts for the health workforce across all levels, leveraging AI-powered tools and platforms to meet the demands of the digital health era, achieve equitable access to training resources, and raise the overall standard of care.
- To explore the potential of LLMs and other AI tools to empower individuals with personalized health information and guidance, fostering a culture of self-care and preventive health.
- To highlight innovative approaches to training and education, such as AI-powered tutoring, mentorship platforms, and personalized health assistants, that democratize healthcare knowledge and skills and promote continuous professional development.
- To facilitate dialogue between stakeholders, including policymakers, educators, health workers, technology developers, and ethicists, to foster collaboration and address challenges in workforce development at all levels, ensuring that the integration of AI is ethical, equitable, and patient-centered.
- To identify key metrics and indicators to measure and monitor the impact of AI-powered tools on health worker performance, patient outcomes, and overall health system strengthening, ensuring the sustainability and effectiveness of these interventions.

Additional points

- burnout intervention? counseling/mental health application
- Platform to communicate between healthcare workers (including PHC)

migration of workforce



Speaker

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Dr. Kate Tulenko MD, MPH, MPhil, FAAP is a physician entrepreneur and health systems and health workforce expert. She is the CEO of Corvus Health, a global health workforce firm that helps health systems and governments develop, manage, and retain an optimized health workforce. Corvus Health was honored for its innovative model of sustainable international health worker migration as a finalist in the International Organization for Migration (IOM) and the International Organization of Employers (IOE) Migration Challenge 2021. Dr. Tulenko teaches a course on Health Workforce and AI as adjunct faculty at the Johns Hopkins School of Public Health. In 2022 Dr. Tulenko was appointed by President Biden to the President's Advisory Council on Doing Business in Africa (PAC-DBIA), which advises the President and Secretary of Commerce on how to support African and U.S. businesses to increase mutual trade.

Dr. Tulenko is also founder and CEO of Appleseed Education, a platform that addresses the global health worker shortage by supporting African nursing schools to digitalize, improve, and expand. Appleseed is also working with African health science schools to train refugees and IDPs to be health workers to facilitate their return home or their movement and employment in other countries. To facilitate the movement of lower-level health workers, Appleseed and partners are creating a globally recognized eldercare certificate. Previously, she served as director of the U.S. government's global health workforce project and the coordinator of the World Bank's Africa Health Workforce program.

Dr. Tulenko serves on the board of advisors for the Global Business School Network (GBSN); VaxSyna, a vaccine development company that produces effective, affordable vaccines and mGeneRX, a company that makes software that helps pediatricians and geneticists screen children for hundreds of genetic disorders from a single photo of the child's face. She was named one of "50 Women in Global Health Security" by Women in Global Health and one of "300 Women Leaders in Global Health" by the Geneva Graduate Institute. Dr. Tulenko received her bachelors in biochemistry from Harvard, her masters in history and philosophy of science from Emmanuel College, Cambridge, her MD from the Johns Hopkins School of Medicine, and her masters of public health from the Johns Hopkins School of Public Health. Follow her on LinkedIn at www.linkedin.com/in/ktulenko.