

# How do we get the best out of automation and AI in health care?

Automation and artificial intelligence (AI) present many opportunities for improving health and care and supporting the NHS to increase its productivity. However, success will depend on how we act on these opportunities in practice. Here are five key messages for policymakers and the NHS from our report *Switched on*:



## 1. Protect the human dimension of care

Ensure automation and AI support empathy, dignity and compassion, not undermine them.



## 2. Fund the change not just the tech

Effective adoption requires funding new capabilities, infrastructure and ways of working.



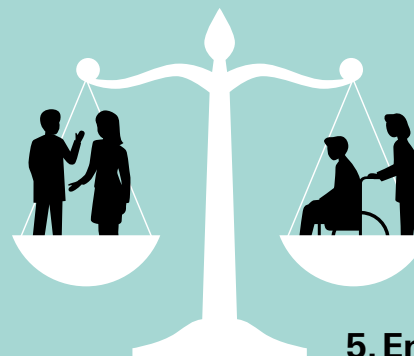
## 3. Build confidence in automation and AI

Public and staff engagement and effective regulation will be critical to encourage support for new tech.



## 4. Enable staff to adapt to automation and AI

Equip the workforce with the skills they need as jobs evolve and new roles are created.



## 5. Ensure automation and AI tackle health inequalities

Go beyond addressing digital exclusion to ensure new technology promotes levelling up on health.