



# Future matters - *Understanding artificial intelligence in healthcare finance*

110 Rochester Row, London, 7 November 2023

## Overview

This one-day event brings together professionals from the finance and technology sectors to explore the transformative power of artificial intelligence within NHS finance. The event will cover the foundational concepts of AI, its applications in healthcare finance and the ethical considerations surrounding its use. Participants will gain valuable insights into how AI has been effectively leveraged by both commercial and public sectors, with a particular focus on successful case studies from NHS organisations.

## Agenda

**09:30 Registration and refreshments**

**10:00 Chair's welcome and opening remarks**

**10:10 Introduction to Artificial Intelligence**

In this session attendees will gain a comprehensive understanding of Artificial Intelligence (AI) technologies. Participants will be introduced to the foundational concepts of AI, including machine learning and natural language processing (NLP), while exploring the art of predictive analytics and how it leverages data to make informed predictions, along with its practical applications in driving actionable insights. In addition to these fundamental AI technologies, the session will also highlight the power of robotic process automation (RPA) in automating repetitive tasks and business processes.

**10:50 AI in healthcare finance - envisioning the future**

During this session we'll hear from representatives from a large software company on the exciting possibilities and future prospects of AI in the healthcare industry. As AI continues to revolutionise healthcare with its transformative applications, this session will explore the "what if" scenarios, discuss what lies ahead, and envision the promising future of AI-driven innovations that can shape the healthcare and finance landscapes.

**11:30 Refreshment break**

**12:00 In practice workshops**

Participants will have the opportunity to attend one of three workshops, focusing on case studies from NHS organisations that have successfully integrated AI within their finance departments. Each workshop will provide a deep dive into how AI is transforming financial operations, showcasing

practical examples of implementations, benefits gained, and lessons learned from these organisations and software providers.

**12:45 Lunch and networking**

**13:40 Understanding the potential of AI in the public sector**

The potential for implementing AI in the public sector to revolutionise service delivery is vast. This session will showcase a compelling case study that exemplifies a practical application of AI within a public sector organisation, showcasing the tangible benefits achieved and opening up new possibilities for the future. Through this case study, attendees will gain insights into the lessons learned, challenges addressed, and measurable improvements observed after integrating AI technologies.

**14:10 Ethics in AI to ensure responsible practices**

AI implementation has numerous potential challenges and risks associated with it, including privacy, data security and bias concerns. This session will explore the need for responsible AI practices and the discuss establishing regulations and standards to safeguard patient data. Through thought-provoking conversations, we will address the ethical complexities and potential solutions to foster a responsible and inclusive adoption of AI in healthcare finance.

**14:40 Refreshment Break**

**15:00 Panel discussion: AI in NHS finance – exploring the opportunities and challenges**

This panel discussion will feature insights from industry experts as they explore the immense possibilities of integrating AI in NHS finance. This session aims to shed light on how AI could revolutionise financial operations within the healthcare system, streamlining processes, enhancing decision-making, and optimising resource allocation. The esteemed panellists will share their insights and experiences, delving into successful AI applications, potential challenges, and the transformative impact AI could have on NHS finance.

**16:00 Chairs closing remarks**

**16:10 Event close**