

The logo features a dark blue circle with the word "Escensus" in a gold, serif font. This circle is partially overlapped by a yellow semi-circle and a brown semi-circle. The background consists of large, flowing, abstract shapes in shades of cream, light blue, and beige.

Escensus

AI & Care

More humanity in a technological era

- AI from the perspective of a patient/client
 - AI in elderly care
- Use case: unexplained behavior
 - Next steps
 - AI tips

Provide direction and set in motion

JOS LEENDERTSE

Founder Escensus, Strategic Advisor & Practical Visionary

Escensus

Strategic advice in the field of digitalization, innovation, and AI in healthcare and research

Experience

Diverse IT line and program management roles in healthcare-related organizations
Pharmaceutics, insurers, health (care/cure/research)

Education

Mechanical Engineering
SIOO Organizational Change management
NLP and Talent Coach
VU Ariba – Organizational Behavior Management



Locomotive Act 1865 "Red Flag Act"

- All major innovations in history raised a red flag. Car, train, internet, and now AI
- Development of Policies
 - *AI-Act*
 - *"Nederlandse AI strategie"*
 - *"Kwaliteitskader E-health"*
 - *"AVG"*
 - *Program: "Zorg voor Innoveren"*
- Adoption of AI by individuals develops more quickly than creation of governance and policies



Adoption of AI for personal use



Interpretation of blood values



Potential causes of atrial fibrillation



Aonea test

How will AI change your consult?

From the perspective of a Tech-Savvy person:

- AI 24/7 accessibility, quick responses and no time-limits
- AI offers extensive information and different perspectives
- Easier to discuss sensitive issues with AI



Question: What is your vision as a professional?

How to reduce capacity problems in the elderly care

- Reduce administrative weight
 - Automatic indication of care intensity
 - Speak to text for daily short updates and medical record
- Automatic roster planning
- Robots
- Virtual assistant
- Reducing alerts



Unexplained behavior – medication



People with dementia often
behave different

Restless or passive
sometimes aggressive

Not always understandable



Unexplained behavior is a
common remark in a client
file



Medication is often
administered while the
question is whether it is
necessary

The doctor has to prescribe

A more human approach



Even for family, it's difficult to link past experiences to current behavior

It is not realistic to expect care givers to know the personal story by heart



AI can combine data from ECD and personal story

Advise caregiver

Robots can display suitable photos



Broad integration of separate processes with AI not yet possible

Requires:

- Standardization of data
- FAIR (Findable, Accessible, Interoperable, Reusable)

First steps in data exchange:

- Program: “Anders Werken In de Zorg – Sturen op datagedreven werken”
- “Integraal zorgakkoord”
- Still too much an IT vision. Boardroom and primary process representatives are necessary
- Collaboration between IT in healthcare (care & cure) and research is necessary



Ethical question: Should we make the collection and storage of data for research mandatory or default (with opt-out)?

AI Tips

- Learn to use AI before asking difficult questions. For example by generating images
- Demand evidence. Ensure the AI uses reliable sources to back up factual claims
- Garbage in, garbage out. Use clear prompts. Quality input = quality output
- Struggling with complex topics? Ask the AI to ELI5 (Explain Like I'm 5)
- Use AI to explore both sides of an idea or decision
- Let the AI generate multiple outputs and double check its work. Be skeptical when you receive different answers.
- Focus on the AI's reasoning, not just the final answer. Ask it to show its process so you can understand
- Provide feedback when the AI's output needs improvement to refine its responses
- AI knows more than you ever will. Use it to predict trends, anticipate change, and stay ahead
- Reset the AI's context regularly by starting a new chat. Fresh eyes bring new insights

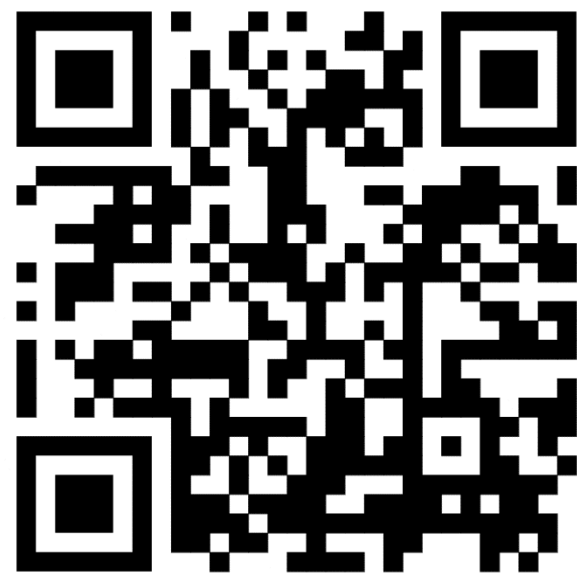
Best AI provider: Abacus AI €10/month

ChatLLM: ChatGPT, Grok, Claude Sonnet, Gemini, Deepseek, Liama

Images and videos: Flux, Imagen, Dall-E, Ideogram, etc.

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Thank you
Any questions?