



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-Savy 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



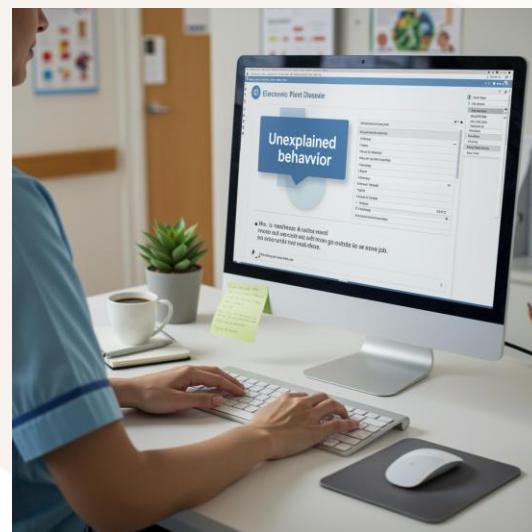
# Unexplained behavior – medication



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, Llama**

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

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Thank you  
Any questions?