DEVELOP A MAP:
NAVIGATING THE EVOLVING
HEALTHCARE LANDSCAPE

Ellen Rearick, PhD, RN, CCM
Associate Professor of Nursing
Framingham State University

4/25/2025

Objectives

1. Identify strategies to embrace the ethical use of AI, leadership attributes. and the importance of cultural competency in case management practice.

2. Apply these strategies to case studies

4/25/2025

In Maine, they have a saying, "You can't get there from here."

This afternoon, we'll work on finding some ways to help our clients "get there."

Through case studies and teamwork, we'll apply what we've learned to help improve outcomes.

Let's Begin

■ The scope of your map
  – *What is your practice area?*

■ Develop a map legend -
  AI: Ethics in Healthcare

  AI: Balancing Innovation, Risk, and Real-World Impact

  Leadership: Growing and Leading

  Cultural Competence: Bridging the Gap

1: AI-Driven Decisions in Rural Healthcare

A healthcare system in a rural area implemented an AI-driven diagnostic tool aimed at identifying early signs of diabetes in its patient population, which included a significant number of low-income and ethnic minority groups.

While the initiative aimed to improve access to care and outcomes, the rollout raised important questions about data ethics, leadership accountability, and cultural sensitivity.

4/25/2025

Please consider

- The AI tool required accessing sensitive patient data.

- Early reports showed the AI disproportionately misdiagnosing cases in low-income patients due to lack of diversity in the training data.

- The healthcare team struggled to explain the AI's diagnostic process to patients. This resulted in mistrust.

4/25/2025

Case Study 1

Discussion

2: Leadership in a Multidisciplinary Case Management Team

The case management department of an acute rehabilitation hospital was facing high turnover rates and low team morale following implementation of a new AI system. Many case managers commented on how AI invaded patient privacy.

The new Case Management Director was instructed to develop strategies to improve morale and educate team members on the ethical use of AI.

Please consider

- Team Collaboration

    - *Creating a culture of open communication and collaboration*

- Navigating Change

    - *Resistance from some staff members who were accustomed to traditional hierarchical structures*

- Performance Metrics

    - *Designing metrics to measure team morale and patient*

4/25/2025

Case Study 2

Discussion

4/25/2025

3: Leading with Support

Supportive Health Services is a mid-sized case management agency that serves a highly diverse urban population. Its clients come from a wide range of cultural, socioeconomic, and linguistic backgrounds. The staff mirrors this diversity.

Recently, a reduction in funding forced the agency to prioritize clients with the most complex and urgent needs. This shift significantly increased the intensity and complexity of case management work.

Please consider

- Many patients struggled to understand the changes in case management services due to language barriers.

- Internal staff surveys began to reveal deeper organizational challenges:
    - *Breakdowns in cross-department communication*
    - *Misunderstandings tied to cultural differences*
    - *Lack of consistent, equitable feedback and professional development opportunities.*
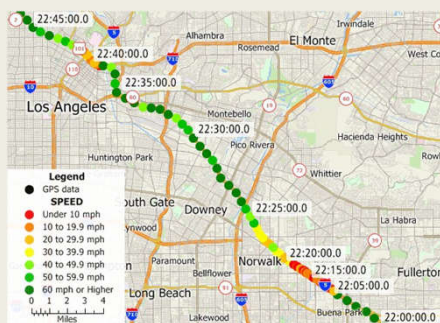
Case Study 3

Discussion

In the twist and turns of this changing landscape, ask for some help, and help pave the way for others -

GPS takes data and makes it legible for the layperson to navigate

Share how you've navigated with other case managers

Questions/Comments

Thank you!