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USE CASE

OVERCOMING THE CHALLENGES OF AI ADOPTION WITH IBM WATSONX

Generative AI for the Department of Veterans Affairs

As one of the largest and most advanced healthcare systems in the world, the U.S. Department of Veterans Affairs (VA) is constantly seeking to improve both patient care and operational efficiency. Generative AI has the potential to streamline processes, improve diagnostic accuracy, and enhance patient outcomes.

However, the VA faces a wider range of challenges in the adoption of AI than commercial or non-governmental organizations. These issues stem from technical, cultural, and operational complexities.

⚠ TECHNICAL & CYBERSECURITY CHALLENGES

Many VA systems are built on older technologies which complicate integrating modern AI solutions. In addition, the VA handles sensitive personal health information which must adhere to strict regulations like HIPAA. Ensuring data is secure while incorporating Generative AI is critical.

As the VA integrates advanced technologies, it becomes a potential target for cyberattacks, necessitating robust security measures.

⚠ CULTURAL ISSUES

Bringing Generative AI into operational use involves not only technology deployment but also fostering a cultural shift within the organization. A wide range of stakeholders including veterans, healthcare providers, and administrators will need to be involved to align technology with user needs.

In addition, there may be organizational resistance from staff that are accustomed to traditional practices and may be skeptical of how AI will affect their jobs.

> *"For veterans, technology is an important part of improving their lives, and AI has the potential to transform how we deliver care."*
>
> — **David Shulkin**
> *Former U.S. Secretary of Veterans Affairs*

⚠ OPERATIONAL ISSUES

The quality and accuracy of AI outputs will be crucial to both the acceptance by stakeholders and in improving patient care. Generative AI must consistently produce reliable information for clinical decision-making.

Generative AI must also augment rather than replace human judgement in healthcare operations. Establishing clear guidelines on how AI-generated content is used will be essential.

⚠ OVERCOMING THE CHALLENGES OF AI ADOPTION

If the VA is going to continue to make progress in the adoption of AI, it will have to avoid technological missteps and build on a proven enterprise data platform that offers the performance, security, scalability, and flexibility needed to meet the complex needs of the Department.

Realize the Promise of AI with IBM watsonx

IBM watsonx is a comprehensive portfolio of AI products that accelerate the impact of Generative AI in core workflows. IBM watsonx offers several distinct advantages for the VA compared to other data platforms, in areas of decision-making, security, and scalability.

watsonx

THE IBM WATSONX PORTFOLIO INCLUDES:

- **watsonx.AI –** an enterprise AI studio designed to empower builders to construct powerful AI solutions
- **watsonx.data –** a hybrid, open data lakehouse to power AI and analytics with all relevant data, anywhere it resides
- **watsonx.governance –** an end-to-end toolkit for AI governance to manage risk compliance and the entire AI lifecycle
- **watsonx Orchestrate –** an enterprise ready solution that helps create, deploy and manage AI assistants and agents to automate processes and workflows
- **watsonx Code Assistant –** accelerates code production and increases developer productivity with generative AI
- **watsonx Assistant –** enables you to build better virtual agents to drive enterprise productivity

Harness the Power of AI with IBM watsonx

The IBM watsonx platform equips organizations with the tools, scalability, and flexibility needed to develop targeted AI applications effectively. By addressing specific mission needs through streamlined processes and robust features, it supports the VA in enhancing operations and achieving its goals for veterans. The VA can leverage the IBM watsonx platform in several impactful ways to enhance care and benefits delivery for veterans. Here are some key strategies:

DATA INTEGRATION AND INSIGHTS

Integrate disparate data sources, including health records, benefits data, and service history, to create a comprehensive view of each veteran. Using AI-driven predictive analytics, the VA can predict healthcare needs and usage patterns, allowing for proactive interventions and resource allocation.

PERSONALIZED CARE

Analyze individual health data to assist healthcare providers in creating personalized treatment and care plans tailored to the unique needs of each veteran. AI tools can also identify and address mental health issues, offering emotional support resources or recommended therapies based on individual diagnoses.

STREAMLINING BENEFITS DISTRIBUTION

Automate claims processing and decision-making to reduce paperwork, minimize errors, and speed up benefits distribution. AI-powered chatbots can provide veterans with real-time support for navigating the benefits system, answering frequently asked questions, and guiding them through applications.

ENHANCING VETERAN ENGAGEMENT

Support telehealth initiatives, making healthcare access easier for veterans in remote locations through virtual consultations. The platform can analyze feedback from veterans to improve services and address specific concerns, fostering a more responsive system.

IBM and V3Gate

IBM watsonx is available from V3Gate, a recognized IT solutions provider for the U.S. Public Sector, healthcare, and education. Founded in 2007, V3Gate is a Service-Disabled Veteran-Owned Small Business (SDVOSB) and Minority-Owned Business Enterprise (MBE).

Contact V3Gate to discuss how IBM watsonx can accelerate your adoption of generative AI.

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