THRIVING IN THE AI ERA: A WORKER-CENTRIC FRAMEWORK

OVERVIEW

Artificial Intelligence (AI) is rapidly transforming society, creating opportunities that can alter the future of work across all healthcare sectors. AI systems can create advancements in health care delivery, but AI also poses risks that could harm workers and worsen current health inequalities.

This **Thriving Worker AI Framework** aims to promote the development, adoption, and use of trustworthy and human-centered (HCAI) systems across the healthcare workforce, with a focus on equity. The framework consists of six guiding principles. These principles were selected by examining existing AI frameworks and aligning elements to the mission and priorities of H-CAP.

1 AI CENTERS WORKER VOICE

Create a participatory environment where workers are treated as coequal partners in defining, designing, and implementing AI technologies that impact them. Ensure their ideas and concerns are heard, respected, and prioritized throughout the process.

2 AI ADVANCES EQUITY AND ETHICS

Intentionally center equity in implementation of healthcare AI technologies. Develop protocols to identify bias and establish ethical guardrails to prevent the reproduction of disparities and discrimination in the deployment of healthcare AI.

3 AI IMPROVES JOB QUALITY

Develop job quality standards around compensation, workforce stability, job demands, job resources, job security, career advancement, and worker voice. Measure the impact of the introduction of AI technologies on job quality and worker outcomes.

4 AI INCORPORATES LABOR-MANAGEMENT PARTNERSHIPS

Implement strong partnerships between labor unions and management aimed at protecting worker health and safety, autonomy, and privacy during implementation of healthcare AI technologies.

5 AI PRIORITIZES EDUCATION AND TRAINING

Offer workers tailored training programs that address the evolving demands of healthcare AI in the workplace. Connect workers to the infrastructure of high-quality training and education, led by labor-management partnerships, that support their career pathway aspirations.

6 AI ENHANCES CARE ACCESS, QUALITY AND OUTCOMES

Adopt AI technologies focused on reducing barriers to healthcare access and affordability to enhance quality of care and health outcomes. Employ equity-focused implementation of healthcare AI that accelerates the elimination of health disparities.