

AI: What Each Role Needs to Know

What AI Is and Is Not

All Roles

- AI is a tool not a replacement for human care.
- AI enhances not replaces; reduces administrative work, improves service quality

Supervisors/Managers

- AI capabilities and limitations

Clinicians

- Generative AI

Executives

- AI Business is a transformation driver
- AI can reshape operations, workforce management, compliance, and care delivery
- Generative AI offers scalable capabilities

Practical Uses of AI

All Roles

- Streamline Documentation, Real-Time Coaching
- Personalized Support, Communication Aids

Supervisors/Managers and Clinicians

- Workforce Optimization, Data-Driven Decision Making, Performance Monitoring
- AI-powered alerts, AI-assisted assessments, AI-tools to analyze behavioral data
- Human-in the Loop (HITL) systems, Data minimization
- Anonymization, Regular audits

Executives

- Operational Efficiency, Financial Strategy, Workforce Development, Governance

Ethical and Privacy Considerations, Risk Management, Governance, Human Review, PII

All Roles

- Confidentiality, Regulation Compliant, Bias Awareness, Informed Consent

Supervisors/Managers and Clinicians

- Transparency, Bias Mitigation, Change Management
- Contextual Understanding, Ethical Oversight, Personalization and Empathy
- Legal and Ethical Obligations, Vulnerability of Population, Third Party/Cloud Risks

Executives

- AI Governance

Training Skills and Development, Culture Building

All Roles

- Ongoing Education, Person Centered, Tech-integrated approach
- Embed role-based training in agency training platform

Supervisors/Managers

- Leadership Training, Cross-Functional Collaboration
- Provide Case studies / Practice prompting

Clinicians

- Interpreting-AI insights, Integrating AI into workflows, Explaining AI to stakeholders
- Provide Case studies / Practice prompting

Executives

- Foster AI Culture, Cross Functional Leadership

Best Practices for Using AI

All Roles

- Person Centered, Enhance Relationships, Advocate Inclusive Design

Supervisors/Managers

- AI Pilot, Measure Impact, Engage Stakeholders, Promote Equity

Clinicians

- Maintain Transparency, Collaborate across disciplines

Executives

- High Impact Pilots, Measure and Scale, Engage Stakeholders, Keep Informed