

NHS counter fraud strategy to implementing and using AI

Tuesday 23 July 2024



Introduction to the NHSCFA AI Strategy

“Our AI Strategy is designed as a comprehensive blueprint to incorporate AI technologies into our ongoing efforts to combat fraud bribery and corruption in the NHS and wider health group.”



Enhance
operational
efficiency

Strengthen
our
counter
fraud effort

Ensure
ethical and
compliant
AI use



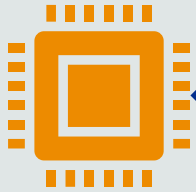
Objectives of the AI Strategy



What AI means



Definition of AI: AI represents a spectrum of technologies that empower machines with human-like intelligence, enabling them to learn, solve problems, recognise patterns, and make decisions.



Key AI technologies: Machine Learning, Predictive Analytics, Natural Language Processing, Generative AI, Robotic Process Automation and Virtual Agents.



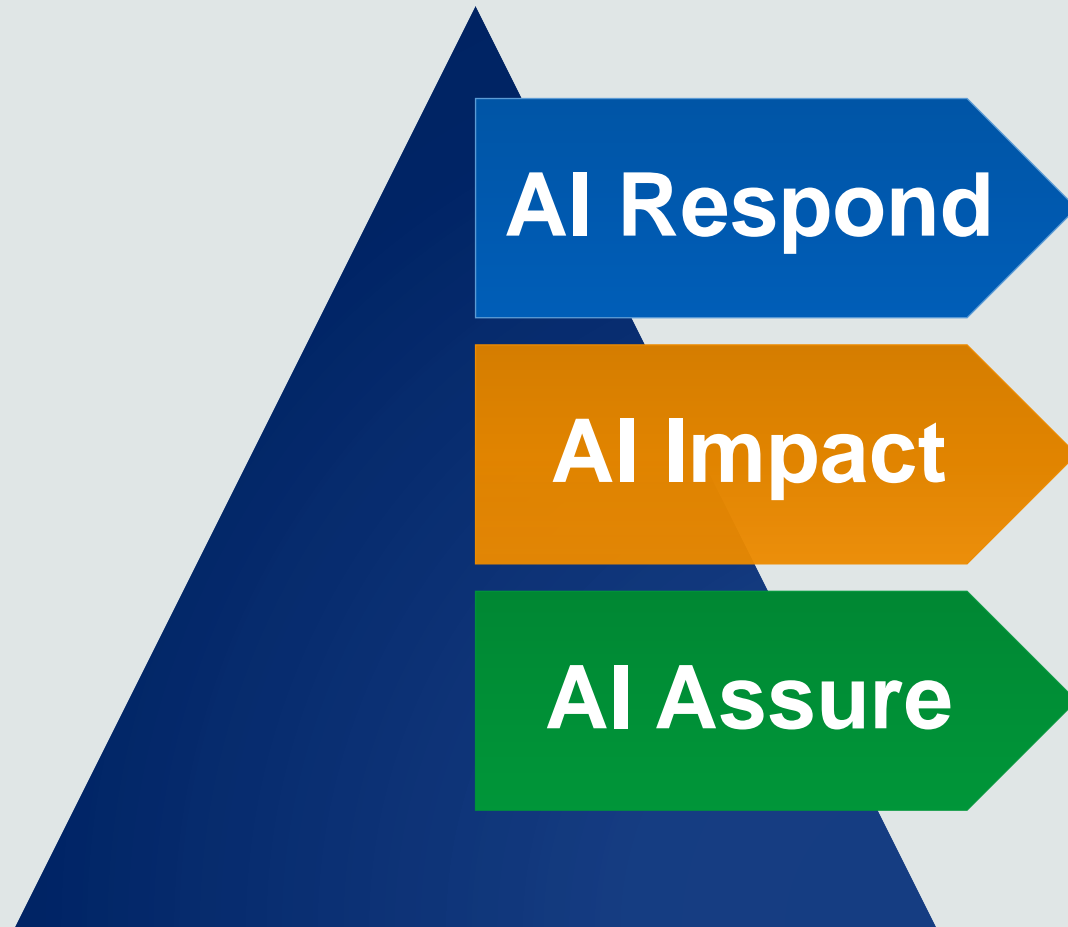
AI is not AGI: AI (Narrow AI) is designed for specific focused tasks, whereas AGI (Artificial General Intelligence) can understand, learn, and apply knowledge across a broad range of tasks like a human.



Purpose: Use AI to identify inform and understand, optimise and improve, and create dynamic content and engage.



Foundational pyramid for safe AI adoption



AI Respond

Messaging, fraud threat response, training and upskills, trust initiatives, accreditations

AI Impact

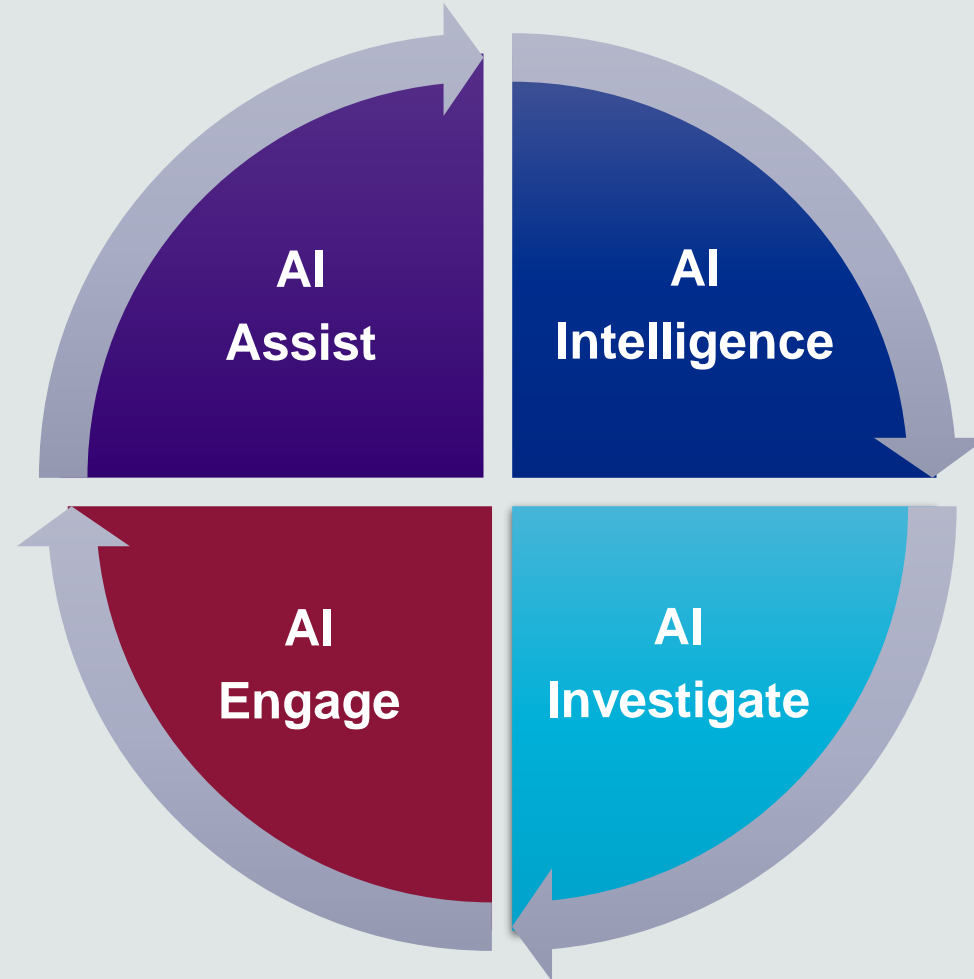
Evaluation frameworks, fraud impact analysis, workforce and people, performance evaluation

AI Assure

Governance, policies, oversight committee, auditing and monitoring, compliance



Functional threads for AI integration



AI Intelligence

Advanced Analytics

Use machine learning models for deep analysis of NHS datasets. Leverage NHSCFA's extensive internal data to uncover fraud patterns and insights.

Scenario Planning Tools

Utilise AI for scenario planning to forecast potential future challenges.

Long-Term Fraud Prediction Model

Develop models to anticipate long-term fraud trends.

OFR AI Integration

Design AI systems for integration with Online Fraud Reporting and direct intelligence .

Generative AI Perspectives & Capabilities

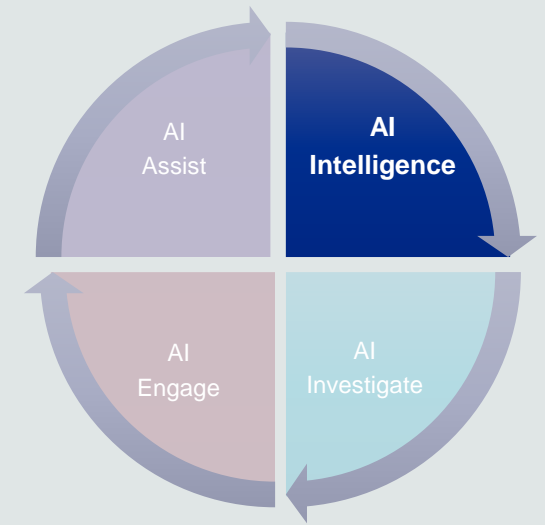
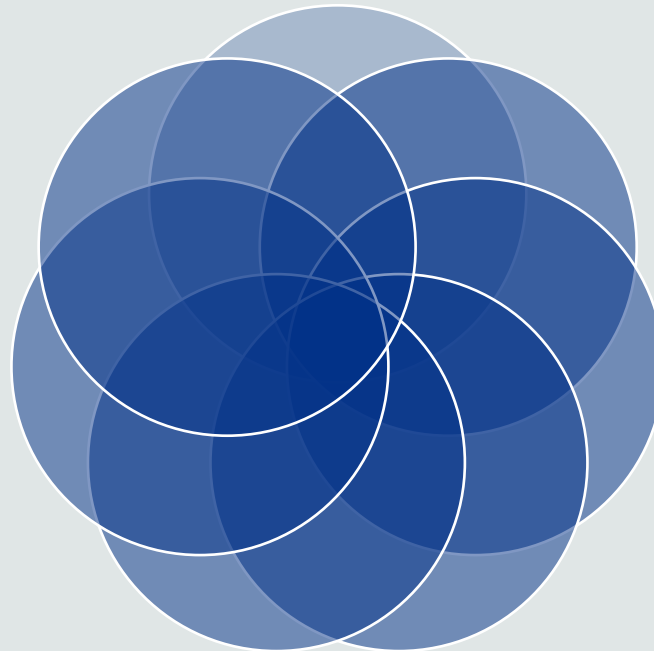
Support counter fraud initiatives by generating contextual insights from data.

Predictive Analysis for Intelligence

Implement predictive analytics to prioritise intelligence tasks.

Data Source Connections

Connect AI to various data sources for automated information gathering.



AI Investigate

Efficiency in Data Handling

Automate the sorting, tagging, and rapid analysis of large datasets.

Cyber Breach Mitigation & Remediation

Use AI to identify and mitigate security breaches, automate remediation processes and adopt proactive cyberthreat posture through AI driven PEN testing.

Legal Document Analysis

Implement AI for analysing legal documents to ensure compliance.

Robotic Process Automation (RPA)

Automate evidence collection and management.

Compliance and Ethical Oversight

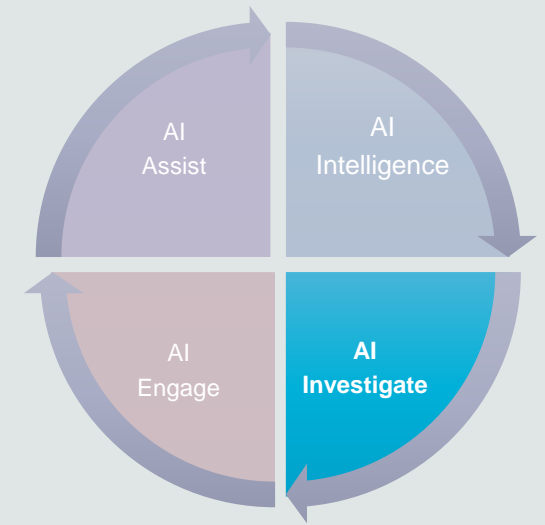
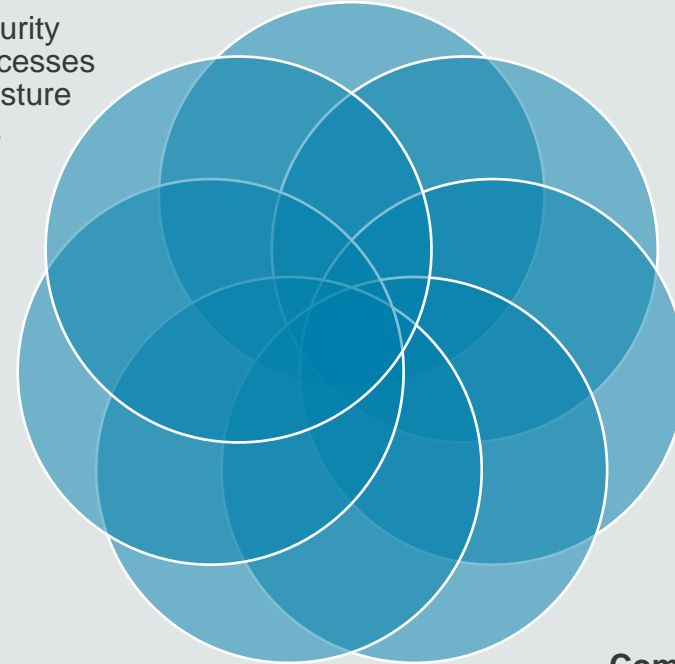
Integrate AI to continuously monitor investigations for adherence to legal and ethical standards.

Disclosure Impact Assessment

Use AI to evaluate the impacts of evidence disclosure.

AI-Driven Case Management

Enhance case management with AI tools for better organisation and tracking.



AI Engage

Interactive AI Virtual Agents
Deploy AI-driven agents to interact with stakeholders and provide information across NHSCFA digital platforms.

Deep and enhanced AI search
Use AI to improve search capabilities, making information retrieval faster and more accurate for stakeholders.

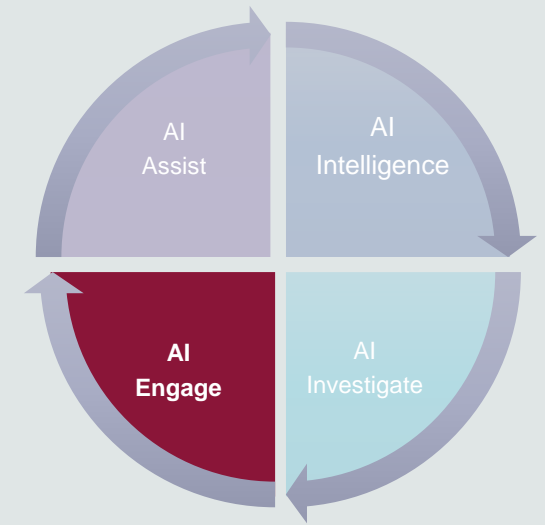
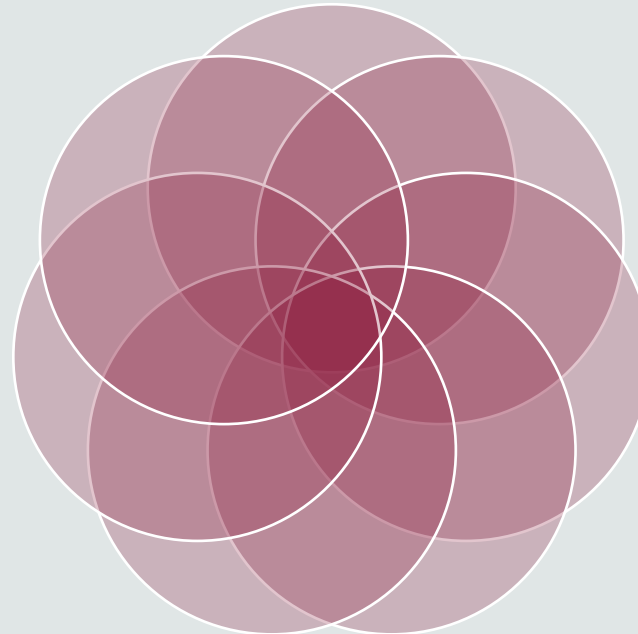
Understand & Improve External AI Engagement
Understand, monitor and feedback on external AI engagement on aspects about the NHSCFA.

Stakeholder Mapping and Engagement
Use AI to enhance and analyse stakeholder engagement and interactions within the CRM.

Direct Platform Engagement
Optimise NHSCFA's social media and communication activity with AI-driven content and responses.

Feedback and Analysis Tools
Utilise AI to both capture and analyse sentiment and feedback when we engage.

Generated Multimedia Content
Develop AI-generated multimedia content for effective public communication.



AI Assist

Virtual Assistance & Knowledge Management

Implement chatbots and NLP for internal support and knowledge management to facilitate access to organisational information.

Financial Planning & Resource Management

Use AI to predict and prevent equipment failures, optimise the allocation of resources, and enhance financial planning based on real-time data.

Regulatory Compliance & Incident Management

Utilise AI tools for continuous monitoring of compliance with regulations and effective incident management.

Data Integration & Centralisation

Enhance data integration across systems and develop a centralised data lake for comprehensive data analysis.

Content Creation & Document Processing

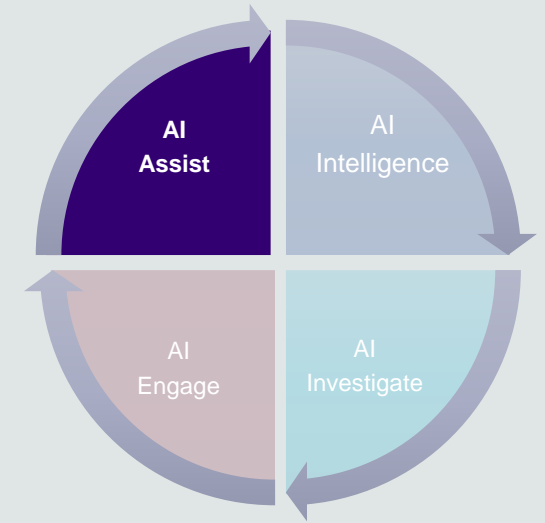
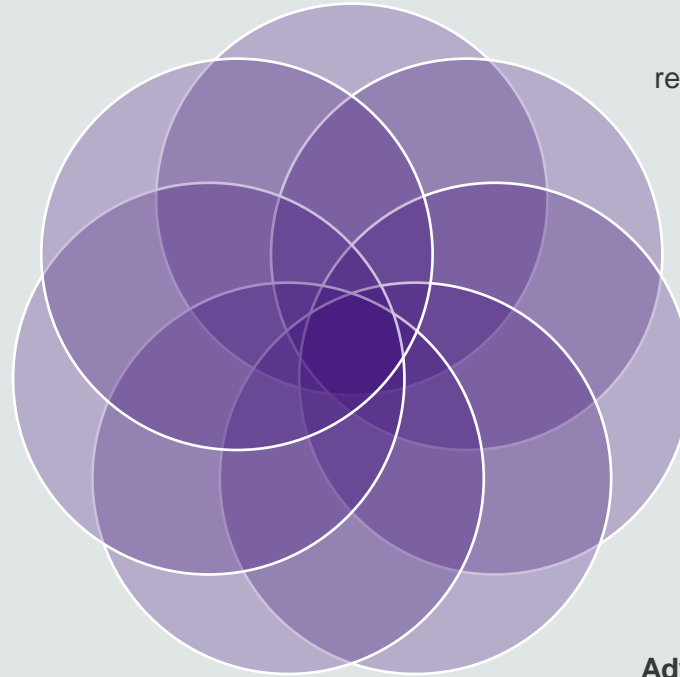
Use AI to automate the creation and revision of policy documents and process large volumes of information from documents.

Business Process Automation & Optimisation

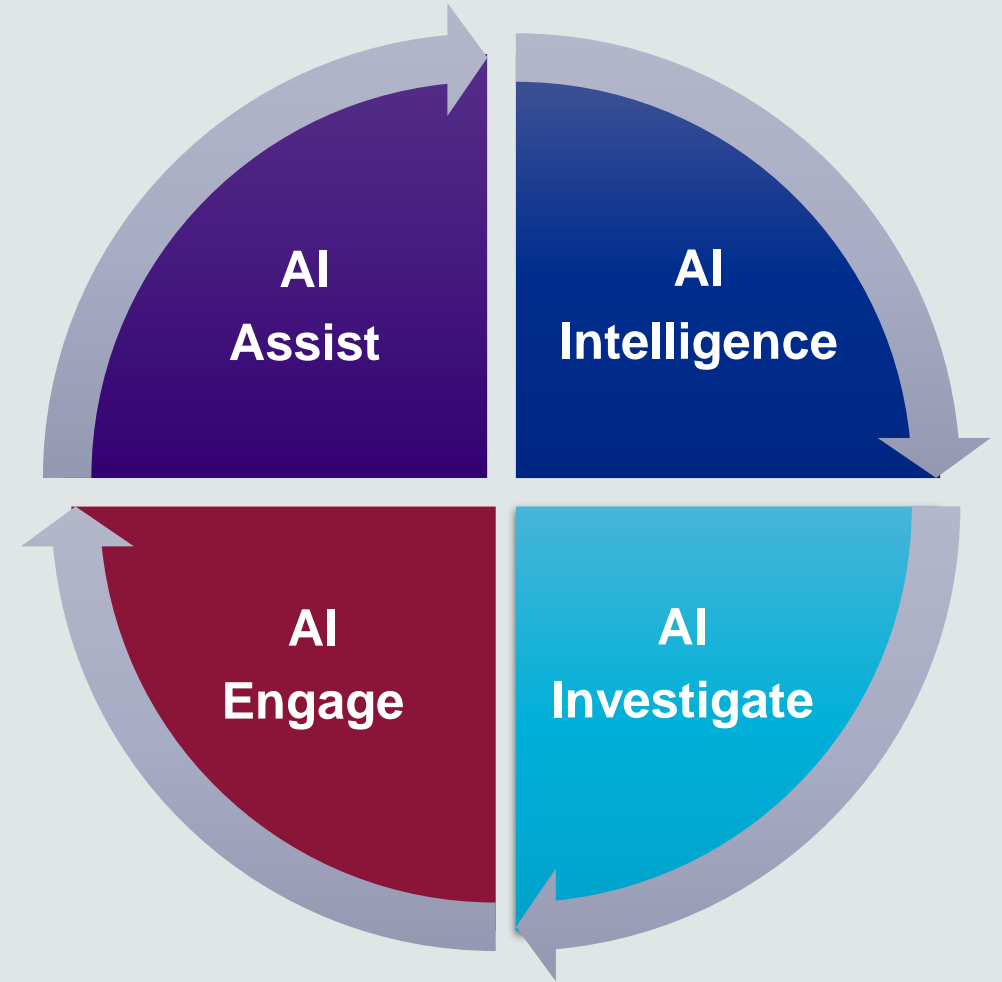
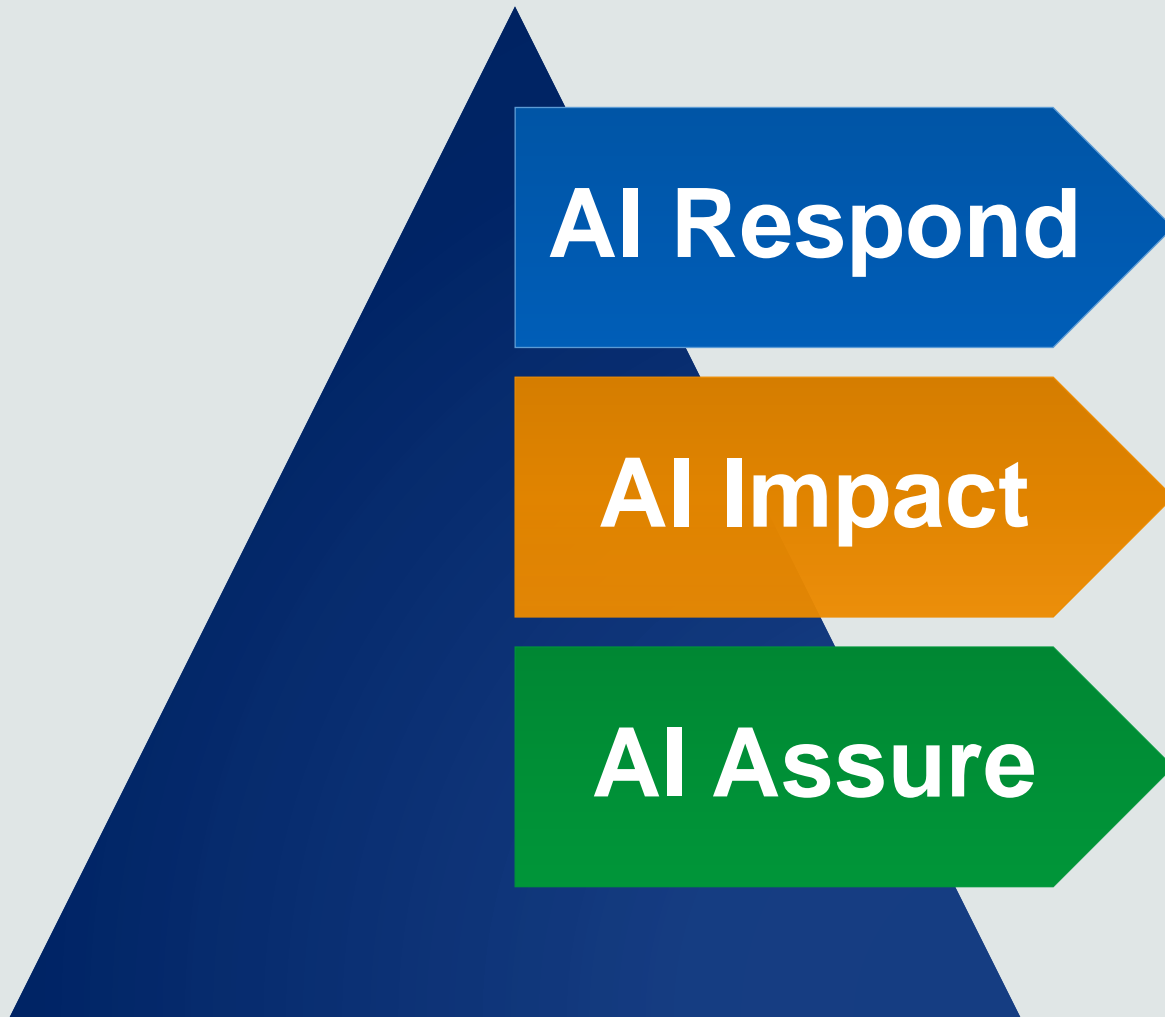
Apply AI to automate routine business processes and optimise workflows for increased efficiency.

Advanced Data Analysis & Decision Support

Integrate AI tools with business intelligence platforms for advanced data analysis and provide AI-driven decision support.



Conclusion



Moving forward with AI

Establish the foundational pyramid for safe, ethical and effective AI Adoption.

Consider initial actions for each functional thread.

Encourage participation in the AI adoption and learning.

