European Social Services Conference 2022
Innovative solutions for good care in the future – a German French Workshop

Prof. Dr.-Ing. Dietmar Wolff
Vice President Academic Affairs,
Head of Innovative Healthcare Research Group
University of Hof, Germany

Hochschule Hof
University of Applied Sciences
Project overview
Experience the **Future Centre AI** with various topics online as well as on site.
Our goals

- making knowledge available
- participation of the target groups
- tailored to the target group
- with testing of AI techniques
- focus: healthy working
For whom the offers are

- Executives
- Carers
- Educators
- Social counsellor
Learning made easy

• The idea of the „learning nuggets“
  – quickly available
  – to the point
  – interaction with the chatbot
  – also as blended learning
Didactic approach

Prerequisites:
• target group
• professional context

Our goals:
• increase motivation
• stimulate reflection
• find solutions
• promote healthy working

https://www.pulsnetz.de/elearning/campus-startseite

8 teaching-learning concepts:
1. healthy work
2. conflicts in the team
3. duty roster organisation
4. documentation/language programme
5. ambient Assisted Living
6. leadership in the digital transformation
7. quality/skilled Worker Needsf
8. „train the consultants“
Goals of th AI-garage

- explain methods of artificial intelligence in an understandable way
- show what it is (particularly) suitable for
- showing potential in the social economy
- communicate (ideal) preconditions for artificial intelligence
- highlight ethical, legal and technical risks / hurdles

Wishful thinking:
*The addressees can see for themselves where and how artificial intelligence can help them.*
Chatbot „ImPulsBot“

- allways available
- well fed
- gives orientation
Working schedule – quality and optimisation

- operational-economic
  - cost-benefit
  - budgets...
- healthy work
  - stress reduction
  - reliable free time
  - work-life balance....
- occupational science
  - successive shifts/working days
  - permanent night shifts...

in the garage
Recognition of working schedule quality

How was the quality recognised?

What needs to be done to improve quality?

Automatic support for the creation of good working schedule

Good/bad

Facilities

Number of employees, times, holidays, wishes, ...

European Social Services Conference - Innovative solutions for good care in the future, Prof. Dr. D. Wolff
AI-supported recruiting solutions

• tools and solutions that making recruiters' jobs easier
• either data-based automations or analyses based on AI-methods
• reach more potential candidates or provide more or better information on candidates

https://www.pulsnetz.de/ki-projekt/ki-garage/recruitingstudie/
A look at ethics

• Ethical design sprint
  – ethics must not be left out of the picture
  – investigation using the example of AI-supported recruiting
pulsnetz KI

- at the reception
- on tour
- on the campus
- in the garage
In the facilities on site

Hands-on technology
Workshops
TruDi – exterior view
TruDi – interior view
In-depth consultations

Up to 5 days of facility counselling possible
• selection and implementation of technologies
• changes due to further technical development
Contributors to the project
How to find our offers

• About the project: https://www.pulsnetz.de/ki-projekt/
Work on standardisation
Basic idea of telematics infrastructure

Source: http://www.kvn.de, Stand 15.01.2013
Access to the telematics infrastructure
Versorgungsprozesse und Anwendungen
MIO – medical information object

MIO: Mögliches Umsetzungsbeispiel Impfpass

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Immunization xmlns="http://hl7.org/fhir"
  <vaccinationProtocol>
    <targetDisease>
      <coding>
        <system value="http://snomed.info/sct"/>
        <code value="14189004"/>
        </coding>
      </targetDisease>
    </vaccinationProtocol>
  ...
</Immunization>
```

**Techn. Repräsentation**

**Med. Inhalte**

**Kodierung der med. Inhalte**

lyphaktisch

semantisch

**Inhalte**

**KBV**

**MIO: MEDIZINISCHE INFORMATIONSOBJEKTE**

**SEITE 5**

FINSOZ e.V. | Fachverband Informationstechnologie in Sozialwirtschaft und Sozialverwaltung | Mandelstraße 16 | 10409 Berlin | www.finsoz.de