Coding Kindness: Regulatory Approaches to Technology and Compassion

7:30 – 9:00 am	**Breakfast & Registration**
9:00 – 9:15 am	**Welcome and Introductions**
9:15 – 10:15 am	**Empathy in the Age of AI: Safeguarding Compassion in Licensed Professions**
	Lisa Henderson – *Co-Founder & Chief Brand Officer, Synchronous Health* With the increase in the use of AI in our daily work, the need to maintain human compassion and ethical standards in licensed professions has never been more critical. This presentation addresses the vital role of licensing boards in upholding these values, focusing on the intersection of AI advancement while preserving empathy and ethical practices in professions requiring licensure. The licensing board's role is to protect the public from harm caused by unskilled or unethical licensees; this mandate applies to their use of AI as much as any other aspect of their services. This presentation will focus on determining the difference between the licensee having a knowledge gap that needs to be filled versus disregard for competent or ethical use of AI tools (or any other tools for that matter - also known as a "difficult registrant"). The presentation will also offer a framework to evaluate how existing standards and regulations can be adapted to encompass AI-related issues and where new regulations are necessary to address emerging challenges unique to AI. This framework aims to ensure that while professionals may increasingly rely on AI, they do not lose sight of their role in delivering services to humans who deserve to have compassion and ethical standards remain central to the services they receive.
10:15 – 10:45 am	Break
10:45 – Noon	**Artificial Intelligence in Regulation – Risks, benefits and potential impact on compassionate regulation**
	Rick Borges – *Managing Director, Financial Regulation, Thentia* **Jennifer Garrett** – *Assistant Deputy Secretary, Wisconsin Department of Safety & Professional Services* **Michelle Sigmund-Gaines** – *Executive Director, Oregon Board of Physical Therapy* The gifts technology bestows upon regulation are vast and considerable, and the sheer potential it is likely to offer regulators in the near future is barely comprehensible in vastness and scope. The power of artificial intelligence, in particular, has unfolded at a pace unseen, with generative AI tools barely known a year ago now center stage in many sectors. While regulators around the world have widely varying levels of enthusiasm for and utilization of AI-powered tools, their potential will eventually – or swiftly – necessitate adoption and strategic consideration. As AI is incorporated into regulatory processes, regulators will reap great advantages, from leveraging automation to minimize human involvement in manual, repetitive, and time-consuming tasks, to the explosive possibilities of predictive insights only AI-powered tools may derive. However, between the impersonal nature of technology, AI's reliance on inherently biased human-sourced data, and its inability to grasp nuances otherwise evident in human-to-human interactions, the risks of a digital future gone wrong are sharper than ever. Panelists will discuss AI in regulation, describing areas where AI could improve the effectiveness of regulatory functions while considering the main risks and benefits of these solutions, their perspectives on top concerns and main opportunities AI brings to an increasingly digital regulatory world, and the potential impact of AI on kind and compassionate regulation with the aim of generating a discussion with the audience and gathering their input.

Noon – 1:00 pm	**Lunch**
1:00 – 2:00 pm	**AI: The Need for an Inclusive Conversation**
	Dr. Arthur "Barney" Maccabe - *Executive Director, Institute for Computation and Data-Enabled Insight (ICDI), University of Arizona* The emergence of generative Artificial Intelligence (AI) in the form of Large Language Models (LLM), like ChatGPT-4 from OpenAI, has created a great deal of excitement. LLMs provide access to vast amounts of information. Because they are adept at conversation using natural language, these tools are especially easy to use and can be applied in a wide range of contexts. While the potential benefits to society are great, so are the potential costs. These costs include the amplification of biases, misuse of available data, and the potential for job displacement. These kinds of tradeoffs are not new. Every new technology has brought similar benefits and concerns. What seems to be new are the rate at which new AI technologies are being introduced, the breadth of the potential disruption, and the ability of the general public to understand the technologies.
2:00 – 2:15 pm	Break
2:15 – 3:00 pm	**Practical Examples and Applications: A Fireside Chat with ChatGTP**
	Paul Byrne – *Executive Director of Regulatory Operations and Support Services, Medical Council of Ireland* Moderator: **Graeme Keirstead, K.C. –** *Deputy Registrar & Chief Legal Counsel, College of Physicians and Surgeons of BC* This talk will explore the cutting-edge use of AI, specifically ChatGPT, in enhancing stakeholder engagement in regulatory environments. The discussion will showcase how ChatGPT can be adeptly utilized to transform the way regulatory stakeholders communicate, providing faster, more agile, and diverse perspectives in drafting documents, scripts, and letters. The presentation will highlight the potential of AI to enrich stakeholder dialogue by offering varied insights and accelerating response times, thereby streamlining engagement processes. Focusing on the ethical and practical considerations of AI deployment, the talk will assess how technologies like ChatGPT can influence the traditionally risk-averse domain of regulation. It will critically explore whether AI can balance efficiency with maintaining the integrity and personal touch in stakeholder interactions. The session will also feature an interactive segment with ChatGPT, posing questions about its role and the considerations needed for effective AI integration in stakeholder engagement strategies. This session promises to provide insightful discussions and practical examples, underscoring the evolving intersection of AI and human-centric communication in regulatory frameworks.
3:00 – 3:45 pm	**Roundtable Discussions – Strategies to balance technology and humanity**
	Dig deeper into some of the topics presented at this year's symposium in a roundtable discussion. Preliminary questions and discussion points will be shared prior to the symposium and will be updated during the day to reflect the content shared and attendee interest.
3:45 – 4:15 pm	**Q&A and Concluding Remarks**
	Join us for a final opportunity to pose your questions to the day's speakers.

| 5:00 – 6: 00 pm | **Symposium Attendee & Committee Member Reception** |