AMAZON ALEXA

Help or Hindrance in Hospitals?

Dr C Razavi, Dr C Johnstone
WHAT IS ALEXA?

- Amazon's Voice automatic speech recognition service
- Embedded into multiple devices

AWS & DEVELOPING

- Latest quarter, AWS represented 73 per cent of Amazon's operating income
- Alexa skills a small part of this
- Currently 40,000 skills
- Small compared to ‘Apps’ (2.5M)
DEVELOPING ALEXA SKILL

ALEXA SKILL DEMO
ALEXA SKILL DEMO

Intro
Help function
CQC Intent
Location Intent
Ward Number Intent
Bleep number Intent
Calls
CICV ALEXA SKILL

• Operators frequently fail to perform under extreme pressure

• Evidence growing for use of cognitive aids during these scenarios
ALEXA SKILL FUTURE

- Multiple sites
- Integrate CRM
- Drug information
- Surgical Preferences
- Coffee preferences
- DATA – training needs
- ?Query databases
- ?Automate processes
- ??EPR integration

QUESTIONS