

UTILIZATION OF AI TOOLS FOR ENHANCING HEALTHCARE SERVICES IN UNIVERSITY OF ILORIN TEACHING HOSPITAL (UITH) KWARA STATE, NIGERIA

Oluyinka Titilope Afolayan, Ph.D, and Abdullahi Imam Adam
Department of Information Technology
University of Ilorin, Ilorin, Nigeria
afolayan.ot@unilorin.edu.ng

Abstract

This study examines the utilization of AI tools in enhancing healthcare services in the University of Ilorin Teaching Hospital (UITH), Kwara State, Nigeria. The objectives of this study were to: identify the perceived benefits associated with the use of AI tools in enhancing healthcare services at the University of Ilorin Teaching Hospital, Kwara State, Nigeria; and identify the perceived challenges faced in the use of AI tools in enhancing healthcare services at the University of Ilorin Teaching Hospital, Kwara State, Nigeria. The methodology adopted for this study was a descriptive survey research design approach, utilizing a structured questionnaire to collect data from a wide range of healthcare professionals within the hospital. The population for this study comprised 198 healthcare professionals from five departments at UITH, Kwara State, Nigeria. A stratified sampling technique was employed to ensure fair representation from the diverse professional categories across departments. The departments include Hematology, Chemical Pathology, Radiology, Medical Microbiology Laboratory, and the Intensive Care Unit (ICU). A total sample size of 132 healthcare workers was selected across five departments/units. Findings revealed a high level of perceived benefits of AI tools were recognised such as AI's potential to improve diagnosis, reduce manual errors, and speed up laboratory processes among others, however, respondents identified a number of challenges hindering the optimal use of AI tools such as unstable electricity, poor internet connectivity, outdated infrastructure, limited training, and the absence of clear institutional or national policies. In conclusion, the adoption of AI would significantly improve healthcare delivery at UITH and contribute substantially to broader digital health advancements in Nigeria. It was recommended that medical practitioners and other ad hoc staff across departments within the hospital environment need to be trained on the effective use of AI tools.

Keywords: Artificial intelligence, Delivery, Extent of use, Health care, Services,