Nordic AI Meet 2026

P2: AI in Health, Medicine, Care & Human Well-being

1. Better Together? A Field Experiment on Human-Algorithm Interaction in Child Protection

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Abstract: Despite algorithms' potential to improve public services, adoption has been limited by concerns about effectiveness and equity. We conduct a randomized controlled trial (N=4,681) providing real-time algorithm support to Child Protective Services (CPS) workers allocating investigations. Algorithm access reduced maltreatment-related hospitalizations, especially among disadvantaged groups, while reducing CPS

surveillance of Black children. Notably, child injury admissions decreased by 21 percent. Workers reallocated investigations toward children at greater likelihood of harm, without mechanically following algorithmic predictions. Discussion notes suggest the algorithm shifted worker attention to complementary information. Counterfactual exercises show that human-algorithm complementarity would outperform algorithmic automation in efficiency and equity.