

Implementing Artificial Intelligence in Healthcare Organizations

Technology plays a crucial and foundational role in how contemporary society operates, and this role continues to evolve as technology advances. Today, without doubt, artificial intelligence (AI) represents the most consequential technology on the horizon, with the promise of changing how we work, live, and even think.

In healthcare, AI stands as a beacon of hope for transforming modern medicine and tackling some of the industry’s most troubling and persistent issues, such as medical errors, burnout, staffing shortages, documentation burdens, scheduling conundrums, and more.

Although the advancement of AI in healthcare is moving at a rapid pace, and much excitement surrounds its transformative nature, healthcare organizations should take a measured and deliberate approach to implementing these new technologies. Forging full-steam ahead without considering logistics, systems, processes, and potential outcomes may result in anything from minor inconveniences to significant harm.

The following checklist offers high-level guidance and areas of focus for implementing AI technologies in healthcare settings. This list is not all-inclusive, but it offers healthcare organizations a basis for developing thorough policies and procedures related to AI implementation.¹

| | Yes | No |
|---|--------------------------|--------------------------|
| Prior to making decisions about acquiring or implementing AI applications, has your organization clearly defined what tasks or functions the AI will perform and what goals it should accomplish? | <input type="checkbox"/> | <input type="checkbox"/> |
| Has your organization conducted a change readiness assessment to determine how prepared, able, and willing the organization and its workforce are to adopt AI applications into practice? | <input type="checkbox"/> | <input type="checkbox"/> |

| | Yes | No |
|---|--------------------------|--------------------------|
| Has your organization assessed whether it has the proper information technology (IT) infrastructure, personnel, knowledge, and capabilities to adopt AI applications? | <input type="checkbox"/> | <input type="checkbox"/> |
| Do organizational leaders support and champion efforts to implement AI, and have other champions and super users been recruited to help facilitate change management? | <input type="checkbox"/> | <input type="checkbox"/> |
| <p>Has your organization formed a group to evaluate potential AI applications, conduct due diligence of AI vendors, and make acquisition decisions?</p> <ul style="list-style-type: none"> • Does the group include appropriate representatives and stakeholders, such as health IT and AI experts, data analysts, clinicians, nonclinical staff, individuals with legal and ethical expertise, risk managers, etc.? • As part of the evaluation process, does the group consider: <ul style="list-style-type: none"> ▪ The organization’s need for the application as well as current state vs. future state expectations? ▪ The credibility and reputation of the AI vendor and any guarantees or assurances made in relation to the product? ▪ The data on which the AI application was trained (including issues related to data/algorithm transparency, bias, patient population, and privacy/security)? ▪ Information regarding how the AI application performs and data that validate its performance? ▪ How the AI application will integrate with other technology tools and systems currently in use? ▪ Whether a regulatory body or third party has approved or validated the AI application? ▪ The financial impact of implementing the AI application, including financial costs, return on investment, and nonfinancial benefits? ▪ The potential safety and liability risks of the AI application, and the potential negative outcomes as a result of those risks? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are mechanisms in place to provide adequate and transparent communication with stakeholders and employees throughout the AI evaluation, acquisition, and implementation phases? | <input type="checkbox"/> | <input type="checkbox"/> |

| | Yes | No |
|--|--------------------------|--------------------------|
| Has your organization solicited provider and staff input on developing policies and workflow processes that align with both their needs and the functionality of AI applications? | <input type="checkbox"/> | <input type="checkbox"/> |
| Has your organization established solid and reasonable expectations and rules for how providers, staff members, or others will use AI applications? | <input type="checkbox"/> | <input type="checkbox"/> |
| Has your organization determined metrics or standards to measure the success of AI applications' performance in completing expected tasks or functions? | <input type="checkbox"/> | <input type="checkbox"/> |
| Has your organization developed a strategy for offering training and education on AI applications prior to, during, and after implementation to help acclimate the workforce and recognize potential process or system issues? | <input type="checkbox"/> | <input type="checkbox"/> |
| Does the training strategy include technical, legal, and ethical aspects of using AI in healthcare settings for various purposes? | <input type="checkbox"/> | <input type="checkbox"/> |
| Has your organization formed an AI governance committee to develop AI-related policies and procedures and to oversee the safety and quality of AI tools and programs? | <input type="checkbox"/> | <input type="checkbox"/> |
| Has your organization developed a method to monitor AI applications over time to determine their accuracy, how well they work, and how they affect the clinical environment? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are policies and procedures in place to guide maintenance and updating of AI applications throughout product lifecycles? | <input type="checkbox"/> | <input type="checkbox"/> |
| Has your organization developed a system or process to allow providers and staff members to capture AI-related issues (e.g., errors, usability issues, privacy concerns, unanticipated workflow impacts, etc.)? | <input type="checkbox"/> | <input type="checkbox"/> |

Resource

To learn about various topics related to AI, see MedPro's [Risk Resources: Artificial Intelligence](#).

Endnote

¹ This checklist is based on information from the following sources: American Medical Association. (2024). *Future of health: The emerging landscape of augmented intelligence in health care*. Retrieved from www.ama-assn.org/system/files/future-health-augmented-intelligence-health-care.pdf; Chomutare, T., Tejedor, M., Svenning, T. O., Marco-Ruiz, L., Tayefi, M., Lind, K., . . . Ngo, P. D. (2022). Artificial intelligence implementation in healthcare: A theory-based scoping review of barriers and facilitators. *International Journal of Environmental Research and Public Health*, 19(23), 16359. doi: <https://doi.org/10.3390/ijerph192316359>; Guymard, T. (2023, June 8). *Best practices for implementing AI in healthcare*. LinkedIn. Retrieved from www.linkedin.com/pulse/best-practices-implementing-ai-healthcare-thibaud-guymard/

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