

Technology is evolving rapidly. Establishing governance for augmented intelligence can help ensure your organization implements AI tools into care settings in a safe, ethical, and responsible manner.

The American Medical Association uses the phrase “**augmented intelligence**” (**AI**) rather than artificial intelligence as an alternative conceptualization used across health care that emphasizes AI’s assistive role. AI enhances human intelligence rather than replaces it.


Physicians and health care leaders are excited about the transformative potential of AI, which has shown the promise to:

- ✓ Enhance diagnostic accuracy
- ✓ Personalize treatments
- ✓ Reduce administrative and documentation burden
- ✓ Accelerate biomedical research

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At the same time, there is concern about risks and pitfalls from AI, such as:

- ✗ Worsening bias
- ✗ Increasing privacy risks
- ✗ Introducing new liability issues
- ✗ Hallucinations

 Hallucinations, sometimes referred to as confabulations, are seemingly convincing but incorrect conclusions or recommendations from AI. They can potentially impact patient care.

Value of Governance

Governance can ensure the responsible and effective use of AI at an organization, empowering health systems to:



Manage tool identification, evaluation, and deployment



Standardize risk assessment and risk mitigation strategies



Maintain comprehensive documentation



Ensure safe applications with robust oversight



Decrease clinician burnout



Promote collaboration and alignment across the institution

AI use cases:

The use cases for AI tools in health care are vast and include both clinical and administrative activities. The 2024 AI Physician Survey asked physicians about current AI use cases across specialties. Some uses they identified were:

21%

Documentation of billing codes, medical charts or visit notes

13%

Summaries of medical research and standards of care

20%

Creation of discharge instructions, care plans and/or progress notes

12%

Assistive diagnosis

14%

Translation services

12%

Generation of chart summaries


Access the [full toolkit](#) to read the other use cases.

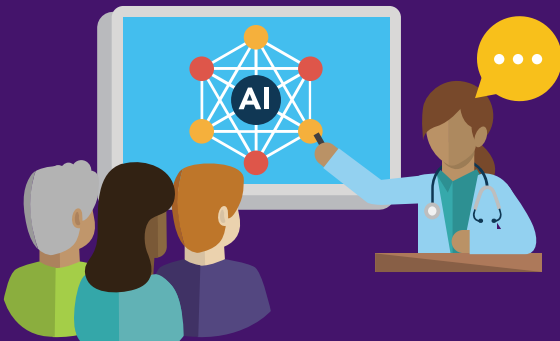
Essential STEPS for building Governance for AI

1

Involve your leadership and form a working group

Commitment from a health system’s CEO and C-suite will be crucial to the process, as they can explain the needs and goals for AI tools. Your organization will need an interdisciplinary AI working group to help define priorities, develop policies, and detail governance processes.


 Will you have a new governance structure, or will an existing technology committee expand its assignments to incorporate AI?

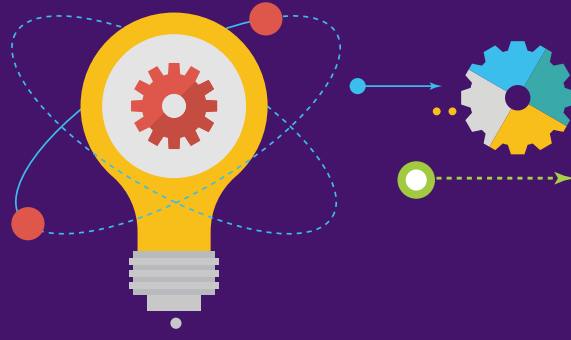


2

Develop AI policies

Inventory your organization’s current AI uses, then outline definitions, permitted uses, prohibited uses, governance, and transparency. Consider your organization’s goals as you decide what AI tools you’d like to prioritize. Some organizational objectives might include shifting to value-based care, advancing health equity, focusing on patient-centered care, decreasing clinician burden, or improving financial sustainability.


 How will you update your existing policies on informed consent, data use, patient safety or vendor contracting?

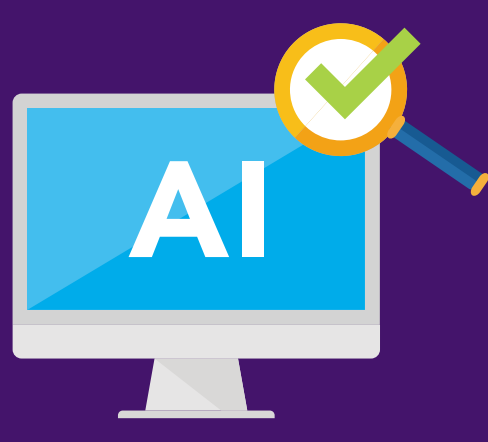


3

Monitor, monitor, monitor

Identify outcome metrics to track and assess the AI tool’s effectiveness. Have a plan for ongoing oversight—monitor all AI tools regardless of their risk level. This will be a constant effort, as guidelines and regulatory changes around AI are evolving quickly. Be ready to update your plans as you add more AI tools. Encourage stakeholders to offer their feedback.

 If you use AI tools for medical documentation or clinical decision support, how will you monitor them for hallucinations and biases?



See all 8 STEPS on Governance for AI in the full toolkit, and learn more about improving your practice at [stepsforward.org](#).