TOOLKIT FOR DEPLOYERS

This toolkit supports healthcare AI deployers – particularly those new to AI deployment – in safely and responsibly implementing healthcare AI tools/solutions. It focuses on two key aspects of AI deployment:

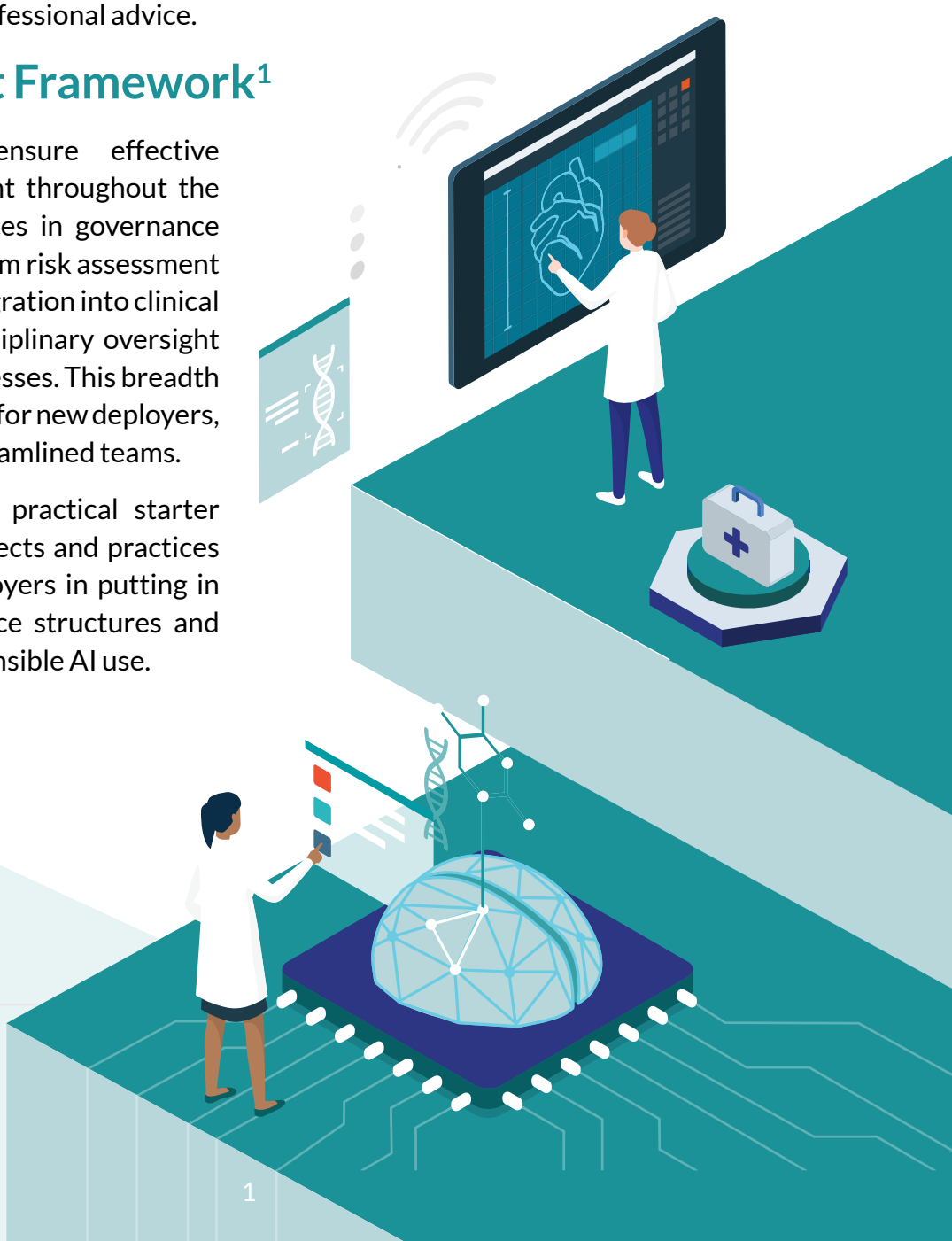
(i) establishing appropriate governance practices for AI deployment; and
(ii) ensuring the selected solution is fit for the deployer's purpose.

This toolkit complements AIHGle 2.0 and references the relevant sections. It serves as a practical implementation guide – sets out good governance practices and outlines key deployer responsibilities and strategic considerations across the AI lifecycle – and should not substitute for legal or professional advice.

AI Deployment Framework[1]

AI deployers must ensure effective governance and oversight throughout the AI lifecycle. Best practices in governance span multiple aspects, from risk assessment and mitigation, to AI integration into clinical workflows, and multidisciplinary oversight with regular review processes. This breadth of scope may be daunting for new deployers, especially those with streamlined teams.

This section provides a practical starter framework, with key aspects and practices identified, to assist deployers in putting in place baseline governance structures and processes towards responsible AI use.



1 Refer to AIHGle Section 6.

Organisational AI Governance[2]

- ☐ Ensure access to multidisciplinary expertise in clinical, operational, technical, and legal domains through internal teams or external partnerships
- ☐ Establish oversight across the entire AI lifecycle
- ☐ Maintain a repository of all AI solutions deployed in the organisation, documenting deployment and evaluation processes

Pre-Deployment Assessment

- ☐ Assess AI solutions for their intended use, limitations, and potential risks to ensure they are fit-for-purpose
- ☐ Conduct risk assessments based on potential harm and probability of occurrence
- ☐ Ensure AI solutions meet prevailing cybersecurity and data protection requirements

Deployment and Training

- ☐ Establish clear patient communication policies, where needed, for informed decision-making
- ☐ Design AI-enabled clinical workflows with defined human oversight
- ☐ Train staff on safe and effective AI use

Post-Deployment Monitoring

- ☐ Monitor post-deployment performance continuously across key areas like clinical outcomes and regulatory compliance
- ☐ Maintain AI incident reporting processes and feedback channels
- ☐ Conduct routine workflow reviews to ensure compliance with organisational policies and regulatory requirements

Solution Assessment Framework

Deployers need to exercise due diligence to ensure that the selected AI solution is effective, appropriately scaled, sustainable, and compatible with deployer's internal governance and operational capabilities. Given the diverse range of AI solutions, selecting the right solution may be challenging and requires careful evaluation of costs, benefits, and organisational fit.

This section provides a practical starter list of guiding questions for deployers to consider, in assessing available solutions. For example, when procuring AI-augmented clinical documentation solutions, organisations should assess functionality, reliability, and security, and monitor post-deployment performance.

2 Refer to AIHGle Section 6.1.

Technical Capabilities and Suitability

- ☐ Why is this AI solution suitable for your specific use case?[3]
- ☐ What are its known limitations and situations where it should not be used?
- ☐ Is it compatible with your existing systems and workflows?
- ☐ How should users interact with the AI solution?[4]
- ☐ What inputs or uses should be avoided?

Performance, Safety and Validation

- ☐ What evidence supports performance for the intended use (e.g. accuracy, output quality, risks on bias/hallucination)?
- ☐ What standards or benchmarks were used in testing?
- ☐ Has the AI solution been evaluated in real-world settings?

Data Security Measures

- ☐ What data is collected during use?[5]
- ☐ Where is data stored and how is it protected?
- ☐ What access controls and security measures are in place?[4]

Monitoring and Incident Response[6]

- ☐ What support is available for user training and implementation?
- ☐ How does the vendor monitor performance and safety post-deployment?
- ☐ What support is available for issue resolution and incident response?

Conclusion

The deployment of AI in healthcare presents both tremendous opportunity and significant responsibility. This toolkit provides healthcare organisations with practical guidance on establishing robust governance practices and selecting fit for purpose solutions. It is important to note that successful AI deployment extends beyond initial implementation. After selecting and deploying AI solutions with appropriate governance in place, healthcare organisations must continue monitoring and have contingency workflows to ensure safety and continuity of care. This continuous oversight enables organisations to harness the transformative potential of AI whilst upholding the highest standards of care and fostering responsible innovation in healthcare delivery.

3 Refer to AIHGle Section 6.1.
4 Refer to AIHGle Section 5.3.
5 Refer to AIHGle Sections 4.2 and 6.1.
6 Refer to AIHGle Sections 5.5, 6.1, 6.6, 6.7, and 7.3.