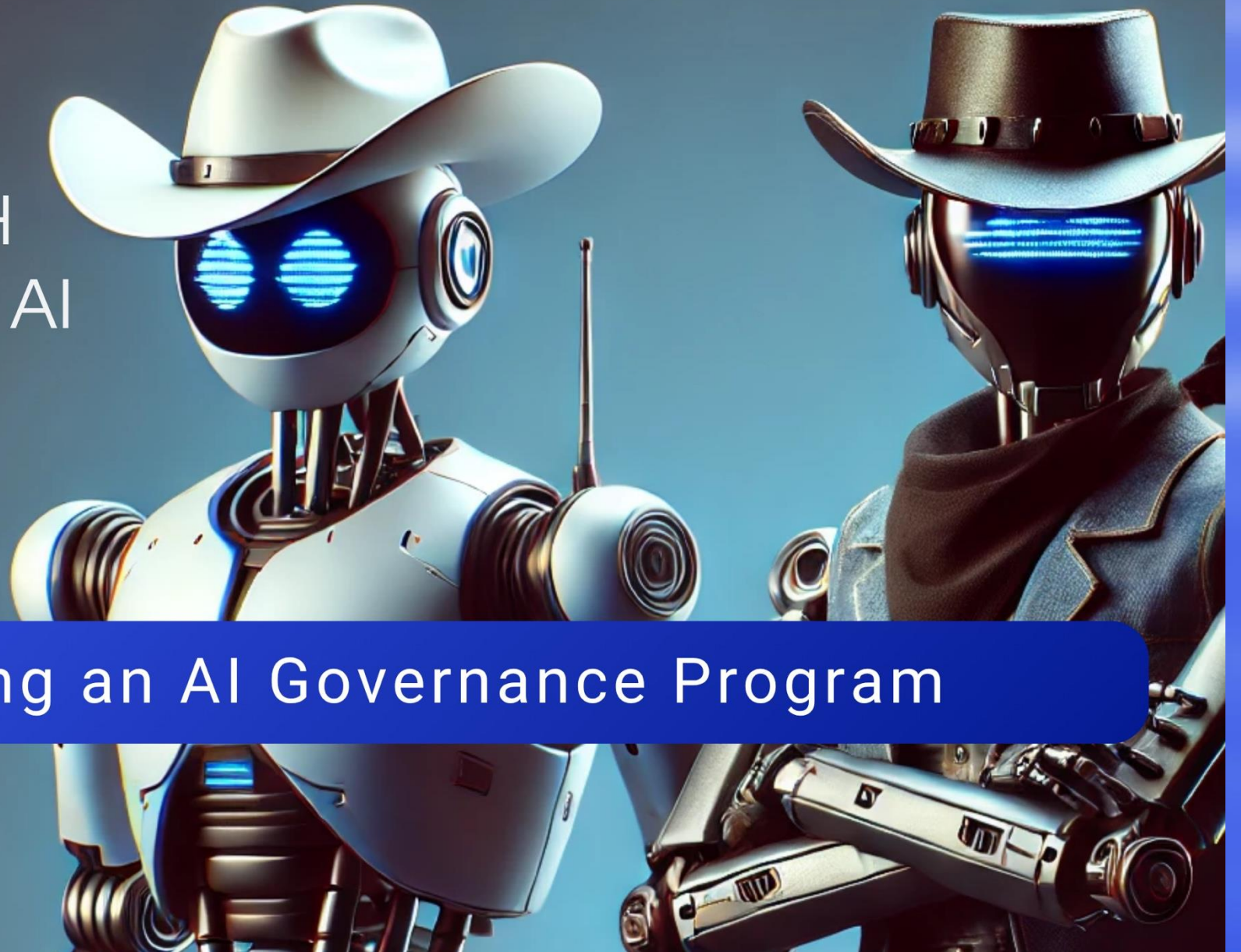


LEADING WITH RESPONSIBLE AI

*Day 1: Laying the
Foundations for
Responsible AI*

Developing an AI Governance Program

 Clearwater

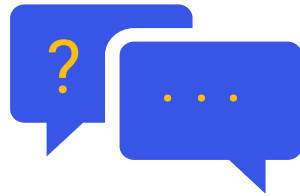


Meeting Logistics



Microphones

All attendees are on mute.



Questions

Type your questions in the Q&A box.



Resources

Upcoming events, slides & resources linked.



Recording

Recording will be provided after event.



Survey

Survey will prompt at the end of webinar.

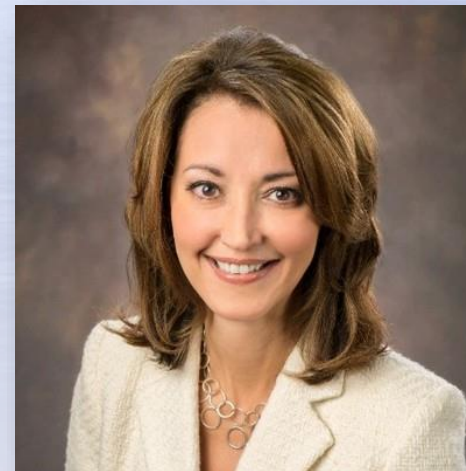
Agenda

- Welcome + Introductions
- Presentation Content: Developing an AI Governance Program
- Q+A



Dave Bailey, EMBA, CISSP

Vice President, Consulting
Services, Security
Clearwater



Robin Lang

Chief Information Officer
CaroMont Health

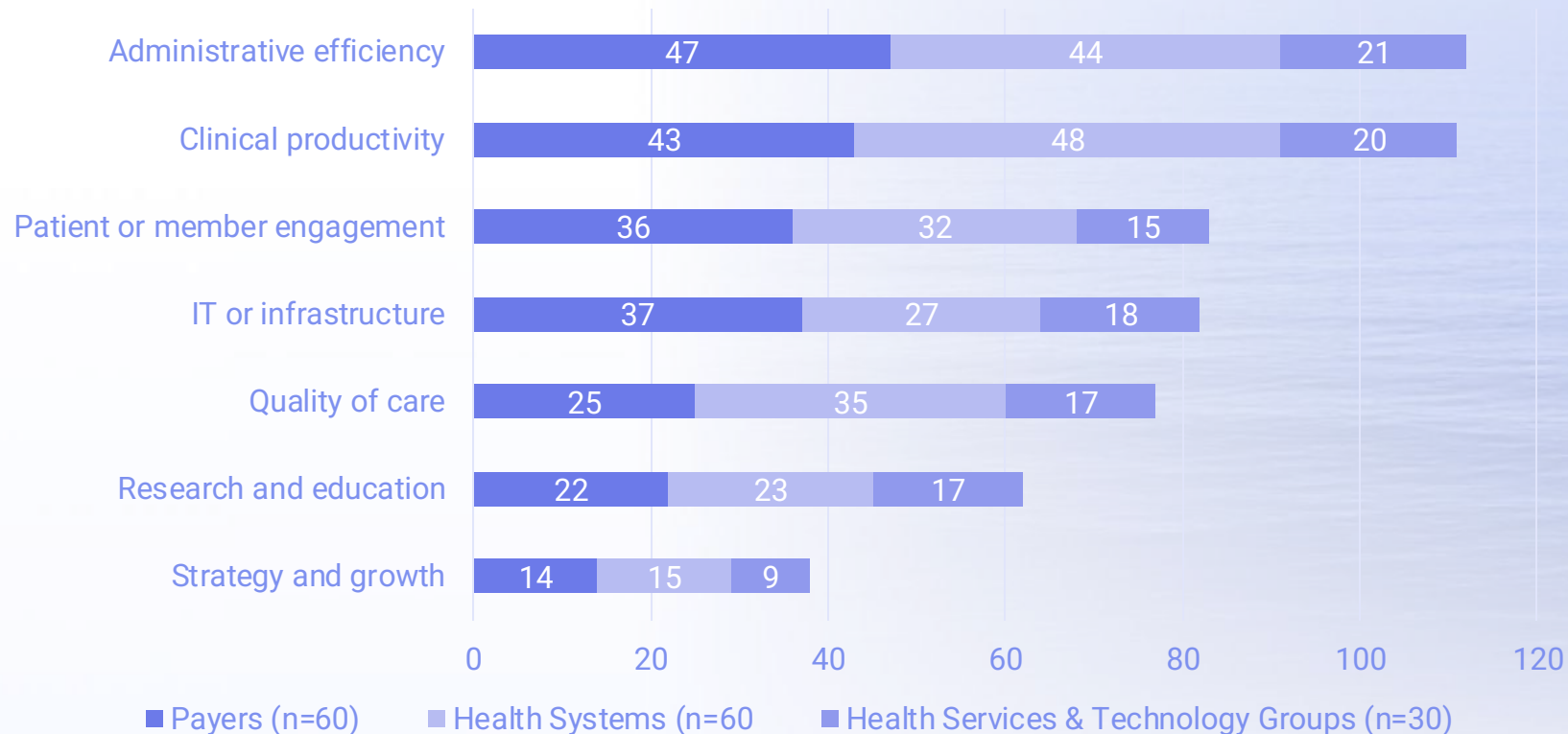
Developing an AI Governance Program

Dave Bailey, Clearwater
Robin Lang, CaroMont Health



No Surprise as to Why AI: Efficiency, Productivity, Patient Engagement

Areas of greatest potential by subsector, Q4 2024



Respondents across healthcare said Gen AI's greatest source of potential could be in improving administrative efficiency and clinical productivity

Source: McKinsey & Company Generative AI in healthcare: Current trends and future outlook

Artificial Intelligence is Transformative But Comes With Significant and Unique Risks to Healthcare

Clinical Misdiagnosis

AI designed to assist in diagnosing medical conditions makes an incorrect diagnosis due to a data bias or algorithmic flaw

Data Breach

A cyberattack where a prompt is crafted to manipulate a model into executing unauthorized actions or disclosure of data from leakage or unauthorized use

Ethical Violations

AI is deployed without proper ethical considerations, leading to safety and security risks, bias and discrimination, violations of privacy, or misinformation

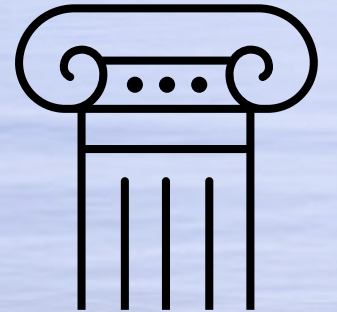


Implementing AI Governance and Risk Management ensures that artificial intelligence systems in healthcare are **safe, ethical, and compliant**—protecting patient **trust**, minimizing legal and operational risks, and enabling responsible innovation that enhances care delivery

Trustworthy AI Should be Safe, Ethical, Transparent & Reliable

5 Key Pillars for Trustworthy AI

- 1 AI must perform consistently and accurately, especially in high-stakes decisions like diagnostics or treatment recommendations.
- 2 Clinicians and patients should understand how the AI arrived at a decision.
- 3 The AI must not discriminate based on race, gender, age, or socioeconomic status.
- 4 Patient data must be handled securely and in compliance with...
- 5 There must be clear responsibility for AI decisions and a process for auditing and correcting errors.



Practical Approaches to Building Effective Governance



How did the AI journey start at CaroMont?



What were some of the approaches used to determine what AI was best for CaroMont?

AI Governance Building Blocks



- Develop and implement policies and guidelines for AI use, including acceptable use, privacy, and security
- Monitor and audit AI systems to ensure adherence to governance policies
- Manage risk by identifying potential ethical, legal, and operational risks associated with AI

AI stakeholders & shadow AI among top concerns

Feedback from healthcare organizations

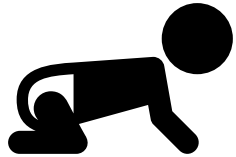
AI Stakeholders

- Not a clear understanding of where AI Governance should reside (separate or integrated?)
- Not enough ownership or participation from business stakeholders
- Organization's look at AI as CIO's/CISO problem to solve
- Not having trained staff to address validation and verification of AI outcomes

Inventory of AI Systems

- No "simple way" to understand what existing AI technology is in use
- Needing formal AI asset inventory when existing inventory practices are informal
- Shadow AI is shadow IT
- Not having adequate ability to implement practices and safeguards to protect the data

Standing Still is Not an Option



- Educate/Brief Boards, Leadership, & Committees on AI Risk
- Establish AI Stakeholders and train the workforce
- Formalize guiding principles



- Build/Enhance AI Third-party risk assessments
- Build an AI Governance Risk Management Plan



- Conduct an Assessment against the NIST AI RMF
- Establish continuous monitoring and validation of your AI systems



Q&A



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Robin Lang

Chief Information Officer
CaroMont Health

Today's Agenda – Coming Next

June 23

1:00 pm – 1:45 pm CT

Operationalizing AI Governance

Jon Moore, Chief Risk Officer & SVP Consulting Services, Clearwater
James Green, Chief Executive Officer, Cognome





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