

The Potential of AI in a Shifting Regulatory Landscape

AI is already transforming healthcare, whether it's helping streamline documentation, supporting clinical decision-making, or creating better patient experiences. **There's no denying the potential.**

AI has entered our day to day. So what are the differences between AI models when considering what works for your business goals? Identify areas you may want to further explore with vendors, or internal teams proposing to build AI, by understanding *what* AI potential exists.

Other Popular GPTS

- **Open source models**
- **Online Training**
Learns from everything it consumes
- **General Purpose Language Predictions**

 Authenticix®

- ✓ **Closed-source models**
- ✓ **Offline training**
Only learns from labeled data
- ✓ **Provides structure to unstructured data set**

HELPFUL DEFINITIONS



Open Source

AI systems, models, and tools made available under licenses that grant users the freedom to use, study, modify, and share them for any purpose.



Closed Source

Proprietary AI systems, models, and tools owned and maintained by an organization. Closed source models offer improved data security and quality control.



Online Learning

AI is ingesting information as it becomes available and using it to learn and get smarter.



Offline Learning

Carefully selected data uploaded in batches to train models iteratively.



Let's get started.

The important thing is you need to be READY for the right AI solution. And that starts by asking the right questions to manage risk and stay compliant. Consider these primary themes when examining an AI solution.



Bias

Systemic errors in AI systems that create unfair outcomes for certain groups of people



Transparency

Umbrella term for an AI system's explainability and obtained consent



Explainability

Being able to explain how the model works, for example if it is open sourced or closed source.



Human in the Loop

Humans reviewing various parts of the AI system including managing the system, mitigate bias, incorporate feedback, and ensure accurate results.

The above themes help unlock discussion on vendor comprehension, AI governance principles, adaptability, and a strategic approach to keeping humans-in-the-loop.

CORE GUIDING PRINCIPLES FOR AI



Assess Risk:

Determine reliance and influence you'll place on AI models in decision-making



High Quality Data:

Ensure data is complete, accurate, and presents diverse populations to help reduce algorithmic bias



Monitor & Maintain:

Plan for ongoing assessment and updates to ensure accuracy and safety

AUTHENTICIX FEATURES

Authenticix can surface macro-level insights that reveal opportunities for process improvements.



Human-in-the-Loop (HITL)

The practice of strategically including human interaction and intervention into the AI development, deployment, and monitoring process



KBo AI Virtual Assistant

An AI-powered guide to analyze all of your conversational data to generate insights.



Conversation Explorer

Search conversations based on any number of filter criteria, including specific agents, topics, or AI model results.



Montage Builder™

Bring the voice of the customer directly to healthcare leaders. This tool allows audio samples to be edited, clipped, and shared.



Safety Event Detection

Create automated processes based on patient safety triggers to escalate conversations for review and assess risk.



Insights Services

Consultative sessions providing insights from data imported into the Authenticix platform and analyzed by AI.

Built from healthcare, for healthcare.

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