Health Care Artificial Intelligence

Vendor Evaluation Checklist

CALIFORNIA
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2024

Health Care AI Toolkit: Vendor Evaluation Checklist

Questions to Ask AI Tool Vendors

Intended Use and Features of Tool

➢ What specific clinical or operational problems does the AI tool address?

➢ What are the key features and capabilities of the AI tool?

Track Record

➢ What is your company's history and expertise in developing AI tools for healthcare?

➢ Can you provide case studies or references from similar healthcare settings to our patient population and settings where your AI tools have been successfully implemented? How was success defined?

Assessing Fit for Your Practice and Potential for Adverse Bias

➢ What data sources were used to train the AI model?

➢ How do you ensure that the training data is representative of my patient population?

➢ How often is the AI model updated or retrained with new data?

➢ What measures have been taken to identify and mitigate biases in the AI tool?

➢ How do you ensure that the AI tool does not disproportionately adversely impact any specific demographic group?

➢ Can you provide evidence or documentation of bias testing and results?

➢ What metrics are used to evaluate the effectiveness of the AI tool?

➢ Can you provide detailed documentation on the AI tool's development, testing, and performance?

➢ Can you provide AI tool's decision-making processes and algorithms?

Ethical Considerations

➤ What ethical guidelines and principles do you follow in the development and deployment of your AI tools?

➤ How do you ensure patient consent and privacy when using the AI tool?

Training and Workforce Support

➤ What training programs and materials do you provide for our staff?

Implementation and Technical Support

➤ How is the AI tool integrated into existing workflows and EHR systems?

➤ What is the process for integrating the AI tool into our existing systems?

➤ What are the technical requirements for successful implementation?

➤ How do you handle data interoperability with our EHR system?

➤ How do you handle software updates and system upgrades?

➤ What ongoing support and maintenance services are included?

➤ How do you monitor the performance of the AI tool post-deployment?

➤ How do you handle incidents or malfunctions of the AI tool?

Compliance, Privacy, and Security

➤ How do you ensure that the AI tool complies with relevant healthcare regulations (e.g., HIPAA, California Privacy laws)?

➤ Have you obtained the necessary certifications and/or approvals for the AI tool?

➤ What security measures are in place to protect patient data?

➤ How is data encrypted and stored?

➤ How do you handle data breaches and security incidents?

Costs and Sustainability

➤ What is the total cost of ownership, including licensing, implementation, and ongoing maintenance?

➤ What is the expected return on investment (ROI) from using the AI tool?

➤ Are there any additional costs for future updates or add-ons?

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Liability and Accountability

➤ What is your policy on accountability for errors or negative outcomes resulting from the AI tool?

➤ What liability coverage do you provide in case of AI tool failure or inaccuracies?

Conclusion

This checklist provides a set of questions for a health care provider to ask AI tool developers/vendors. By thoroughly evaluating the responses, healthcare providers can make informed decisions about acquiring and implementing AI tools that align with their clinical and operational needs while ensuring ethical, fair, and secure use.