

'No-Regrets' AI Investments

When it comes to AI adoption, it's worth distinguishing between two types of investments: those that are highly dependent upon the future path of AI, and those that aren't highly dependent.

Potentially regrettable investments stem largely from uncertainty about what the future landscape of AI in healthcare will look like; you don't want to invest in something that will be obsolete in a few months.

Instead, focus on **"no-regrets" investments**: investments likely to pay off no matter *what* the future course of AI looks like. These are largely *enabling* capabilities, those that help you use *any* new AI technology as effectively as possible – things like setting governance rules and structures, ensuring the quality of your data, and protecting against AI risks. **Read on for our five no-regrets steps for solid AI investments that will enable you to source, implement, and scale AI as the field continues to evolve.**

No Regret Step #1: Understand (and Manage) Your Staff's AI Worries

Use a pulse survey to identify staff sentiment around AI



Whether as part of an AI audit or separately, survey your staff about their current use of AI, their sentiments toward it, and what concerns/questions they have about it at your organization. Emphasize anonymity and how the results will inform your AI strategy.

Offer dedicated AI office hours



Implementation stakeholders, whether data or clinical leads, should hold time for their peers to drop-by and ask questions/relay concerns, troubleshoot use-cases, and identify go-to partners for collaboration.

Identify forums to share AI value stories



Consider what existing forums, from nurse huddles to org-wide newsletters, can be used to share examples of AI adoption at your organization – what you're doing, and what's been the impact on staff and patients. Socialize the safe, ethical, and positive use of AI across your system.

Offer low-stakes opportunities to practice AI use



Emphasize that AI is a positive tool for healthcare workers by creating opportunities for staff to try out AI in safe environments, whether that's using generative AI for internal emails or piloting patient-facing AI on staff members to understand the experience.

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No Regret Step #2: Establish Clear AI 'Rules of the Road'



Identify a **single 'source of truth'** for AI governance



Integrate AI risk into your **annual compliance training**



Calendar regular **touchpoints for review of governance**



Stand up a **'look-out' function** to monitor regulatory changes



Maintain an **up-to-date audit of AI use** at your health system

No Regret Step #3: Get Your Data Into Shape

Focus on the following key areas in order to get your data into shape:

Data storage



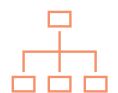
Conduct a **data storage audit by department** and make sure that leaders know 1) what forms of data their department uses and 2) where it is stored. In addition, assess how your organization is progressing toward **optimal industry standards of data storage**: integrating all data in the cloud and using a single EHR across the system.

Data accessibility



Initiate assessment of application interfaces for ease-of-use for data entry, data mining, and predictive analytics. Train data scientists on how end users apply data within their workstreams and help data scientists understand what a data anomaly looks like for each workstream.

Data governance



Create a data documentation process to identify what sources of data are used for each point solution/platform. Dedicate people and create frameworks to continuously evaluate ethical implications of data use, with a focus on mitigating data bias. Educate department leaders on awareness of how to maintain data integrity within their workstreams.

Data resources



Review your human capital needs for employed data scientists, machine learning engineers, and healthcare domain experts. Earmark future investment in High-Performance Computing (HPC) infrastructure to handle evolving computational demands

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No Regret Step #4: Prepare for the (Possible) Worst



Identify key AI risks and develop contingency playbooks



Incorporate risk management into vendor selection



Prepare crisis communications and templated press releases



Assign IT to assess alertness by simulating adverse AI events

No Regret Step #5: Educate Your Team on AI Fundamentals



Integrate AI education into leadership development



Create communities of practice for AI innovation and learning



Leverage AI Catalyst resources for AI education

AI Catalyst Educational Resources:

1. [AI Glossary](#)
2. The AI Catalyst Pulse: Our biweekly newsletter
3. [Six Early Lessons for Structured, Impactful AI Governance](#)
4. [The FUMBLE Framework to Cut Through Vendor Hype](#)