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Owner Maulin Shah: VP Clinical Informatics & Engineering, Chief Medic  
Policy Area Information Services  
Applicability Providence Systemwide

## PSJH-EIS-908 Use of Providence-Approved AI Solutions

Executive Sponsor:	Cherodeep Goswami, Chief Information & Digital Officer
Policy Owner:	Maulin Shah, Chief Health Information Officer
Policy Contact:	Maulin Shah, Chief Health Information Officer

### Scope:

This policy applies to the not-for-profit, non-profit entities of Providence and its Affiliates [\[i\]](#) (collectively known as “Providence”) and their workforce members (caregivers, volunteers, trainees, interns, apprentices, students), independent contractors, vendors and all other individuals working at the ministry, whether they are paid by or under the direct control of the facility; employees of affiliated organizations (collectively, “workforce members”). Where an organization is not wholly or majority owned, exceptions may apply.

Is this policy applicable to Providence Global Center (PGC) caregivers?  Yes  No

This is a management level policy reviewed and recommended by the Policy Advisory Committee for approval by senior leadership which includes vetting by Executive Leadership Committee with final approval by the President, Chief Executive Officer or appropriate delegate.

### Purpose:

The purpose of this policy is to describe the how Providence will govern the use of Artificial Intelligence (AI) systems by members of the workforce to reduce the risks associated with their use.

# Definitions:

**Artificial Intelligence (AI):** software and software systems capable of performing tasks associated with human reasoning, such as writing, learning, and problem solving.

**Approved AI systems:** AI-powered tools that have been approved by Providence enterprise processes for use with Providence data.

**Non-approved AI systems:** AI-powered tools that have not been approved by Providence for use with Providence data.

**Patient care:** the prevention, treatment, and management of illness through services offered by health professionals.

**Clinical decision-making:** the diagnosis of disease and the development of treatment and care plans.

**AI Guardrails:** AI Guardrails encompasses a series of checkpoints from ideation to deployment, through post deployment monitoring. The overall goal is to ensure safe, appropriate, accurate, and equitable use of AI by Providence. It includes but may not be limited to review with respect to safety, ethics, bias, privacy, legality, security, technology standards, and data protection. Additional information is available at the link below:

<https://providence4.sharepoint.com/sites/GenerativeAI/SitePages/GenerativeAIProgramManagement.aspx>

# Policy:

- Providence prohibits the use of non-approved AI systems by members of the workforce while working within the Providence IT systems/assets. Providence shall own or license and manage all Approved AI systems and shall ensure that affected members of the workforce are trained as appropriate regarding use of such systems.
- All Artificial Intelligence (AI) systems proposed for use will be formally approved through the appropriate enterprise guardrails processes. The current processes are explained at [Enterprise AI Guardrails Program Management](#).
- For AI systems related to patient care or clinical decision-making, specific approval from the Providence Clinical AI Review Council is required for both internally developed and third-party solutions. This Council is accountable for certifying that the appropriate guardrails have been followed and the Clinical AI system can go to production deployment.
- Providence may monitor and track all use of Providence-owned or licensed, Approved AI systems, including data input and collected, and external web traffic, to ensure compliance with data collection, data protection, and other policies.
- Providence shall routinely audit use of Providence Approved AI systems.
- All data collected through Providence Approved AI systems shall be maintained and used ethically, securely and only accessible by authorized members of the workforce.
- Any data generated through the use of Providence Approved AI systems is covered by our existing privacy policies and this data will be used only to improve the product unless approved by the Providence Data Protection Council and Board.

- Caregivers who fail to comply with these requirements will be subject to disciplinary actions up to and including termination as outlined in [PSJH-CPP-851 Privacy Sanctions Policy](#) as well as the Counseling and Corrective Actions Policy (located on the Caregiver Services Portal).

## References:

[PSJH-EIS-950.08 Acceptable Use Standard](#)

[PSJH-EIS-950 Information Security Management Policy](#)

[PSJH-CPP-851 Privacy Sanctions Policy](#)

[PSJH-CPP-850 General Privacy Policy](#)

Counseling and Corrective Actions Policy (located on the Caregiver Services Portal)

### Applicability:

[i] For purposes of this policy, “Affiliates” is defined as any not-for-profit or non-profit entity that is wholly owned or controlled by Providence St. Joseph Health (PSJH), Providence Health & Services, St. Joseph Health System, Western HealthConnect, Kadlec, Covenant Health Network, Grace Health System, Providence Global Center\*, NorCal HealthConnect, or is a not-for-profit or non-profit entity majority owned or controlled by PSJH or its Affiliates and bears the Providence, Swedish Health Services, St. Joseph Health, Covenant Health, Grace Health System, Kadlec, or Pacific Medical Centers names (includes Medical Groups, Home and Community Care, etc.). \*Policies and/or procedures may vary for our international affiliates due to regulatory differences.

## Approval Signatures

Step Description	Approver	Date
PSJH President/CEO	Cynthia Johnston: Principal Compliance Consultant	02/2025
PSJH Executive Council	Cynthia Johnston: Principal Compliance Consultant	02/2025
PSJH Policy Advisory Committee	Cynthia Johnston: Principal Compliance Consultant	02/2025

## Applicability

AK - Credena Health, AK - Providence Alaska MC, AK - Providence Kodiak Island MC, AK - Providence Medical Group, AK - Providence Seward MC, AK - Providence St. Elias Specialty Hospital, AK - Providence Valdez MC, CA - Credena Health, CA - Healdsburg Hospital, CA - Petaluma Valley Hospital, CA - Physician

Enterprise Northern, CA - Physician Enterprise Southern, CA - Providence Cedars-Sinai Tarzana MC, CA - Providence Holy Cross MC, CA - Providence LCM MC San Pedro, CA - Providence LCM MC Torrance, CA - Providence Mission Hospitals, CA - Providence Queen of the Valley Medical Center, CA - Providence Redwood Memorial Hospital, CA - Providence Saint John's Health Center, CA - Providence Saint Joseph MC, Burbank, CA - Providence Santa Rosa Memorial Hospital, CA - Providence St. Joseph Hospital - Eureka, CA - Providence St. Joseph Hospital Orange, CA - Providence St. Jude Medical Center, CA - Providence St. Mary Medical Ctr Apple Valley, MT - Credena Health, MT - Providence St. Joseph MC, Polson, MT - St. Patrick Hospital, NM - Covenant Hobbs Hospital, OR - Credena Health, OR - Providence Ctr for Medically Fragile Children, OR - Providence Health Oregon Labs, OR - Providence Hood River Memorial Hospital, OR - Providence Medford MC, OR - Providence Medical Group, OR - Providence Medical Group, OR - Providence Milwaukie Hospital, OR - Providence Newberg MC, OR - Providence Portland MC, OR - Providence Seaside Hospital, OR - Providence St. Vincent MC, OR - Providence Willamette Falls MC, PACE, PHCC - Home & Community Care, PHCC - Home Health, PHCC - Home Medical Equipment, PHCC - Hospice, PHCC - Infusion/Pharmacy, PHCC - Palliative Care, Providence, Providence Express Care, Providence Physician Enterprise, Providence Traditional Health Workers, TX - Covenant Children's Hospital, TX - Covenant Health - ACO, TX - Covenant Health Partners, TX - Covenant Hospital Levelland, TX - Covenant Hospital Plainview, TX - Covenant Medical Center, TX - Covenant Medical Group, TX - Covenant Specialty Hospital, TX - Grace Clinic, TX - Grace Surgical Hospital, WA - Credena Health, WA - EWA Providence Medical Group, WA - Kadlec Regional Medical Center, WA - NWR Providence Medical Group, WA - PacMed, WA - PacMed - ASC, WA - Providence Centralia Hospital, WA - Providence DominiCare, WA - Providence Holy Family Hospital, WA - Providence Mt. Carmel Hospital, WA - Providence Regional MC Everett, WA - Providence Sacred Heart Med Ctr & Children's, WA - Providence St. Joseph's Hospital, WA - Providence St. Luke's Rehabilitation Medical, WA - Providence St. Mary MC, WA - Providence St. Peter Hospital, WA - SWR Providence Medical Group, WA - Skilled Nursing / AL, WA - Swedish Medical Center, WA - Swedish Medical Group, WA - USFHP

## Standards

No standards are associated with this document