AI with Care: Navigating Generative Tools in Healthcare - U.S. edition

A 90-minute instructor-led course on ethical, compliant, and effective AI use in clinical and administrative settings

Participant guide

Learning objectives

By the end of this training, you will be able to:

- Define generative artificial intelligence (GenAI) and identify its current applications in healthcare, including documentation, patient communication, diagnostics, and administrative workflows.
- Recognize ethical risks and regulatory considerations associated with GenAI: Health Insurance Portability and Accountability Act (HIPAA), Food and Drug Administration (FDA) guidance, and Protected Health Information (PHI) handling.
- Analyze real-world scenarios to evaluate responsible and unsafe uses of GenAI using guided case studies to assess bias, misinformation, and oversight gaps.
- Apply a Responsible AI Checklist to assess tools and workflows in their own roles including safeguards for transparency, explainability, and human review.
- Develop an action plan for integrating ethical AI practices into daily healthcare operations tailored to role-specific responsibilities (e.g., clinician, information technology [IT], compliance officer).

Module 5: Best practices and action planning
Responsible AI checklist

🔒 Data Privacy & Security	☐ Handles PHI or personal data appropriately ☐ Complies with HIPAA ☐ Uses encryption, access controls, and audit trails ☐ Documents patient consent when required
🧠 Human Oversight	☐ Includes human review of AI outputs ☐ Allows override or correction ☐ Defines clear roles for oversight
📄 Transparency & Explainability	☐ Explains how AI decisions are made ☐ Communicates limitations and intended use ☐ Labels AI-generated content when needed
⚖️ Fairness & Bias Mitigation	☐ Tests for bias across patient populations ☐ Prevents discriminatory outcomes ☐ Incorporates diverse user feedback
🛠️ Reliability & Accuracy	☐ Trained on high-quality, clinically relevant data ☐ Validated against human standards ☐ Includes error reporting and correction process

Module 5: Best practices and action planning

📋 Regulatory Alignment	Meets FDA requirements Tracks updates for compliance audits Aligns with HSE or institutional policies
🧩 Integration & Workflow Fit	Integrates with existing systems (EHR, scheduling) Staff are trained for responsible use Issues have a clear escalation pat
🗣️ Patient Communication	Reviews AI-generated messages before delivery Uses clear, empathetic language Informs patients when AI is involved

Module 5: Best practices and action planning
Action planning worksheet

🩺 My role and AI touchpoints	✎ What is your role? ✎ Where does AI show up in your workflow? _____ _____
⚠️Top three risks or opportunities I noticed today	✎ What stood out to you in this training? _____ _____
✅ My commitments	✎ List 2–3 actions you'll take in the next 30 days. • _____ • _____ • _____
💬 Team conversation starter	✎ What's one question or idea you'll bring to your next team meeting? _____ _____

Appendix: Glossary

AI	Artificial Intelligence — computer systems that simulate human intelligence, including learning, reasoning, and generating content.
PHI	Protected Health Information — any identifiable health data governed by HIPAA in the U.S.
HIPAA	Health Insurance Portability and Accountability Act — U.S. law that protects patient privacy and governs health data security.
EHR	Electronic Health Record — a digital version of a patient's medical chart, including history, treatments, and diagnostics.
FDA	Food and Drug Administration — U.S. agency that regulates drugs, medical devices, and AI tools used in clinical decision-making.
SaMD	Software as a Medical Device — software intended for medical purposes that may be regulated by the FDA.