ACHC Position on Responsible Artificial Intelligence

Advancing Innovation While Preserving Human Accountability

Artificial intelligence is rapidly changing how healthcare organizations operate, communicate, analyze information, and support decision-making. ACHC recognizes the potential of AI to improve efficiency, enhance quality, reduce administrative burden, and allow healthcare professionals to focus more time and attention on patients, customers, and quality outcomes.

ACHC supports the responsible adoption of artificial intelligence. We believe organizations should be able to embrace emerging technologies while maintaining the professional judgment, accountability, privacy, security, and quality expectations fundamental to healthcare.

Technology may change how work is performed. **It does not change who is accountable for the outcome.**

Our Principles for Responsible AI

1. **AI should augment human expertise, not replace human accountability.**
   AI can be a powerful tool for analysis, communication, automation, and decision support. However, individuals and organizations remain accountable for decisions, actions, and outcomes resulting from its use. AI should not replace qualified professional judgment where clinical, regulatory, compliance, ethical, or other consequential decisions are required.
2. **Oversight should reflect risk.**
   Not every use of AI presents the same level of risk. Routine administrative applications should not necessarily require the same oversight as AI used to influence clinical care, compliance, safety, or other high-impact decisions. ACHC supports a risk-based approach in which the level of human oversight increases with the potential consequences or impact of an AI-supported activity.
3. **Privacy, confidentiality, and security remain fundamental.**
   The use of AI does not diminish an organization's responsibility to protect sensitive information. Organizations should ensure AI is used in accordance with applicable privacy, security, confidentiality, contractual, and regulatory requirements.
4. **AI-generated information requires appropriate validation.**
   AI systems can produce information that is inaccurate, incomplete, outdated, inconsistent, or unsupported. Organizations should establish appropriate human review, quality control, and validation based on the intended use and potential impact of AI-generated information.
5. **Accountability rests with the organization, not the technology.**
   The use of an AI-enabled system does not transfer responsibility to the technology or its provider. Organizations remain responsible for ensuring their processes, decisions, services, and outcomes comply with applicable requirements and standards.
6. **Responsible innovation should be encouraged.**
   AI will continue to evolve, as will its applications in healthcare. ACHC supports thoughtful experimentation and innovation that can improve quality, efficiency, access, and outcomes. Governance should protect against meaningful risk without creating unnecessary barriers to beneficial technology adoption.

ACHC's Approach

ACHC takes a **risk-based and technology-neutral approach** to artificial intelligence.

Our focus is not simply whether an organization uses AI, but **how it is used, the risk associated with that use, the controls surrounding it, and whether the organization remains accountable for meeting applicable standards and requirements.**

AI can support the work. Human judgment, professional responsibility, and accountability remain essential.