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AI Without the Ailments: A Prescription for Safe and Scalable Innovation

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Learning Objectives



- Discuss establishing an AI governance model that ensures safety, compliance, and alignment with clinical and operational goals.
- Explain how to evaluate innovative AI investments while maintaining ethical oversight and patient safety.



AI Without the Ailments: A Prescription for Safe and Scalable Innovation

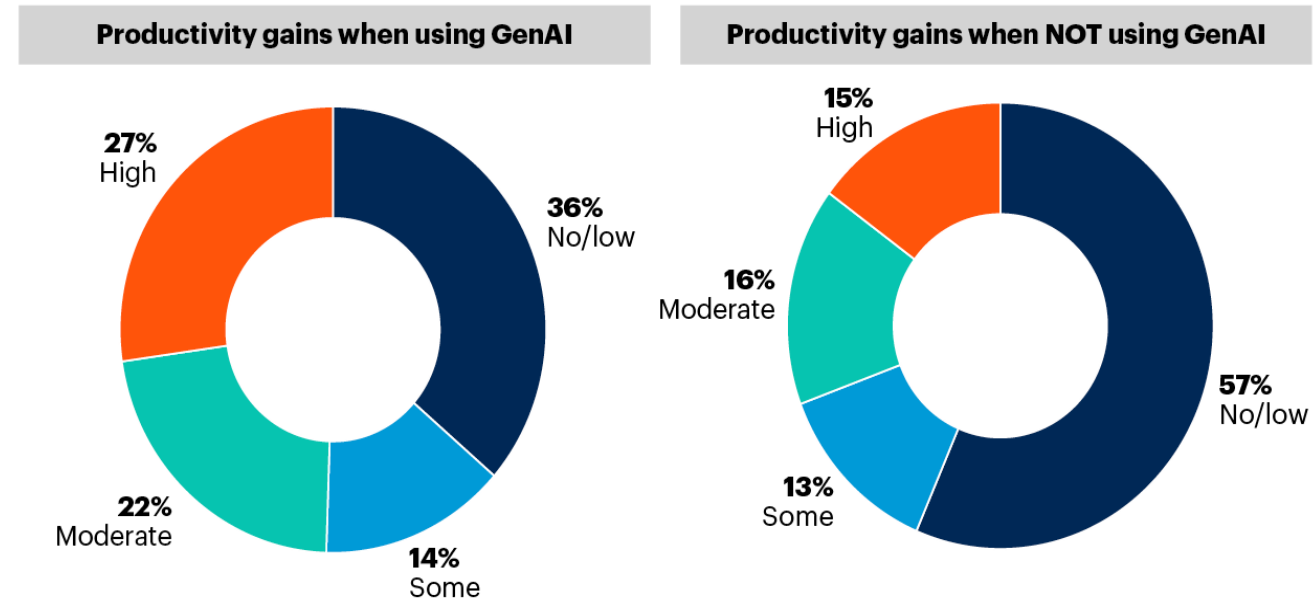
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Don't Fall Behind: AI is Transforming Healthcare Today



Healthcare Providers' Productivity Gains (GenAI vs Non-GenAI Usage)

Percentage of respondents



Respondents using GenAI have seen much **higher overall productivity gain** in the last 12 months than respondents not using GenAI.

n = 302 healthcare provider managers

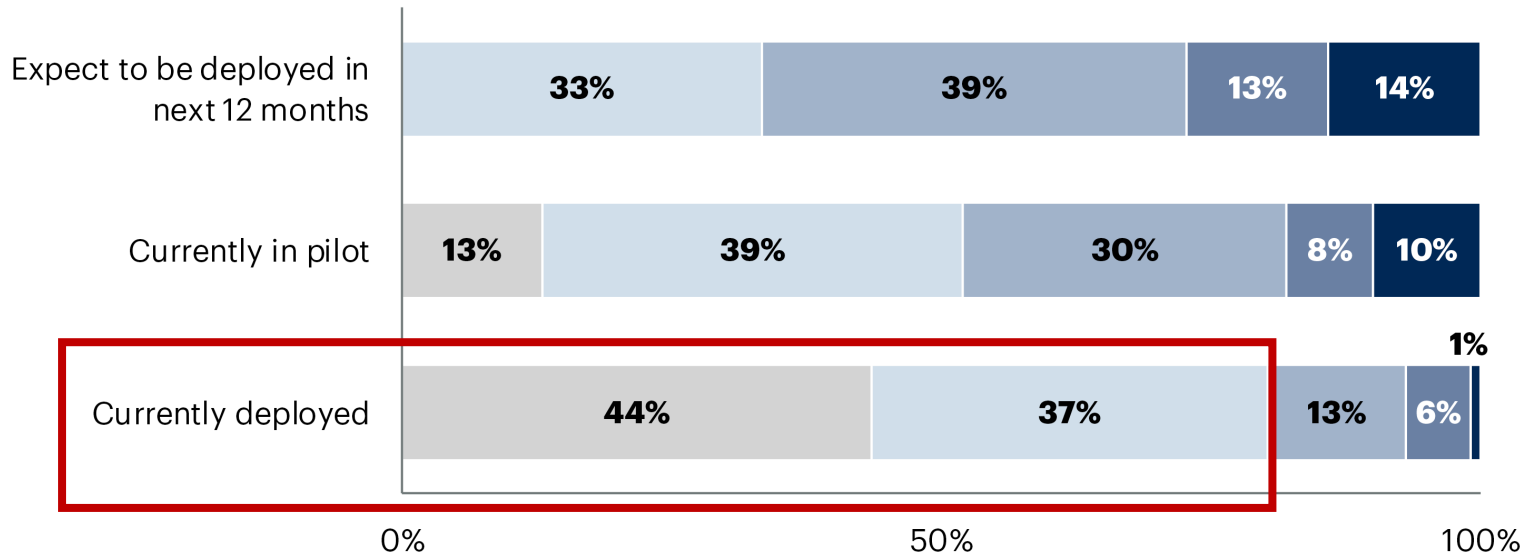
Source: Gartner 2024 Worker Production Survey



Status of Generative AI Use Cases at Healthcare Provider Organizations

Percentage of respondents

None 1-2 3-5 6-10 11 or more



n = 103-104 healthcare provider executives; excluding "don't know"

Q: How many Generative AI use cases are currently deployed or in pilot in your organization?

Q: How many Generative AI use cases do you expect to be deployed to production within the next 12 months?

Source: 2024 Gartner Healthcare Provider Research Panel Generative AI Survey

Note: Percentages may not add to 100 due to rounding.

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Source: Gartner 2024 Gartner Healthcare Provider Research Panel Generative AI Survey

**81% of Healthcare Orgs:
Fewer than 2 GenAI Apps**

TGH:

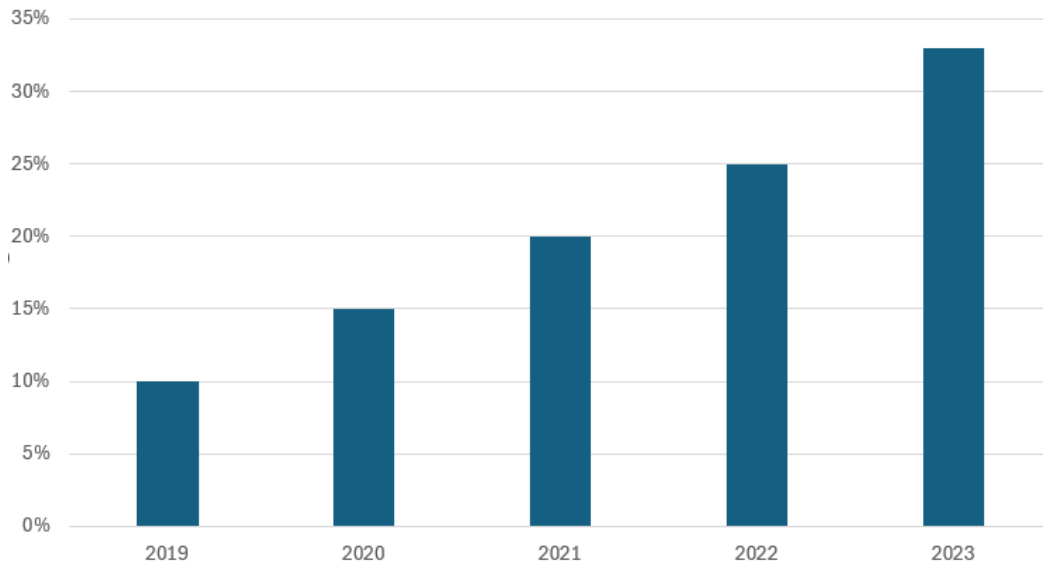
8 GenAI Apps (Q4 2024)

14 GenAI Apps (Q2 2025)

The Current State of Organizational AI Readiness



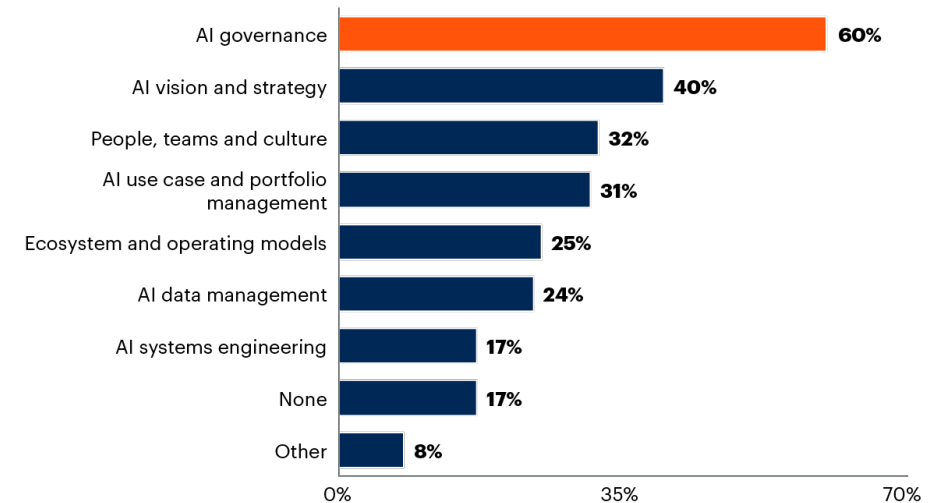
Percentage of Healthcare Institutions with AI Governance



Source: HIMSS Survey 2019-2023

Core AI Capabilities Established at Healthcare Provider Organizations

Select all that apply



n = 84 healthcare provider executives

Q. Which core AI capabilities are currently established in your organization? (select all that apply)

Source: 2024 Gartner Healthcare Provider AI Operating Model Survey

Note: "Don't know" responses are excluded.

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Source: Gartner 2024 Healthcare Provider AI Operating Model Survey

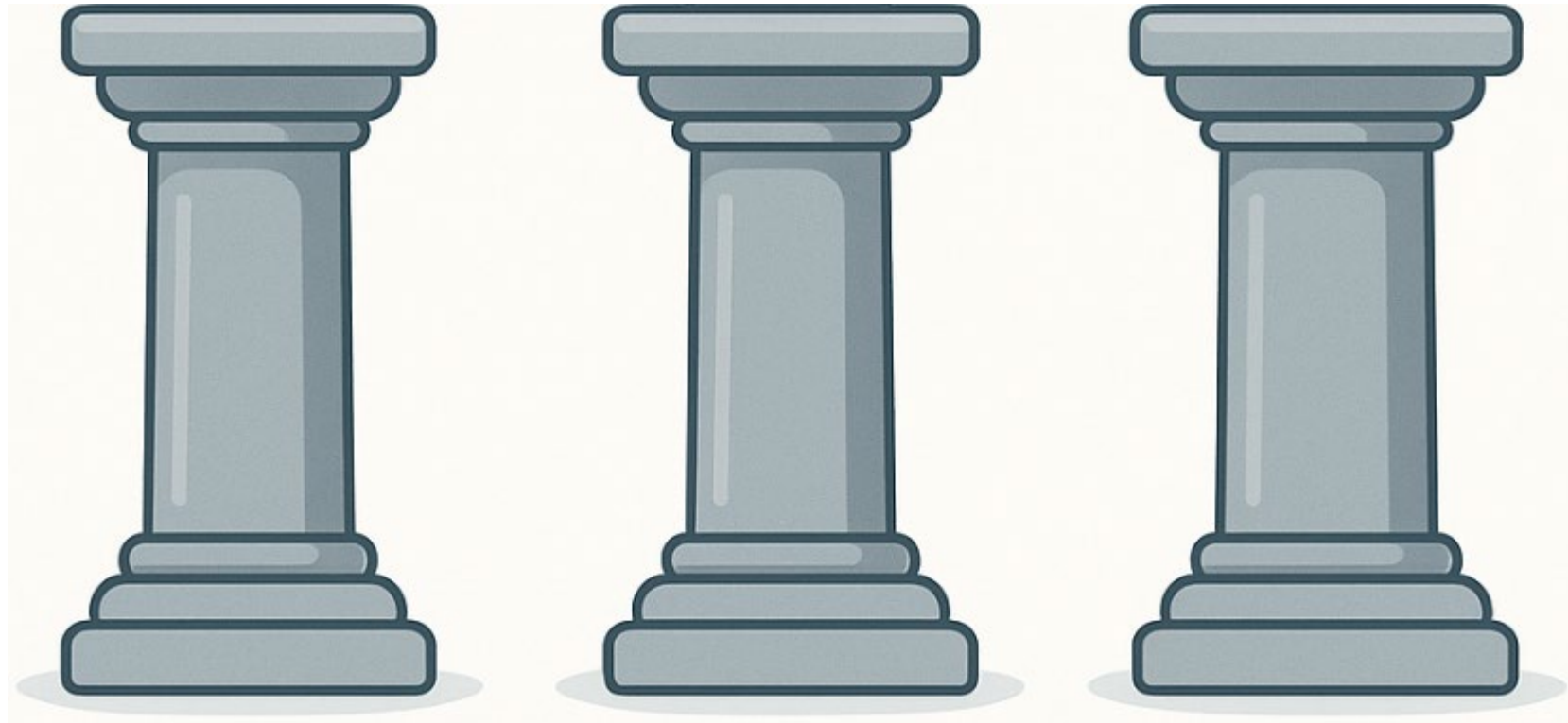
Three Pillars of a Safe and Scalable AI Strategy



Strategy

Governance

Risk Management



Pillar 1: Strategic Compass – Build/Buy/Partner Framework



Evaluation Criterion	Build (In-House Development)	Buy (Commercial Solution)	Partner (Co-Development)
Strategic Differentiation	↑↑↑↑	↓↓↓	↑↑
Customization & Control	↑↑↑↑	↓↓	↑↑↑
Upfront Cost & Time	↑↑↑↑	↓↓↓	↑↑
Ongoing Maintenance	↑↑↑↑	↓↓	↑↓
Access to Expertise	↓↓	↑↑↑	↑↑↑↑
Risk	↑↑↑↑	↓↓↓	↑↓

Pillar 2: Governance as the Essential Safety Net



Clinical/Business
Utility/Validity



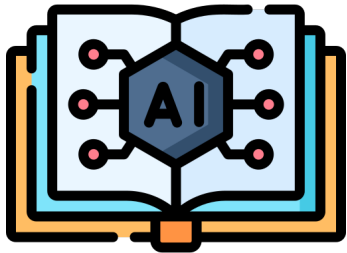
Comprehensive
Security Review



Ethics
Review



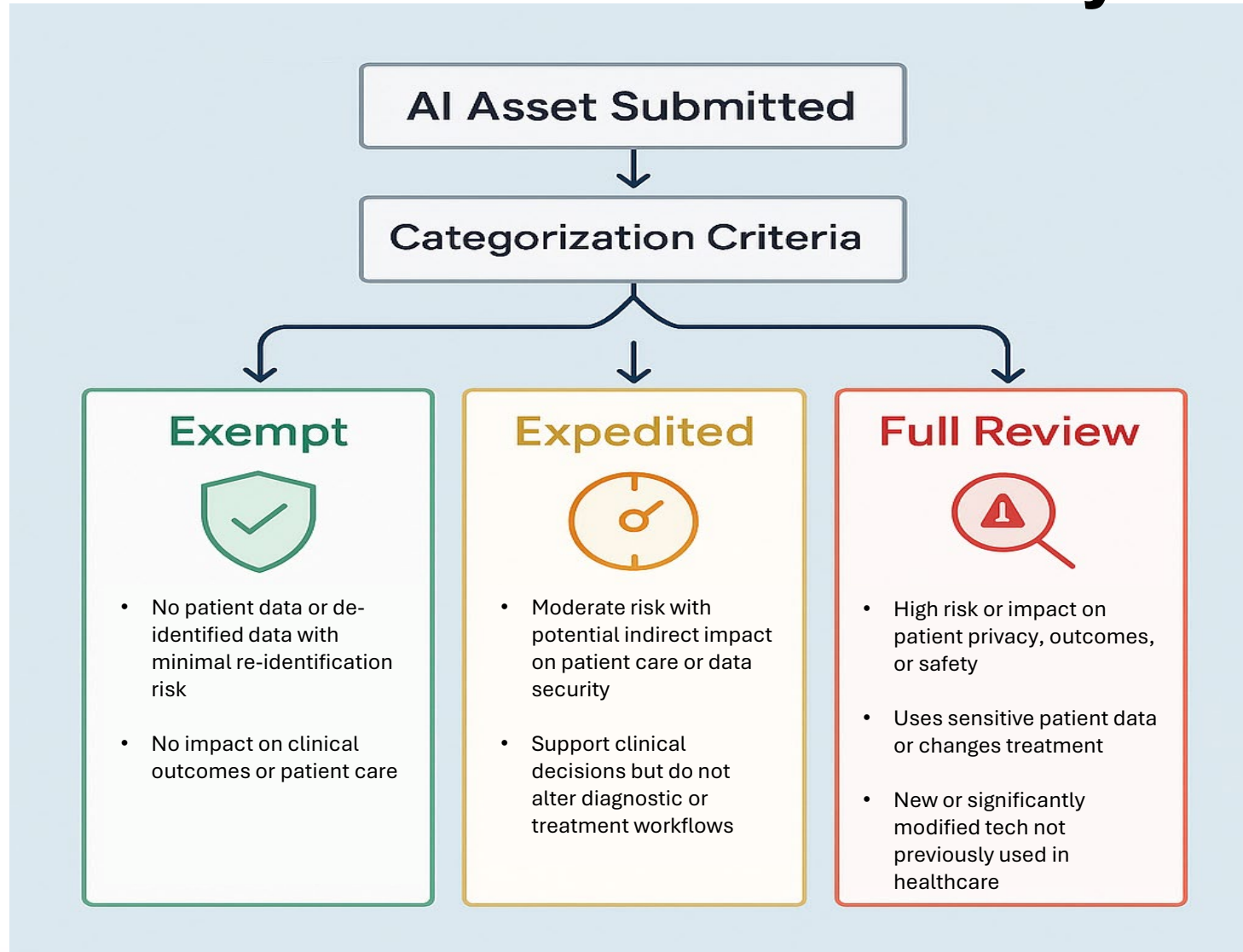
Compliance/
Risk



Trainee
Impact

AI Governance Membership		
Clinical Leadership	Safety / Quality	Risk
Regulatory / Compliance	Cybersecurity	Ethics
Operations / Service Lines	Legal	Informatics / BI / IT

Pillar 2: Governance as the Essential Safety Net

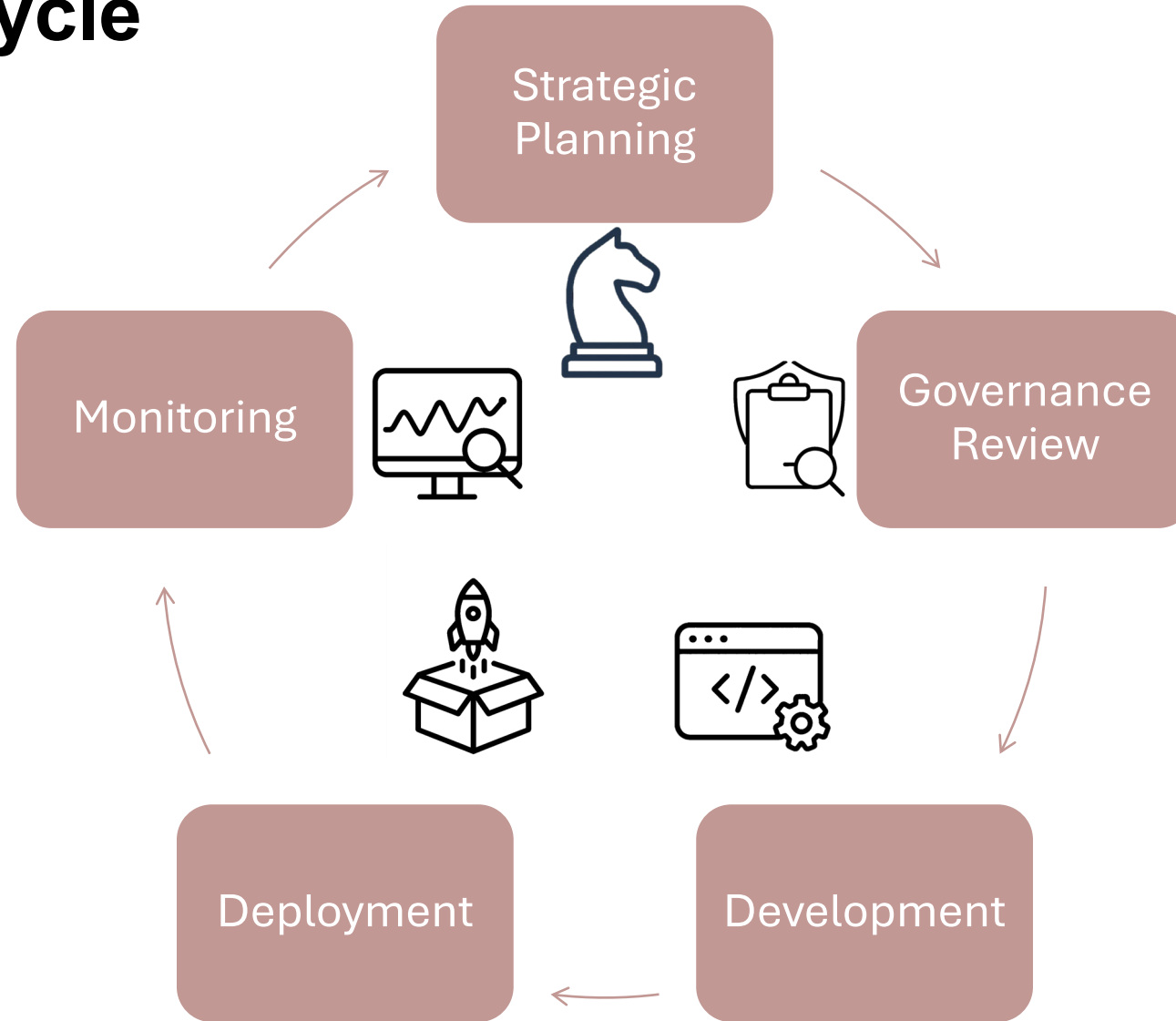


Governance in Action



Tool	Use	Risk Level	Report back date
M*****	Autonomous procedure coding		Oct 2025
D** *****	Ambient listening and note generation		Jan 2026
V*****	Tool for analytics application deployment and life cycle management		n/a
H***	Agentic Call center tool		Dec 2025
C**	Care Progression tool		Nov 2025
S*****	Pupillometric reader for Neuro ICU		Mar 2026

TGH AI Lifecycle



Success Stories: Prism PSI

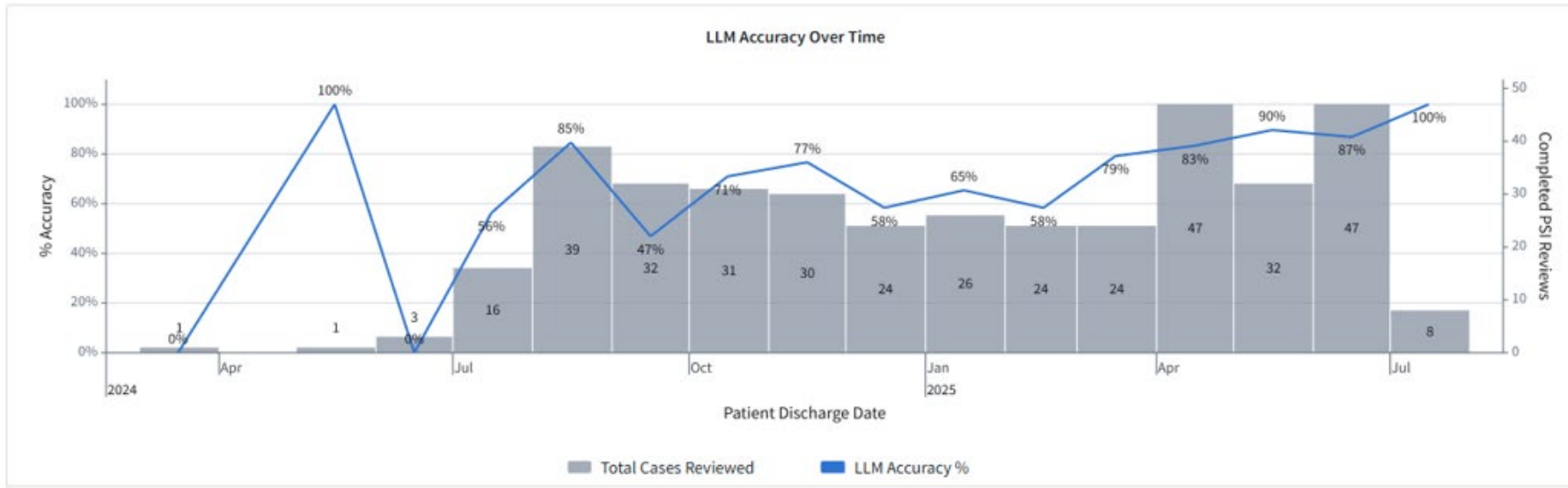


Impact Statistics

385 Total Cases Reviewed	166 Total Cases Excluded	21 Emails Generated Estimated Time Saved: 4 hours 12 minutes	1 CDI Notifications Generated
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Performance Statistics

70% LLM Accuracy Rate
Goal: 75%



Outcomes

- 100% of PSI reviewed
- 43% overturn rate
- Avg 10 min saved per case

Source: Internal TGH Prism dashboard July 5, 2025

Charting a Responsible AI Path

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Lessons Learned



- The only useful technology is technology that solves a problem YOU have
- Collaboration is key
- There is inherent risk in everything we do – is the risk of using AI more than the risk of human variability
- It is more about how we mitigate the risk than the risk itself in MOST cases

Key Takeaways



- Charter a multidisciplinary AI Governance Council
- Conduct a system-wide audit to create an AI inventory
- Formalize using a Build-Buy-Partner decision matrix
- Mandate validation and monitoring for moderate and high-risk AI tools
- Train clinicians and champions and foster AI literacy organization-wide

Questions?



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