

Your Guide to Navigating the Health System-AI Vendor Relationship

One aspect of successful AI deployment is establishing an honest, supportive and collaborative relationship with your vendor. Selecting the right partner hinges on being able to identify positive and negative signs from the beginning.

“Flags,” common relationship suitability indicators, are effective markers to signal if an AI vendor is the right long-term partner for your health system.

Positive signs



Vetted:

Proven track record in live clinical environments with published clinical evidence showing efficacy in various use cases.

Straightforward:

A single platform to orchestrate and activate all your AI solutions without “tricks” or manual intervention required.

Committed:

A roadmap to support you through change management, workflow optimization and monitoring performance post-launch.

Flexible:

Can meet today’s emerging – and future – patient care needs.

Negative signs



Inexperienced:

Unable to handle more complex and nuanced integrations, or demonstrate how they minimize downtime and monitor for data drift.

Shallow:

Only offers point solutions with minimal synchronization and multiple system integration points.

Narrow:

Product development emphasizes AI model and not the end user, providing poor user experience, such as alert fatigue.

Limited:

Only partial connection to your EHR, limiting the ability to drive actionable, full-picture clinical insights.

Neutral signs



New:

Solid early market traction from one solution, but unclear roadmap of innovation.

Needy:

Requires additional labor hours from IT departments to integrate AI into hospital infrastructure.

Dependent:

Not all aspects of managing and monitoring the solution are automated.

Confined:

Demonstrates value for a single service line or clinical use case but may not easily scale.

Watch clinical AI consultant Liz Kah, MD, describe key questions to ask an AI vendor before partnering.

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