How Kaiser Permanente uses AI responsibly

Kaiser Permanente believes in the role of artificial intelligence to **support** our employees and care teams. AI can assist with improving health outcomes and enhancing experiences for our members.

Using AI responsibly means making sure it's safe, trustworthy, fair, and reliable. We test and review our AI tools, and maintain transparency to keep our members, employees, and consumers informed.

Most importantly, AI does not make medical decisions at Kaiser Permanente — our physicians and care teams do.

To guide our use of AI, Kaiser Permanente has created a set of 7 responsible AI principles.

P **Privacy protecting:** We make sure our members' and patients' privacy is protected according to laws and regulations.

R **Reliable:** We create and use reliable AI tools that are stable and secure.

O **Outcomes-driven:** We use AI to achieve meaningful results that support our mission of providing high-quality and affordable care.

T **Transparent:** We make sure patients know about and agree to our use of AI when appropriate.

E **Equitable:** We use AI to promote health equity, ensuring AI systems do not worsen disparities.

C **Customer-focused:** We address the problems and outcomes that matter to our members, clinicians, and care teams.

T **Trustworthy:** We build trust by using safe, effective AI tools and monitoring them continuously.

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