

# memorandum



The following has been sent to all Staff & Medical Staff on behalf of Catherine Claiter-Larsen, VP, Strategy & Chief Information Officer

January 4, 2024

## Re: Interim Guidance on the use of Generative Artificial Intelligence Technologies – and a call for participants

Interest in applying Generative AI (Gen AI) tools such as ChatGPT at Island Health is rapidly growing. These tools have a lot of potential to drive value by supporting efficiencies and automating various administrative and clinical tasks. Despite the promise, these are emerging innovations and discretion must be exercised.

Here we share our interim guidance on appropriate use while we work on our longer-term strategy and policies – and call for participants to help inform our strategy.

### WHAT IS GEN AI?

Gen AI is a type of artificial intelligence that takes requests from users (typically short instructional texts or prompts) and generates content such as text, audio, code, videos, and images. The latest generation of Gen AI tools are amazing in their ability to answer questions and generate content because of their underlying large-language models “LLMs”, that have been trained on billions of pieces of information from across the internet and other open and private data sources.

### WHAT ARE THE RISKS?

As these tools become increasingly integrated in to both clinical and administrative workflows it is important everyone at Island Health have a basic understanding of the common risks. Reflect on the following in the context of AI offering clinical or strategic decision support, performing tasks like generating an order or writing an informational brief.

- **Content Quality:** Content produced using these tools can appear plausible but may be incorrect, incomplete, not pertinent to the context of use or inappropriate (not reflective of Island Health’s values).
- **Ethical Concerns:** The source of data used to train Gen AI is often not known and may contain biases that reflect in the generated content.

- **Privacy and Security Risks:** All information, including your original prompt and anything personal and/or confidential put into internet-based AI tools is non-retrievable, often incorporated into the model and may be shared with third parties.
- **Legal:** Content generated could be copyrighted and its use may expose the user to legal liability.
- **Transparency Risks:** Lack of available and reliable information about the sources Gen AI tools use to ‘feed’ their learning model; and lack of explainability of how the “rules” underpinning the model have been set up.

#### ISLAND HEALTH’S GUIDANCE FOR APPROPRIATE USE\*:

The Island Health appropriate use guidance to mitigate these risks at the current time is:

*\*This guidance applies to common internet-based Gen AI apps such as ChatGPT, Midjourney, Grok, Gemini, Co-pilot, Duet and Bard and not to local installations or research applications of AI.*

- **USE** Gen AI to generate ideas, content, or preliminary drafts.
- **USE** Gen AI to ask questions and perform enhanced searches.
- **ALWAYS** double check your facts before using/incorporating AI generated content.
- **ALWAYS** acknowledge/attribute the AI generated source of information in your final documents.
- **DO NOT** upload any existing Island Health content to an internet-based Gen AI.
- **DO NOT** enter any patient or staff personal information, sensitive corporate information or Island Health intellectual property in your prompts.
- **DO NOT** turn on/use any new “AI powered” features in tools/applications you already use without first contacting [ai@islandhealth.ca](mailto:ai@islandhealth.ca) to assist with a review.
- **CONTACT** [ai@islandhealth.ca](mailto:ai@islandhealth.ca) if you are contemplating use of an AI application not on the ‘permitted list’, found at: [AI Guidance](#) intranet page, or if you have questions or need help with a procurement. All applications including AI require a privacy, ethics and security risk assessment.

AI is an innovation with potentially transformative impact if managed properly. As a healthcare organization and public entity, we want to responsibly adopt these new technologies. To inform our strategy we are launching a “real world trial” to formally study the benefits and risks.

#### CALL FOR PARTICIPANTS: AI-STRONAUTS - HELP INFORM OUR STRATEGY

Want to help Island Health innovate at warp speed? To inform our AI policies and strategy we are looking for volunteers to participate in a real-world evaluation of Generative AI in use at Island Health.

- A three-month trial focusing on 3-4 of the most common tools and how they might be incorporated into participants work in a value added way;
- We will identify and evaluate appropriate uses, usability challenges, educational requirements, ethical concerns, issues of explainability and transparency, privacy and security risks and mitigations.
- Participants will be provided access to the tools, engagement in the trial design, basic training on tool use and appropriate use and supported to use the tools in their daily work.
- Participants will provide feedback via logs, surveys, individual and group interviews.
- For more details go to the Island Health intranet [AI Guidance](#) page.

#### QUESTIONS/RESOURCES:

- Email [ai@islandhealth.ca](mailto:ai@islandhealth.ca) for questions or help applying this guidance. The guidance and FAQ can also be found on the intranet [AI Guidance](#) page.
- For questions pertaining to privacy and legal considerations related to the use of AI please contact [Privacy@islandhealth.ca](mailto:Privacy@islandhealth.ca).
- The provincial and federal governments recently released a set of guidelines for their employees that provides a useful set of tools for assessing the use of Gen AI within governmental institutions.
  - Government of Canada: [Guide on the use of Generative AI - Canada.ca](#)
  - Province of BC: [Appropriate use of Generative AI](#)