

# Deploying Responsible AI Governance in a Large Regional Public Healthcare System

## Purpose

One of the largest publicly funded healthcare systems in the southern U.S. is launching a strategic initiative to modernize how it delivers care to over 70,000 low-income and uninsured residents each year. With services spanning clinics, health plans, and community-based programs, the system aims to responsibly scale its use of AI in ways that support clinical access, equity, and operational performance.

To support this transformation, OnStak will leverage Cisco's AI Pods and Responsible AI Framework to implement secure, compliant, and production-ready AI solutions that align with the organization's public health mission and deliver measurable impact.

## Strategic Outcomes

- A cohesive, system-wide AI governance framework for a regional public health entity
- Responsible and compliant AI adoption that reinforces patient trust and transparency
- Measurable improvements in clinical access, operational efficiency, and cost-effectiveness
- A repeatable and adaptable model for AI-driven transformation in U.S. public health systems



## Client Profile

Publicly funded healthcare system serving as the safety-net provider for a major metropolitan region in the southern U.S.

## Delivery Partner



## Duration



25 Week

## Phase 1: Assessment – Establishing the Baseline

### Objective

The initiative begins by creating a clear, organization-wide understanding of current AI maturity. This phase identifies governance gaps, catalogs existing capabilities, and uncovers opportunities where AI can deliver the greatest strategic value. Through a combination of stakeholder workshops and technical assessments, the organization develops a prioritized roadmap for responsible AI adoption, grounded in real-world needs across clinical, operational, and administrative domains.

### Activities

- Conduct an AI readiness assessment across people, processes, and technology
- Inventory existing AI tools, pilots, and capabilities
- Facilitate workshops with stakeholders from clinical, operational, and payer domains
- Identify governance gaps and produce a strategic implementation roadmap

### Deliverables

- AI Technology & Use Case Inventory
- Prioritized Use Case Portfolio
- Cultural & Organizational Readiness Assessment
- Governance Toolkit & Roadmap
- Executive Strategy Brief



## Phase 2: Planning – Designing the Governance Ecosystem

### Objective

With the baseline established, focus turns to designing a governance framework that reflects the healthcare system's mission, regulatory environment, and operational realities. This phase defines the structural and procedural elements necessary for responsible AI adoption at scale, including policies, standards, and leadership mechanisms. An AI Center of Excellence (CoE) is planned as the long-term engine for execution and oversight, enabling coordinated and sustainable growth.

### Activities

- Define governance structures, policies, and ethical guidelines
- Design an AI Center of Excellence (CoE) to serve as a long-term leadership and execution engine
- Create implementation plans for prioritized use cases
- Establish performance monitoring and compliance frameworks aligned with HIPAA, HITECH, and other U.S. healthcare regulations

### Deliverables

- AI Governance Framework & Strategic Roadmap
- AI CoE Design and Operating Model
- Use Case Implementation Plans
- Policy, Risk, and Compliance Standards
- Stakeholder Engagement & Change Management Strategy

## Phase 3: Execution – Operationalizing Governance and Proving Value

### Objective

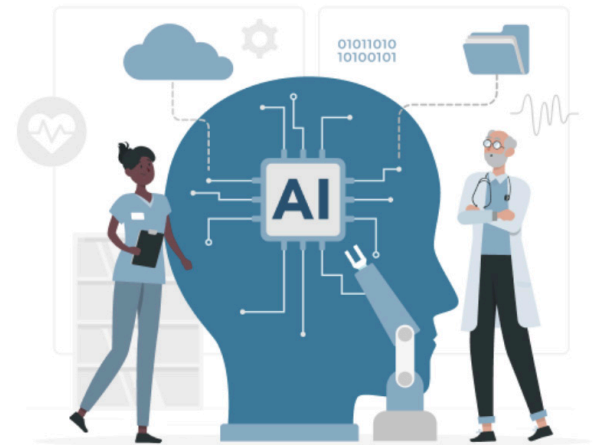
The final phase focuses on translating strategy into results. Selected high-impact use cases are implemented to validate the framework and demonstrate measurable value. Governance tools are deployed to enforce policy and provide observability, while internal teams are trained to ensure long-term sustainability. This phase equips the organization with the infrastructure, skills, and momentum to continue its AI journey with confidence.

### Activities

- Implement proofs of concept for selected high-impact use cases
- Deploy governance tools for policy enforcement and observability
- Conduct training to build internal AI fluency and capability
- Deliver sustainability and scalability planning to support future expansion

### Deliverables

- Operational PoCs with Demonstrated Value
- AI Governance Tooling Implementation
- Final Governance Playbook
- Training & Enablement Program
- Long-Term Sustainability & Scalability Plan
- Final Executive Report



## Get Started with OnStak



Let us help you lay the groundwork for impactful AI solutions!



Email us at [sales@OnStak.com](mailto:sales@OnStak.com) to get started.