**Artificial Intelligence (AI) Use**

# Date Implemented:

**Review/Update Dates:**

# Policy

This policy outlines the responsible and ethical use of AI technologies within **[Enter Organization Name]** to enhance resident care, improve operational efficiency, and uphold the rights and dignity of all residents.

This policy applies to all employees, contractors, volunteers, vendors, and third-party providers who use, deploy, or manage AI systems within the organization.

**Definitions**

**Artificial Intelligence** is the ability of a computer or computer-controlled robot to perform tasks that are commonly associated with the intellectual processes’ characteristic of humans, such as the ability to reason. Although there are currently no AIs that match full human flexibility over wider domains or in tasks requiring much everyday knowledge, some AIs perform specific tasks as well as humans.

**Procedures**

AI will be used to support, not replace, human interaction and caregiving. When used to assist with the care and treatment of residents, the AI system must enhance safety, autonomy, and quality of life for residents. Additionally, AI may be used to improve staff efficiencies such as assisting with policy and procedure development. When used in the development of content, the use of AI will be clearly indicated on the document. An example of this indication may include:

**[Enter Organization Name]** acknowledges the use of **[enter AI tool – such as ChatGPT]** to assist in drafting and editing this document. The AI was employed to generate initial content outlines and provide language suggestions.

Use of AI in Resident Care and Service

Residents (or their legal representatives) will be informed about any AI system that directly interacts with the residents or collects data from them. **[Enter Organization Name]** will obtain informed consent before the use of AI in personal care or monitoring systems are employed.

Any data collected by AI systems will comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other relevant privacy laws. Protected health information will only be shared as indicated in the HIPAA and Confidentiality policy and procedures.

Acceptable AI Use

AI may be used, but is not limited to the following areas:

* Fall detection and prevention systems.
* Medication reminders and dispensing systems.
* Cognitive support tools.
* Predictive analytics for health monitoring.
* Voice assistants for accessibility.
* Workflow automation for staff scheduling and maintenance.

All AI use will be reviewed and approved by **[Enter Committee/Individual Name or Title].**

Unacceptable AI Use

AI will not be used to:

* Replace essential human care or companionship, unless directed in the resident’s plan of care (such as use of a therapeutic AI animal for a resident with dementia and behaviors).
* Surveillance without the knowledge or consent of the resident or their responsible party.
* Decision-making about care or service without human review.
* Discriminatory profiling based on race, age, disability, or other protected statuses.

Resident Rights Related to AI Use

When used, residents have the following rights related to AI use:

* Know when and how AI is being used in their care.
* Opt out of non-essential AI systems.
* Access and correct their AI-collected data.
* Report concerns or grievances about AI use to management staff.

Training and Education

All staff will receive training upon hire and periodically thereafter on:

* AI systems used in the organization include the purpose and intention of use.
* Ethical and legal responsibilities of those using AI systems or devices.
* Reporting technical or ethical concerns.

Any questions or concerns related to the use of AI should be directed to **[Enter Name or Title of individual and contact information].**

**References**

Encyclopedia Britannica (29, July. 2025). *Artificial Intelligence* <https://www.britannica.com/technology/artificial-intelligence>.