

Building the Operational Capabilities for Responsible AI

The Joint Commission's new Responsible Use of AI in Healthcare (RUAIH) Certification gives health systems a way to put the governance, safeguards, monitoring processes, and organizational capabilities required for responsible AI into practice.

The certification spans nine areas, from governance, risk, and data management to performance monitoring, safety reporting, staff education, and patient transparency. Each requires processes, documentation, evidence, and ongoing activities that need to be applied consistently across AI solutions.

For many health systems, the challenge will not be establishing these requirements; rather, it will be consistently operationalizing them across an increasingly large and diverse AI portfolio without creating a significant amount of administrative burden.

Signal 1's AI Management System (AIMS) makes this process easier by turning certification requirements into repeatable, technology-enabled workflows. Reviews, risk assessments, approvals, monitoring, incidents, and supporting evidence are captured and connected throughout each AI solution's lifecycle, reducing manual effort while automatically creating a consistent record of responsible AI practices.

With AIMS, preparing and maintaining the RUAIH Certification becomes part of the way AI is managed every day, not a separate exercise. Health systems build the operational foundation for responsible AI, and the evidence of it accumulates as they go.

This paper explores how an AI management platform like AIMS can help health systems operationalize RUAIH Certification requirements efficiently and consistently across a growing AI portfolio.

Operationalizing the Nine Areas of RUAIH Certification

Responsible AI starts with strong governance foundations, including clear policies, defined accountability, decision criteria and processes for how AI should be evaluated, used, and monitored.

Putting those foundations into practice and applying them consistently as AI portfolios quickly expand becomes operationally complex. Processes need to be clear, consistent, and efficient — for example, hand-offs need to be coordinated, decisions documented, and AI continuously monitored. Technology can make many of these activities significantly easier to execute and maintain.

The table below maps each of the nine RUAIH areas to the governance foundations it requires and the AIMS capabilities that support them.

RUAIH Framework	Governance Foundations	AIMS Enables
Governance	Committee charter, exec sponsorship, governing body reporting	Groups mirror committees, role-based access, workflow assignments, audit trail
Data Management	Cybersecurity alignment, HIPAA risk assessments, BAA & DUA execution	SOC 2 Type II / HIPAA, PHI/PII detection
AI Policies	Draft, approve (governing body) & annually review AI policy	Policy storage, intake workflows enforcing scoping & permitted-use criteria
Resources & Risk	Define risk framework; conduct security & cybersecurity evaluations	Centralized AI registry, risk-tier classification, validation & pilot evidence
Risk & Bias	Define bias thresholds & mitigations; obtain vendor bias info	Subgroup bias monitoring, LLM-as-Judge fairness eval, bias intake documentation
Performance Monitoring	Define metrics & thresholds per app; act on alerts	Continuous monitoring across Performance/Safety/Compliance/Impact, alerting, dashboards
Safety Reporting	Incident classification, non-retaliation policy, external reporting	Alert detection & tracking, ServiceNow integration, resolution workflow with audit trail
Staff Education	Deliver & document biennial training; AI literacy programs	Model cards as training reference, training plan documentation in intake
Patient Transparency	Patient communication, consent delivery, opt-out, NPP updates	Consent & transparency documentation captured in governance records

**Signal 1 can also support health systems in designing their governance foundations.*

Building a Connected System for Responsible AI

The value of enabling the RUAIH capabilities within one system is not just making individual requirements easier to manage. Rather, the various activities required for responsible AI are interconnected across the AI lifecycle.

Information captured during the intake process should populate the AI registry and inform the risk classification. The risk assessment should determine the level of review, validation, and ongoing monitoring required. Governance decisions become part of the AI solution's record. Monitoring of solutions in production surfaces issues that require investigation and escalation, with actions and outcomes documented alongside the decisions that came before them and informing future reviews.

AIMS connects these activities and maintains a continuous record of how each AI solution is evaluated, approved, monitored, and managed. With templates, evaluation, and monitoring strategies for each type of AI, our platform helps health systems keep their responsible AI practices current as they adopt new technologies.

For health systems pursuing RUAIH Certification, this means that much of the evidence needed to demonstrate responsible AI practices is created and maintained as part of everyday AI management, rather than assembled after the fact.

Success Beyond Certification

RUAIH Certification is an important milestone, but the capabilities required to achieve it have value well beyond certification.

AIMS makes responsible AI practices easier to operationalize, easier to demonstrate, and easier to maintain. By embedding the processes and evidence that support certification into everyday AI management, health systems can simplify the path to certification while building an operational foundation that scales with their AI portfolio.

As AI continues to evolve, that foundation also gives health systems the visibility, processes, and oversight to confidently adopt what comes next.

If your organization is pursuing RUAIH Certification — or simply building toward it — reach out to learn how Signal 1's AIMS can help.