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HEALTH CARE
ASSOCIATION
of New York State

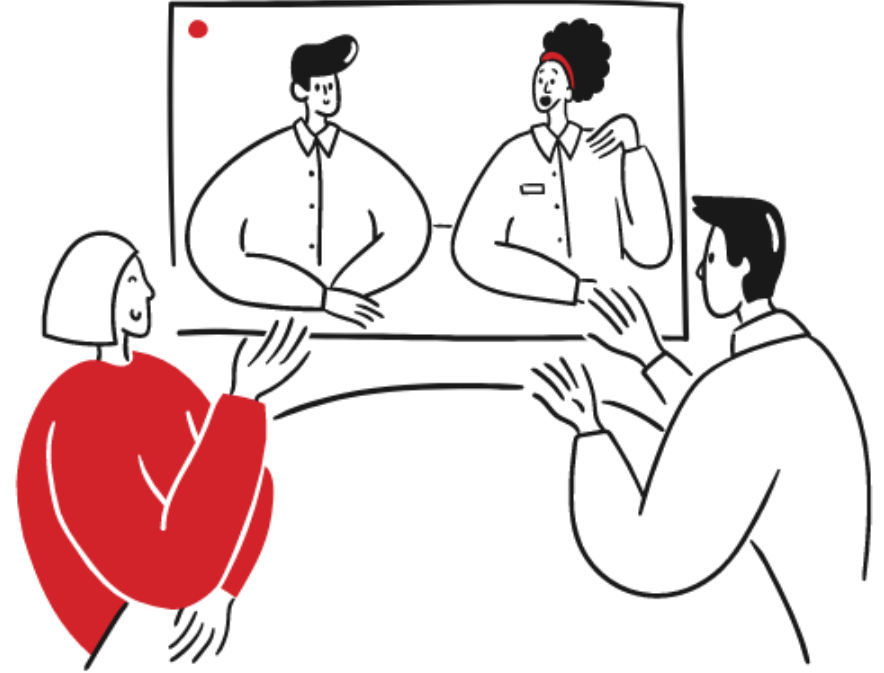
*A CHCANYS NYS-HCCN funded webinar
with Facktor Health*

Health Center Perspective on AI Implementation

July 22, 2026

Zoom Guidelines

- You have been muted upon entry. Please respect our presenters and stay on mute if you are not speaking.
- Please share your questions in the chat. CHCANYS staff will raise your questions to our speakers and follow up as needed if there are unanswered questions.
- The session is being recorded and materials will be shared after the session.





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➤ Preparing Health Centers for Responsible AI Adoption

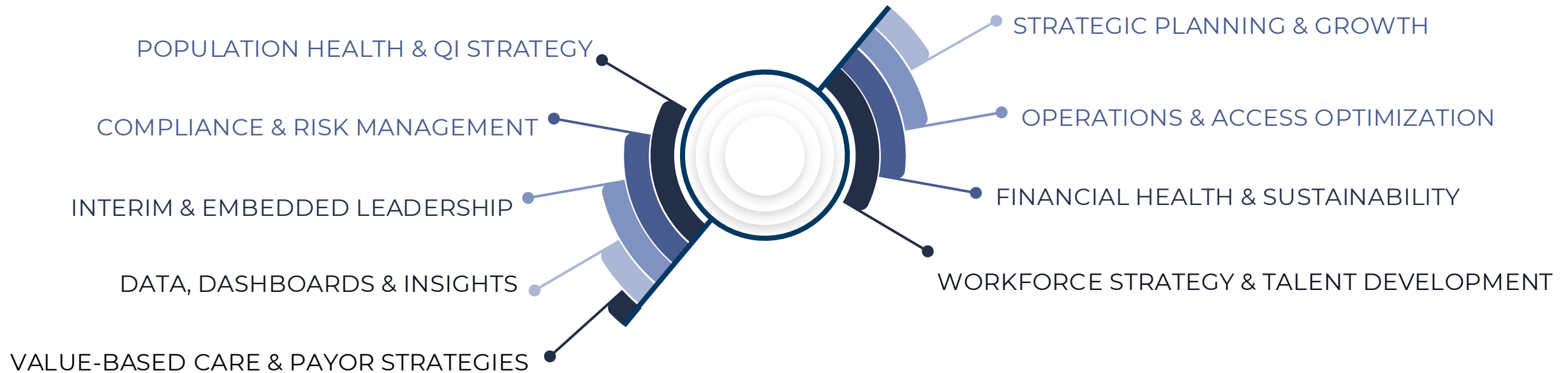
CHCANYS initiated an AI training series to help their Health Center Controlled Networks to:

- Strengthen AI governance, policy, and compliance practices
- Support responsible adoption of emerging AI tools
- Build a foundational understanding of AI in community health center settings
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➤ Revolutionizing Community Health

Facktor partners with health centers and primary care associations to advance access, sustainability, and impact.

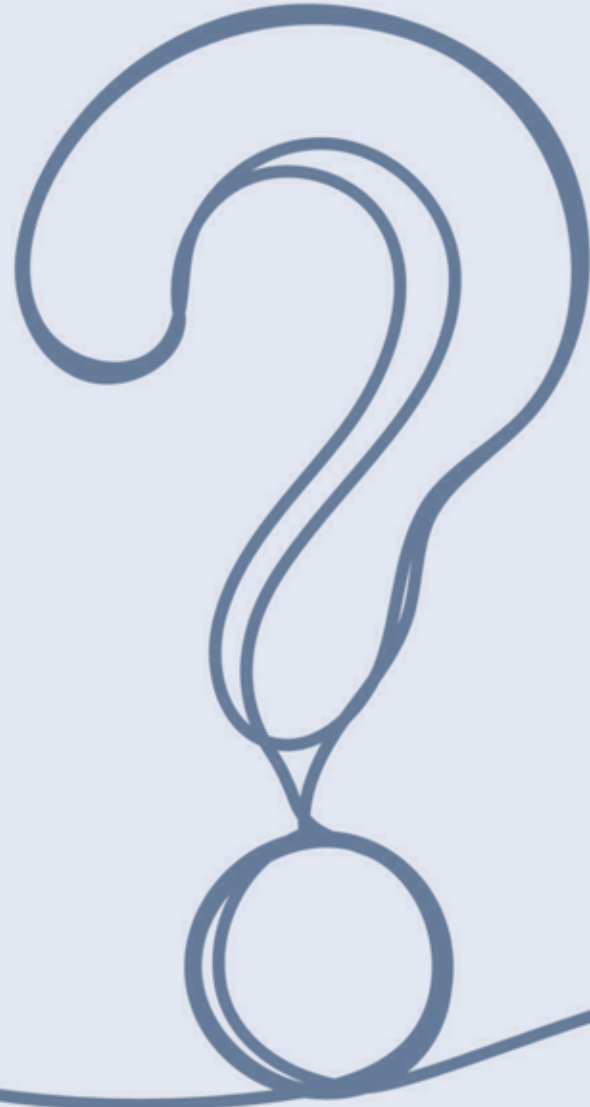


» Learning Objectives

- ❑ Understand how health centers are implementing AI in real-world settings, including governance and workflow integration approaches
- ❑ Identify common challenges, barriers, and lessons learned associated with AI adoption, along with practical strategies to address them
- ❑ Examine change management considerations for introducing AI tools across clinical and operational teams



➤ Where is your organization currently in its AI journey?





Case Study Overview: AI Adoption in Practice

Los Angeles LGBT Center



Our Mission To create a world where LGBTQ+ people thrive as healthy, equal, and complete members of society.

Who We Are Founded in 1969, we are the world's largest direct service provider for LGBTQ+ people, functioning as a safe and welcoming space for our community.

Our Impact We welcome 420,000 visits annually, provide 55,000+ medical and mental health visits, and our 800+ team members serve over 117,000 meals.

Our Core Services We offer comprehensive health and wellness care under an FQHC with 340b and PCMH recognition, along with housing support, legal advocacy, and dedicated programs tailored for youth and seniors.



➤ Why AI?

1

Industry Trends

Boost ongoing transition to a digital-first healthcare model by implementing intelligent workflows that align with evolving industry standards and ecosystem developments.

2

Changing Workforce Landscape

Addressing clinical burnout and administrative turnover through automated support tools that reduce documentation burden, alleviate staff stress, and increase time for patient care.

3

Scalability

Expanding patient access and meeting growing service demand without requiring proportional increases in staffing.



➤ Why AI?

4

Resilience

Building adaptable operational workflows and a strong interdisciplinary governance framework to sustain organizational stability amid technological and market changes.

5

Budget Issues

Maximizing limited financial resources by prioritizing high-ROI, vendor-integrated solutions that reduce implementation costs, simplify contract management, and leverage existing technology investments.

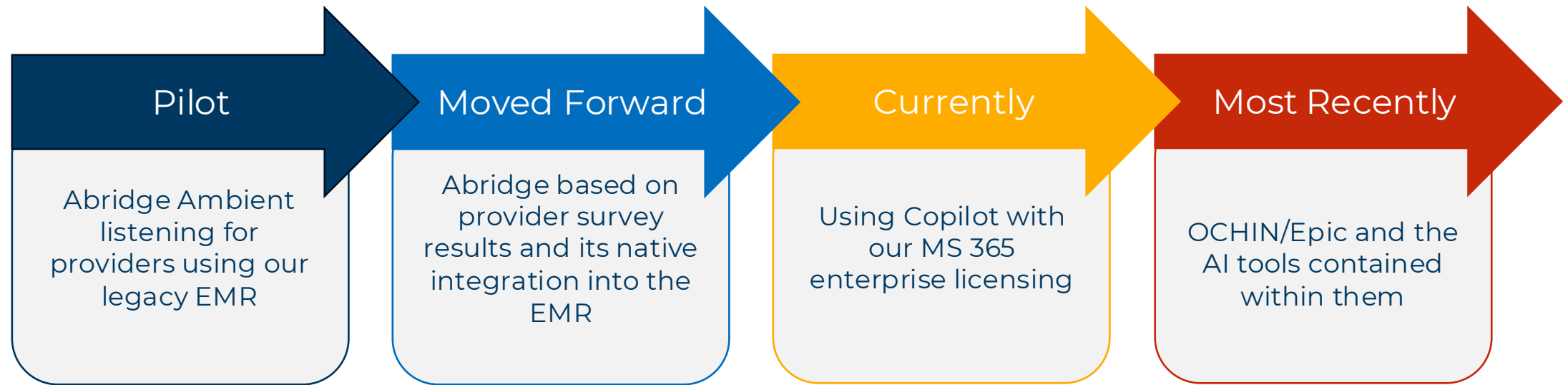


Key Considerations for Health Centers

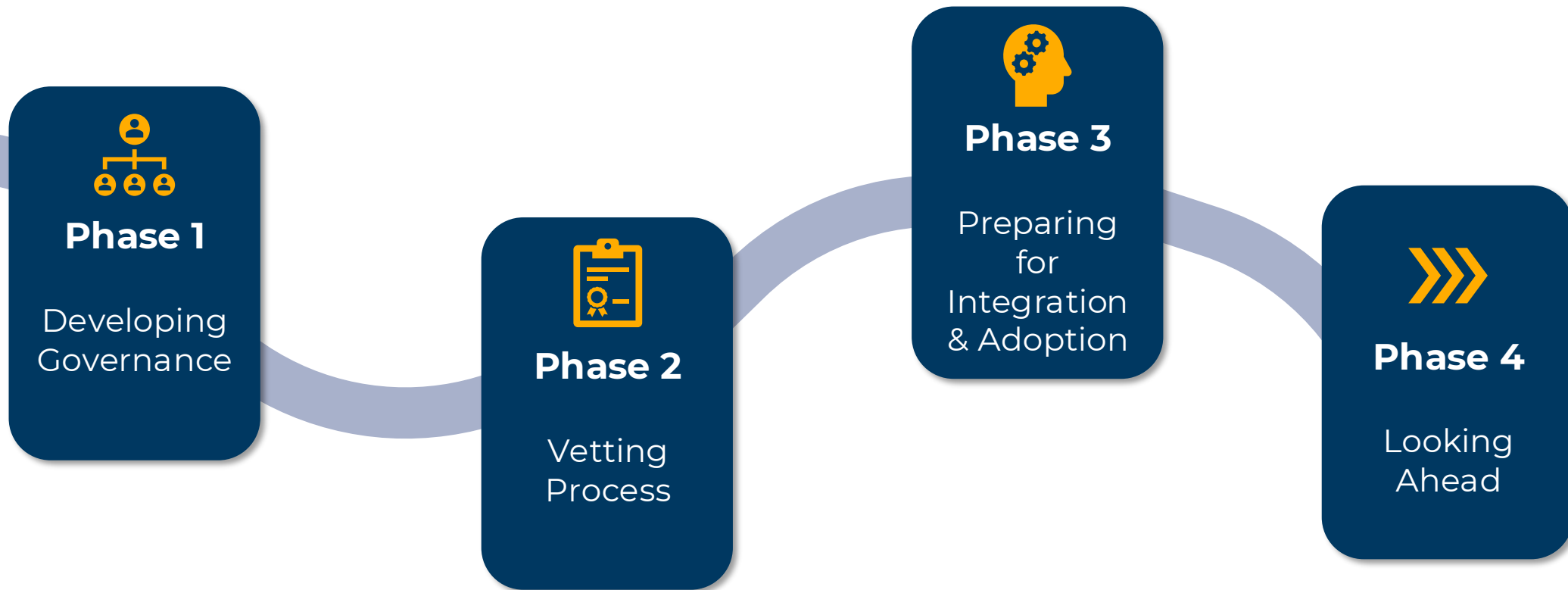
Leverage AI to improve workforce sustainability, expand capacity, strengthen operational resilience, and maximize limited resources.



➤ Tools Piloted vs. Current AI Tools



➤ Implementation Timeline



➤ What is your organization's primary goal for adopting AI?





Governance and Vetting In Action

➤ Building AI Governance

Leverage change management program and service desk tools to submit, track, approve and monitor changes

Designed the committee to ensure all voices are considered when AI is selected, vetted, and used.

Established an interdisciplinary committee to oversee the entire governance program.

Developed a comprehensive policy outlining our approach to AI adoption.

Element(s)

(Refer back to Webinar #1)

6: Staff Training
7: Deployment Method
8: Incident Reporting & Response
9: Compliance
10: Performance Monitoring

3: Vendor Evaluation
4: Equity & Bias Monitoring
5: Patient Consent & Transparency

1: Leadership Structure

2: Policy Framework



➤ Digital Workspace Committee

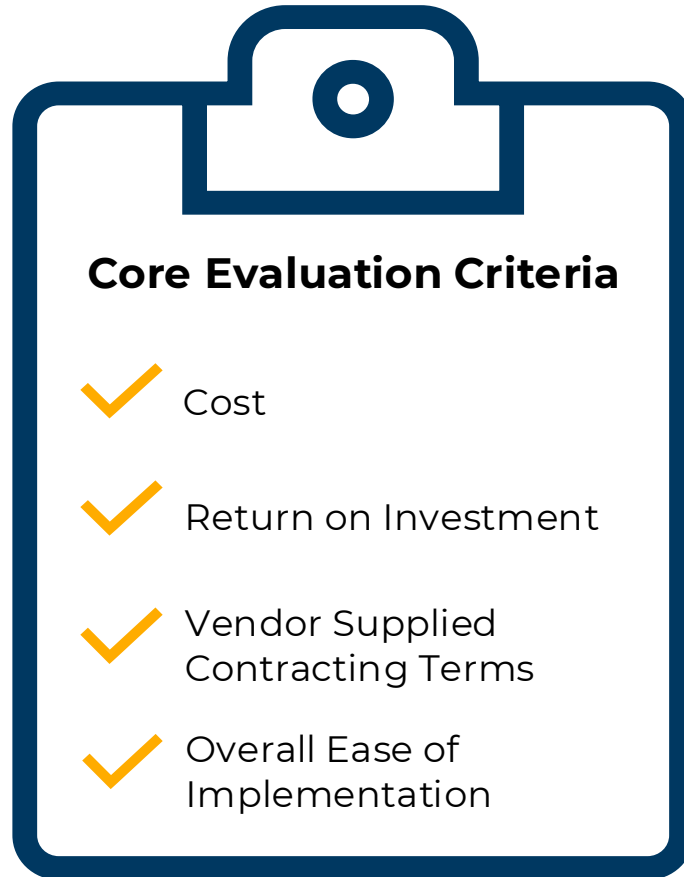
Provides a consistent forum for staff to share lessons learned from AI implementations, evaluate the effectiveness of AI governance, and foster transparent, informed, and approachable AI adoption across the organization.

Composed of:

Interdisciplinary leadership ranging from the **manager level up to the C-suite**, ensuring a wide variety of business voices and perspectives are included.

- Monthly meetings to maintain momentum and governance oversight.
- Vendor-facilitated by the Microsoft 365 implementation partner.
- Dedicated Microsoft Teams hub for collaboration and resource sharing.
- Central communication forum for AI initiatives, updates, and opportunities.

> Vetting Process



Bypassed standard, off-the-shelf frameworks to develop a custom vetting logic tailored to our operational reality.

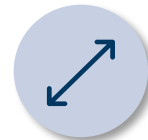
Strategies included



Leverages existing vendor partnerships to evaluate AI capabilities and assess their operational impact.



Prioritizes AI features already embedded in existing platforms before introducing new third-party solutions.



Focuses on maximizing the value of current technology investments while minimizing unnecessary application sprawl.

➤ Key Considerations for Health Centers



Establish Clear Decision-making Roles Early

Create cross-functional governance, clear policies, and defined oversight before expanding AI across the organization.



Maximize Existing Investments

Prioritize AI capabilities within your current technology ecosystem and leverage trusted vendor partnerships before adopting new tools.



Standardize AI Evaluation

Use a consistent vetting process that considers business value, implementation effort, risk, and change management to support successful adoption.





Preparing for AI Integration & Adoption

➤ Preparing for AI Adoption

Actively incorporating new AI tools into the governance framework we created, and adjusting as needed

Implementing Abridge Ambient listening for providers directly into our new EMR

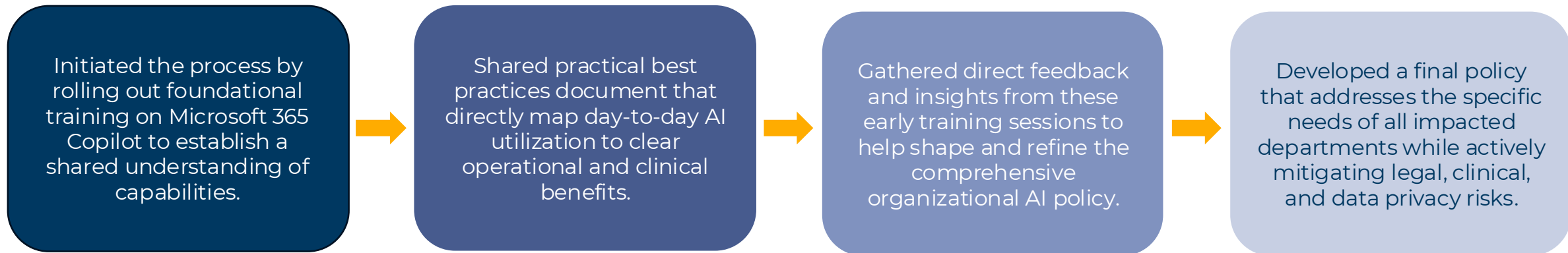
Incorporating the vendor-provided AI toolkit supplied by OCHIN and finding opportunities to expand/apply it universally enterprise-wide

Preparing for vendor-supported integrations by aligning stakeholders early on business requirements, implementation expectations, and the overall integration approach



➤ Expectation Building

Tailored communication to sets realistic goals across different organizational tiers, including leadership, management, and the frontline workforce.



Balanced **enthusiasm with proactive education** regarding the inherent risks of generative AI, emphasizing data security and responsible use guidelines.

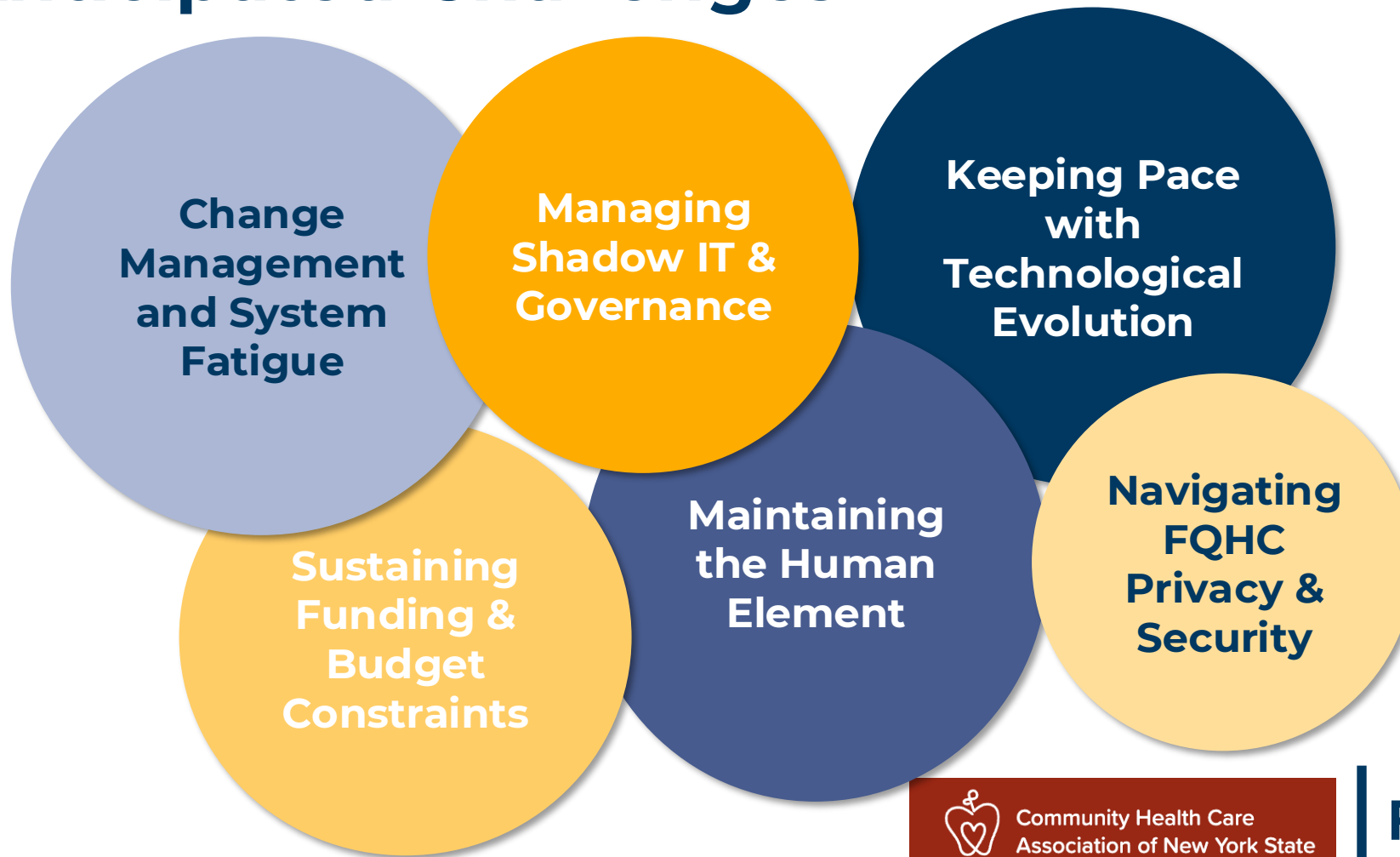


Key Considerations for Health Centers

Invest in Change Management by preparing staff through education, transparent communication, and ongoing feedback to build confidence and support adoption.



➤ Anticipated Challenges



➤ Best Practices

Maximize Existing Ecosystems

Prioritize AI tools already built into your current platforms, such as Microsoft 365 and Epic/OCHIN, before exploring third-party solutions to reduce cost and integration complexity.

Educate Before Regulating

Roll out foundational training and demonstrate practical use cases first. Use the feedback and questions generated from these sessions to draft a more realistic, user-driven AI governance policy.

Establish Interdisciplinary Governance

Create a consistent, structured forum (*like a Digital Workspace Committee*) that includes voices from managers to the C-suite to foster transparency and organizational buy-in.

Prioritize Practical Vetting

Bypass rigid, off-the-shelf frameworks in favor of tangible metrics, focusing heavily on KLAS reviews, vendor-supplied implementation support, and clear ROI.

Pilot and Prove Value

Test tools in real-world scenarios, such as piloting ambient listening on legacy systems, and let direct provider survey feedback dictate the decision to scale.



Lessons Learned

■ Plan, plan, plan

Dedicate ample time to strategic preparation and workflow mapping before deploying any new AI tools to ensure a smooth transition.

■ Empower the frontline

Consider the voices of many across the organization. The people performing the daily work know their jobs best and should directly guide which solutions provide actual value.

■ Invest in comprehensive training

Provide thorough, practical training sessions so that staff feel supported and confident rather than overwhelmed by new technology.

■ Demystify the technology

Make AI concepts and the governance process approachable and easy to understand for staff at all technical skill levels.

■ Balance agility with structure

Remain flexible enough to adapt to rapidly changing AI capabilities and user feedback, while staying strictly diligent with your vetting and governance processes to protect the organization.

■ Coordinate across the ecosystem

Communicate openly and collaboratively with vendors and partners together. Aligning all external parties (such as Epic, OCHIN, and Abridge) alongside internal stakeholders ensures everyone is moving toward the same implementation goals and timeline.



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Defining Success & Looking Ahead

Success Measures



Prioritize patient and client satisfaction, focusing on streamlining access to the right care at the right time through an AI powered phone tree.



Track critical contact center metrics during the Five9 implementation, specifically monitoring hold times, satisfaction surveys, average time of answer, and overall call duration.



Rely on qualitative data by benchmarking the provider feedback collected during the Abridge pilot against the new integrated rollout within OCHIN and Epic.



Evaluate clinical productivity metrics, including overall Abridge utilization rates and trending the duration of chart completion times.



Base our ultimate success on creating a human-centered technology experience, rather than relying on a rigid evaluation framework.

➤ LA LGBT Next Steps

Continue the active implementation of AI-driven chat and voice automation workflows within the contact center VOIP ecosystem.

Transition provider documentation workflows from the legacy EMR pilot directly into the newly launched native OCHIN/Epic Abridge environment.

Expand the deployment of vendor-provided AI toolkits directly supplied by OCHIN to optimize clinical data workflows.

Leverage the Digital Workspace Committee to establish a structured, ongoing review cycle for all active AI implementations and integrations.

Monitor initial post-implementation benchmarks for Abridge provider adoption and Five9 contact center engagement metrics to ensure the user experience remains human-centered.



➤ Key Considerations for Health Centers



Measure AI Impact Through Meaningful Outcomes

Evaluate AI success through improvements in patient access, provider experience, operational efficiency, and workflow effectiveness, not adoption alone.



Scale Based on Feedback and Performance Data

Use implementation metrics, user feedback, and real-world results to refine workflows, optimize adoption, and guide future AI expansion.

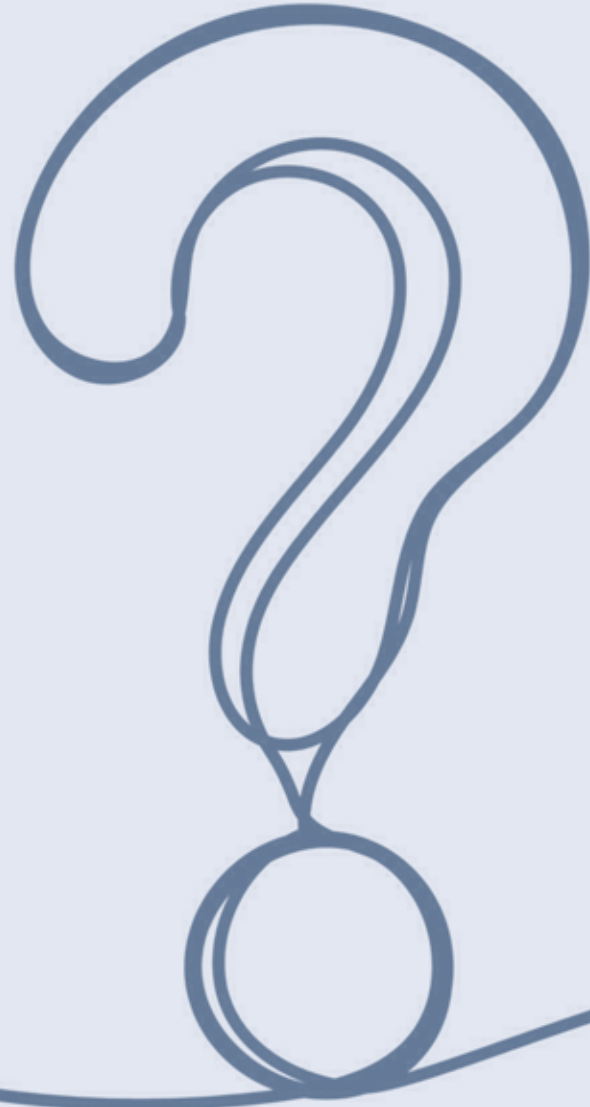


Maintain Human-Centered AI Implementation

Ensure AI enhances the patient and staff experience by balancing automation with thoughtful integration, ongoing oversight, and continuous improvement.



**➤ What is one action
your organization
can take in the next
30 days?**



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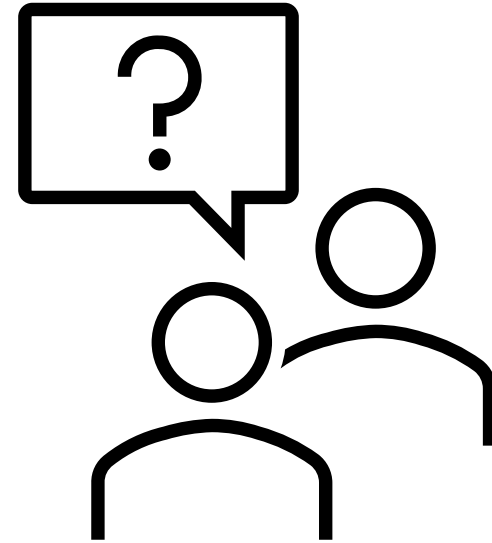


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Questions



Workshop Evaluation Survey

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Survey Link:

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Thank you!



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Facktor Webinar Evaluation
Session 3: Health Center
Perspective on AI Implementation

