

VIRGINIA COMMUNITY HEALTHCARE ASSOCIATION

AI Is Already Inside Your Health Center.

The question is whether it's governed.

Dawn Berg

President and Chief Executive Officer, FEDARA™

Executive Infrastructure for the Modern Health Center



LEARNING OBJECTIVES

What you'll walk away able to do



1

Identify

Identify where artificial intelligence is already present within health center operations, and assess the associated governance and compliance risks.



2

Differentiate

Differentiate between AI use cases that reduce administrative burden and those that introduce additional operational complexity or risk.



3

Apply

Apply a practical governance framework to establish oversight, accountability, and alignment of AI use within a Federally Qualified Health Center environment.

STAY TO THE END

You'll have the opportunity to complete an Executive Infrastructure Assessment and receive the AI Governance Tool Kit.

WELCOME

Health centers have never faced more complexity

Health centers are under pressure — asked to do more with fewer people, tighter margins, and expanding compliance expectations.



WORKFORCE STRAIN

Shortages, burnout, and administrative overload



FINANCIAL PRESSURE

Flat reimbursement, rising costs, tightening margins



REGULATORY COMPLEXITY

HRSA, payer, and AI requirements accelerating



RAPID AI ADOPTION

Arriving in the middle of all of it — largely ungoverned

THE PREMISE

AI is already in the building

Most organizations already use AI every day, through platforms nobody classified as "AI" when they bought them.

Microsoft Copilot

Google Gemini

ChatGPT

Zoom AI

Email drafting

Meeting summaries

Search

Scheduling

Most of this AI activity is

ungoverned.

No single owner. No inventory. No review of what these tools decide, store, or expose.

- 

EHR embedded features and coding suggestions
- 

Clinical documentation and note generation
- 

Revenue cycle and claims platforms
- 

HR screening and scheduling tools
- 

Reception, switchboard, and patient-facing chat
- 

Marketing, outreach, and communications

THE STAKES

Adoption is everywhere. Oversight is rare.



Inconsistent practices

Every team invents its own rules for the same tool.



Compliance exposure

Undocumented decisions surface as findings at audit.



Data security concerns

PHI can reach vendors no one formally vetted.



Workforce confusion

Staff guess at what is allowed and what is not.



Bias and equity

Scoring models can quietly disadvantage the patients you serve.

Technology isn't the problem. The absence of executive infrastructure is.

Nobody gets a finding for using a tool. They get a finding because they can't show how the decision was made.

OLD QUESTION

"How do we stop AI?"



NEW QUESTION

"How do we govern AI responsibly?"

Prohibition creates shadow use. Governance creates a record.

Four pillars of executive infrastructure



Infrastructure is something you operate and answer for. Software is something you buy.

Questions every executive should be able to answer

01 Who owns AI in this organization?

02 What policies actually exist today?

03 What use requires approval, and from whom?

04 What data goes into it?

05 Is PHI involved?

06 What happens when it gets something wrong?

07 How is risk monitored over time?

08 How is the Board kept informed?

A tool that can't answer these isn't saving time yet. It's carrying risk.

Questions about how your staff already work

01 Are employees using AI right now?

02 Are expectations clear to them?

03 Has staff received any training?

04 Are workflows standardized across sites?



Unclear expectations push staff toward workarounds nobody can see.

AI should reduce burden—not create chaos.

What responsible AI has to cover

 Privacy	 Security	 Documentation	 Human oversight
 Vendor governance	 Policy management	 Risk assessment	 Governance strengthens compliance.

Each of these already exists somewhere in your compliance program. Governing AI means extending them to cover the tools your teams adopted on their own.

What executive infrastructure makes possible

Organizations that govern AI get more out of it, not less.

Governance is what lets the thing that worked in one clinic run everywhere—safely. Without it, every good idea stays trapped in one department, with one person who knows how it works.



Reduce administrative burden



Improve consistency across sites



Accelerate executive decision-making



Standardize operations



Support strategic planning



Mission first. Technology second.

What every board should understand



Where AI is used across the organization



The organizational risks it carries



The governance policies in force



Who holds executive oversight



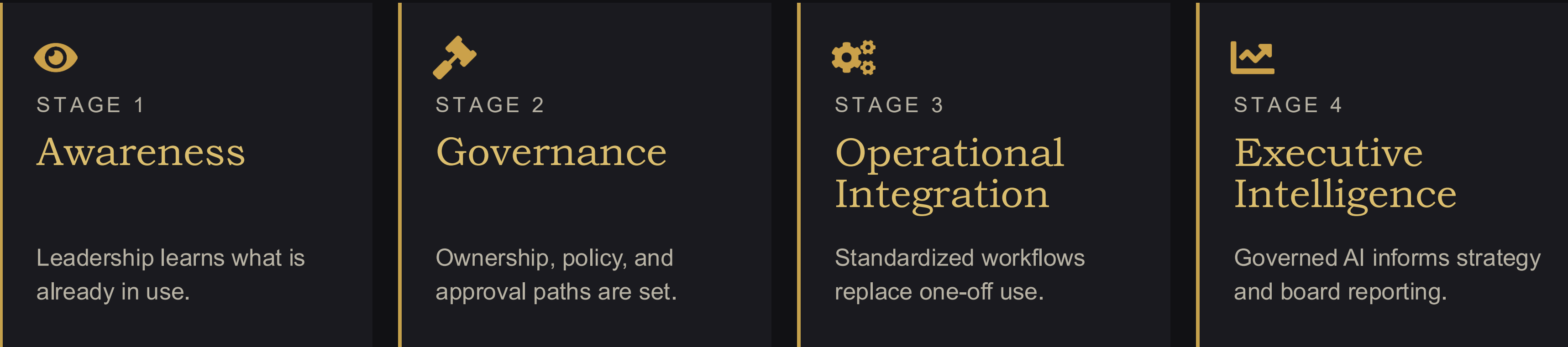
The strategic opportunities in front of them



Board governance is becoming organizational governance.

Boards are already asked about cybersecurity and compliance posture. AI oversight is arriving on the same agenda—and the answer should not be improvised in the meeting.

Four stages organizations move through



What AI governance looks like on paper



AUTHORITY

Who decides

AI governance policy

Acceptable use policy

Board resolution



RISK

What could go wrong

Risk assessment protocol

Risk classification matrix

Incident response protocol



RECORD

What you can show

AI inventory registry

Approval authority matrix

Data workflow specification



ROLLOUT

How it starts

90-day implementation plan

Staff quick-reference card

A worked example

Not all AI use is created equal

The same tool can lighten the load or quietly add risk. Knowing the difference is a leadership skill.



Reduces administrative burden

Repeatable and well-scoped

Automates a predictable, rules-based task.

Keeps a human in the loop

A person reviews and owns the final decision.

Auditable by design

Every action leaves a trail you can show.



Adds complexity or risk

Open-ended and generative

Produces content no one fully checks.

Decides without a reviewer

Acts on PHI or billing with no human gate.

Opaque and unlogged

You can't reconstruct what it did, or why.

COMMON QUESTIONS

The questions leaders actually ask

Can employees use ChatGPT?



Some already are. The real question is which tasks, with what data, reviewed by whom.

What about PHI?



Assume nothing goes into a consumer tool—then write that down. Right now it lives in your head.

Do we need an AI policy?



You need an owner first. A policy without an owner is a document nobody enforces.

Should the Board approve AI?



The Board approves oversight. Management approves tools.

How do we know what staff are using?



You ask them—without punishment attached. You'll be surprised how fast the list appears.

Every one of these is a governance question—not a technology question.

Where executive infrastructure shows up



Grant development

BEFORE

One person, a blank page, and the nights before the deadline.

AFTER

A structured first draft in hours — reviewed by the people who know the program.



Site visit preparation

BEFORE

Documents chased across five departments in the weeks before the visit.

AFTER

Evidence assembled continuously—so readiness is a status, not a scramble.



Administrative operations



Policy development



Contract and vendor review



Board reporting

Each of these supports leadership capacity. None of them replaces the people doing the work.

THE EVIDENCE

Most AI projects fail—and not for technical reasons

80%

of AI projects fail—about twice the rate of IT projects that don't involve AI.

RAND Corporation, 2024, citing industry estimates

84%

named leadership decisions—not the technology—as the primary cause of failure.

RAND interviews with 65 AI practitioners, 2024

The wrong problem

Nobody defined what success looked like.

Data that wasn't ready

The information existed—just not in usable form.

No infrastructure

Nothing to run, monitor, or maintain it.

Every one of those is a planning failure. You can't plan from a guess—start from a baseline.

Every organization starts somewhere different.

The best next step isn't guessing where you stand. It's establishing a baseline you can govern from.

THE ASSESSMENT

Health Center Executive Infrastructure Assessment

MEASURES READINESS ACROSS

 Governance	 Workforce
 Compliance	 Performance

5–10 min

to complete, no preparation needed

Personalized maturity report

Practical, prioritized recommendations

What you'll receive

01



Executive Infrastructure maturity score

02



Organizational strengths

03



Priority opportunities

04



Governance observations

05



Suggested next steps



Plus, the AI Governance Tool Kit—ready-to-adapt documents.

GET STARTED

Start your Executive Infrastructure journey

Health Center Executive Infrastructure Assessment

app.fedara.net/assess



Complete the assessment and receive the AI Governance Tool Kit, plus a complimentary Executive Infrastructure Review.



CLOSING

The organizations that thrive won't be the ones using the most AI. They'll be the ones governing it intentionally.

Executive Infrastructure helps health centers build the governance, workforce, compliance, and performance foundation to use AI responsibly—while advancing the mission.

Thank you. Questions?

Dawn Berg · President and Chief Executive Officer, FEDARA™



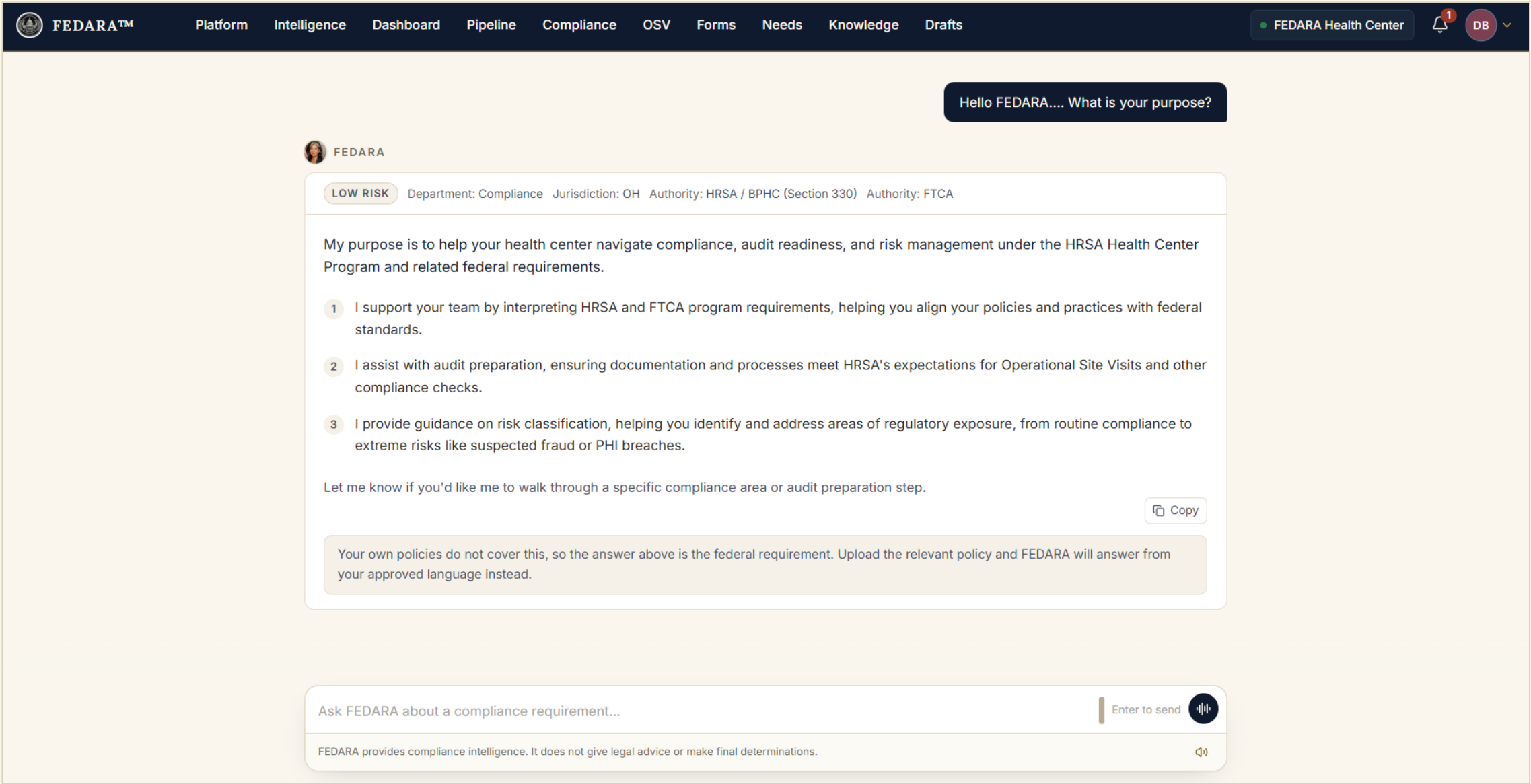
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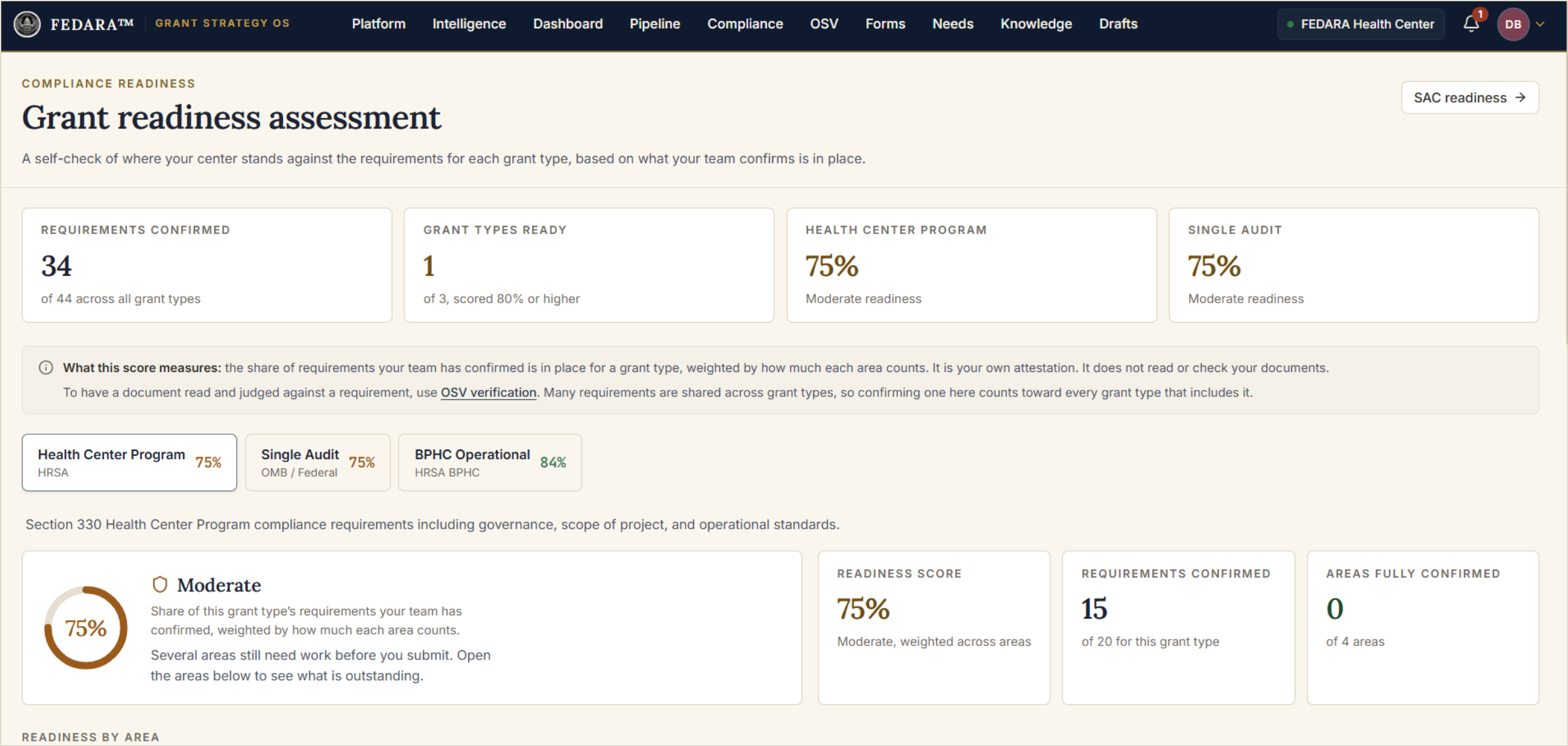


Compliance intelligence



Answers cited to HRSA, BPHC and FTCA — and flagged when your own policy doesn't cover it.

Grant readiness assessment



OSV readiness report



Documents on file by domain, scored for Operational Site Visit preparation.