

Artificial Intelligence (AI) MSP Appropriate Use & Survey Readiness

*Prepared by the NAMSS AI Task Force
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Artificial Intelligence (AI) tools may support administrative efficiency in credentialing and medical staff services when used responsibly, transparently, and with human oversight. AI does not replace professional judgment, primary source verification, or regulatory accountability.

Appropriate Use of AI in Credentialing

AI tools may be used to support nonclinical, administrative functions, including:

- Drafting internal communications, emails, and training materials
- Creating checklists, workflows, or timelines for credentialing processes
- Summarizing policies, bylaws, or regulatory guidance for internal understanding
- Assisting with document formatting, templates, and tracking tools
- Brainstorming process improvement ideas (final decisions remain human led)

All AI generated outputs must be reviewed and validated by credentialing professionals before use.

Prohibited Uses of AI in Credentialing

AI tools may NOT be used for:

- Making credentialing, privileging, or appointment decisions
- Interpreting licensure status, sanctions, malpractice history, or NPDB data
- Determining eligibility, compliance, or regulatory standing
- Entering or analyzing PHI, provider identifiable data, or confidential business information in public AI tools
- Replacing primary source verification or required attestations

AI outputs must never be treated as an authoritative source.

Privacy, Security & Compliance Expectations

Credentialing staff must ensure:

- No PHI or provider identifiable information is entered into public AI platforms
- No proprietary information is shared with public AI tools
- AI is used only in alignment with the organization's privacy, security, and AI governance policies
- Outputs are reviewed for accuracy, bias, and completeness

Use of unapproved AI platforms or prohibited tools is not allowed.

Human Oversight is Required

Credentialing decisions require:

- Professional judgment
- Regulatory interpretation
- Verification against authoritative sources

AI may support the process, but accountability remains with Medical Services professionals.

Survey Readiness

Artificial intelligence tools may be used to support administrative efficiency in credentialing activities. AI does not replace professional judgment, primary source verification, or medical staff and governing body decision making as required by Accreditation standards. All AI generated content must be reviewed, validated, and approved by qualified credentialing professionals prior to use.

Surveyor Ready Explanation

AI does not make credentialing or privileging decisions. All decisions remain with the Credentials Committee, MEC, and Governing Body, consistent with Joint Commission medical staff standards.

AI may be used for drafting communications, checklists, workflows, and training materials.

Surveyor Ready Explanation

AI is used only for administrative support functions, such as drafting internal materials. These are not source documents and are always reviewed by staff before use.

AI may not be used for credentialing, privileging, or reappointment decisions.

Surveyor Ready Explanation

AI is not solely used in evaluating competence, eligibility, or privilege eligibility. Those determinations are made exclusively by medical staff leadership and approved by the governing body.

AI may not perform or replace primary source verification.

Surveyor Ready Explanation

Primary source verification is always completed through authoritative sources. AI outputs are never treated as verification.

AI outputs must be reviewed, validated, and approved by credentialing professionals.

Surveyor Ready Explanation

Any AI assisted material is treated as a draft. A credentialing professional validates accuracy before it is used or retained.

AI outputs may not be filed as source documentation.

Surveyor Ready Explanation

AI generated content is not considered source documentation and is not filed in credentialing records.

No PHI, provider identifiable data, or confidential information may be entered into public AI tools.

Surveyor Ready Explanation

We follow enterprise privacy and security controls. Public AI tools are not used with identifiable provider or patient information.

Credentialing accountability remains with Medical Staff leadership, MEC, and Governing Body.

Surveyor Ready Explanation

AI does not change accountability. All credentialing authority remains exactly as defined in our bylaws and Joint Commission standards.

Survey Ready Summary Statement (Highly Recommended)

You can train staff to say this verbatim:

“Artificial intelligence is used only as an administrative support tool. It does not replace primary source verification, medical staff evaluation, or governing body approval. All credentialing and privileging decisions comply with accreditation standards.”