

NAMSS Artificial Intelligence (AI) Policy Guiding Principles

*Prepared by the NAMSS AI Task Force
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NAMSS Guiding Statement

Artificial Intelligence offers an opportunity to enhance the practice of Medical Staff Services when used thoughtfully, ethically, and responsibly—while preserving the human judgment, professionalism, and accountability that define the MSP role.

1. Purpose and Alignment with NAMSS

These principles are intended to guide the responsible, ethical, and professional use of Artificial Intelligence (AI) by members of the National Association Medical Staff Services (NAMSS) in support of Medical Staff Services, Credentialing, and Provider Enrollment functions.

AI tools may be used to enhance efficiency, education, and innovation, while remaining consistent with:

- The NAMSS Code of Ethics
- Professional standards for Medical Services Professionals (MSPs)
- Applicable accreditation, regulatory, and legal requirements

AI is intended to support—not replace—the expertise, judgment, and accountability of MSPs. MSPs should always check their own organization’s policies and governance structure related to AI use. This policy guidance is meant to be supplemental to organizational policies.

2. Appropriate Use of AI by NAMSS Members

NAMSS members may use AI tools for non-clinical, administrative, and educational purposes, including:

- Developing or refining policies, procedures, job aids, and training manuals
- Creating study guides, learning tools, and exam preparation resources
- Summarizing standards, concepts, or best practices for educational use
- Assisting with workflow analysis, process improvement, and operational efficiency
- Supporting professional writing, reporting templates, and communication clarity

All AI-assisted materials must be reviewed and validated by the MSP prior to use, sharing, or publication.

3. Professional Judgment and Accountability

- AI outputs must not be used as a substitute for professional judgment or credentialing authority.
- MSPs remain fully responsible for the accuracy, completeness, and appropriateness of all work products.
- AI should never independently determine credentialing, privileging, peer review, or disciplinary outcomes.

Human oversight is required at all stages of AI-assisted work.

4. Confidentiality, Privacy, and Data Protection

To uphold ethical and legal obligations:

- PHI, PII, NPDB data, peer review materials, and confidential credentialing information must not be entered into public or non-approved AI platforms.
- AI use should be limited to de-identified, fictional, or publicly available information unless expressly permitted by organizational policy.
- All AI use must comply with HIPAA, state privacy laws, and organizational data security requirements.

Maintaining confidentiality is a core ethical responsibility of MSPs.

5. Ethical Use and Bias Awareness

- NAMSS members should remain aware that AI tools may produce biased, incomplete, or inaccurate outputs.
- AI should be used in ways that support fairness, consistency, and equity in Medical Staff Services processes.
- AI must not be used to make judgments about a practitioner's character, competence, or intent without appropriate human review and due process.

6. Intellectual Property and Copyright Considerations

- AI tools must not be used to upload, reproduce, or redistribute copyrighted or proprietary materials, including:
 - NAMSS educational content
 - Accreditation manuals
 - Licensed study guides or exam materials
- AI may be used to create original content or summarize concepts, but not to replicate protected source materials.
- Members are responsible for ensuring compliance with copyright and licensing requirements.

7. Accuracy, Validation, and Risk Awareness

- AI-generated content may contain errors, outdated information, or misinterpretations.
- MSPs should verify AI-assisted outputs against authoritative sources, such as:
 - Accreditation organizations (e.g., NCQA, Joint Commission, CMS)
 - NAMSS educational resources
- AI outputs should be treated as draft or assistive content, not authoritative guidance.

8. Transparency and Professional Integrity

- When appropriate, NAMSS members should be transparent about the use of AI in developing educational or operational materials.
- AI use should reflect the professional integrity and ethical standards expected of Medical Services Professionals.

9. Education and Responsible Adoption

- NAMSS encourages members to build AI literacy and understand:
 - Appropriate use cases
 - Data protection obligations
 - Limitations and risks of AI tools
- Ongoing education and knowledge sharing are encouraged as AI capabilities evolve.

10. Continuous Review and Evolution

- NAMSS recognizes that AI technology is rapidly evolving.
- These principles should be reviewed and updated periodically to reflect changes in:
 - Technology
 - Regulation and accreditation standards
 - Professional practice expectations