

# AI with accountability: Questions every operator should ask



# Introduction

Senior care operators are being inundated with AI solutions promising better outcomes, greater efficiency, and reduced staff burden. But not all tools are designed for the realities of aging populations or care delivery environments. And without proper vetting and responsible

implementation, AI platforms can compromise the privacy, dignity, and safety of residents. This checklist is designed to help you evaluate AI vendors through a practical, critical lens, so you can protect residents, support caregivers, and drive meaningful results across your community.

## 1

AI should strengthen care delivery by improving resident outcomes without introducing new risks.

### What to ask to ensure clinical safety and improved resident care:

- How does your AI directly impact outcomes like falls, hospitalizations, or medication adherence?
- What clinical evidence, pilots, or case studies can you share from senior care environments?
- How does the system handle false positives and false negatives, and what risks do those create?
- Is human oversight ever bypassed in favor of AI-driven decisions?

## 2

AI must meet regulatory requirements while minimizing compliance risk and liability.

### What to ask to confirm regulatory compliance and risk coverage:

- How do you ensure compliance with HIPAA and other applicable privacy laws?
- Are you FDA-regulated and how do you stay current with evolving state and federal regulations?
- How are data access, storage, and audit trails managed?
- Who holds liability if the system contributes to an adverse event?

## 3

Resident data must be securely managed, protected, and used responsibly.

### What to ask to better understand data protection and governance:

- What data do you collect, and is any of it used to train your AI models? Can we opt out?
- Who owns the data, and how can it be accessed or exported?
- How is sensitive data de-identified or anonymized?
- What cybersecurity standards, certifications, and breach protocols do you maintain?

## 4

AI should integrate seamlessly into your existing systems and daily workflows.

### What to ask to evaluate workflow fit and integration:

- How does your system integrate with EHRs, nurse call systems, and other core tools?
- What is the implementation timeline, and what operational lift is required?
- How flexible is the solution across different care settings (IL, AL, Memory Care, SNF)?
- What happens if the system goes offline? What backup processes are in place?

## 5

AI adoption depends on ease of use and fit for frontline staff.

### What to ask to assess staff adoption and usability:

- What level of training is required, and how is it delivered to frontline staff?
- How intuitive is the system for non-technical caregivers?
- What adoption rates have you seen in similar communities?
- How do you measure and support ongoing usage over time?

## 6

AI must be transparent and understandable to support real-world decisions.

### What to ask to ensure transparency and trust:

- How does your AI generate recommendations or alerts?
- Are outputs explainable enough for clinical and operational decision-making?
- Can we audit or review past system decisions?
- How do you communicate system limitations and risks to users?

# 7

AI should deliver measurable value and support a strong long-term partnership.

## What to ask to evaluate ROI and long-term partnership:

- What measurable ROI can we expect in terms of cost savings, efficiency, or outcomes?
- How is pricing structured, and how does it scale over time?
- What internal resources will we need for implementation and ongoing management?
- What does your customer support model look like?



Adopting AI in senior care is ultimately about more than technology. It's about protecting residents, supporting staff, and strengthening day-to-day operations. By asking the right questions across these key areas, operators can move beyond surface-level promises and identify solutions that are safe, practical, and built for the realities of care delivery.

A thoughtful evaluation process not only reduces risk, it sets the foundation for long-term success with partners who can truly deliver value.

Never hesitate to ask the questions that will help safeguard your operations and most importantly, protect and enrich the lives of your residents.

