

Staff Consultation Before AI Introduction

Standard operating procedure (SOP) | AI-SOP-002

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Title	Staff Consultation Before AI Introduction
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Replaces	None (new document)
Standards and criteria supported	Standard 2D, criterion 2D.6
Evidence basis	E-009
Status of this document	Recommended best-practice model. A hospital may adopt, adapt or replace it with an equivalent that meets the same criteria.

At a glance: what to do

1. Consult the staff who will use an AI system before the decision is final.
2. Ask about practical impact, workload and training needs.
3. Address the training needs before go-live.
4. Record the consultation on AI-FRM-002.

Stop and get help straight away if: an AI system goes live with no consultation record.

1. Purpose

To make sure staff who will deliver care with an AI system understand its practical effect, raise their concerns, and are trained before go-live [EC].

2. Scope

Applies to	Clinical project lead, staff who will use the system, staff representatives
Locations	Each clinical area that will use the system
When	Before the decision is final, and before go-live
Does not apply to	Staff who never use the system

3. Definitions and abbreviations

Term	Meaning in this SOP
Consultation	A two-way discussion in which concerns are heard and answered, recorded before the decision
Training need	A skill or knowledge gap identified before use

4. Background and rationale

A system introduced without staff input often fails in practice, through workload, unclear use or lost trust. Criterion 2D.6 asks for consultation before introduction.

5. Responsibilities

Role	Duties in this SOP	Competence needed
Clinical project lead	Runs the consultation and records it	Clinical
Staff representatives	Raise concerns on behalf of teams	Staff
Chief executive	Takes the final decision with the consultation record	Executive

6. Equipment, materials and resources

Item	Specification or standard	Check before use
Consultation record (AI-FRM-002)	Current	Completed for each system
Briefing summary on the system	Plain language	Given to staff before the session

7. Safety and infection prevention

- Staff concerns about patient safety must be recorded and answered before go-live, not after.

8. Before you start

- Prepare a plain-language summary of the system.

9. Procedure

Follow the steps in order. Where a step says "If", take the action for the case that applies. Do not skip a step. If a step cannot be done, use section 11 and section 12.

Step	Action	How to do it	Key point
1	Brief staff.	Explain the system, its purpose, what it does and does not do, and who uses it.	Plain language, not technical marketing.
2	Consult.	- Hold sessions with each staff group who will use the system. - Record each concern, question and response.	Record the concern even if it cannot be fixed. Explain why.
3	Identify training needs.	List the skills needed and the training method for each group.	Training is part of the consultation, not an add-on.
4	Respond before go-live.	- Respond to each concern in writing before go-live. - Address training before any staff use the system.	A concern without a response is a reason for staff to ignore the system.
5	Ask after go-live.	Ask staff about the system after three months, and record the result.	Only use reveals the real effect.

Decision points

- If a concern about patient safety is not resolved, go-live is delayed until the chief executive decides.

10. Special situations

Situation	What to do
Urgent introduction	Consult as far as possible in the time available, and complete the record afterwards within 14 days.

11. Problems and escalation

- Unresolved safety concerns go to the chief executive.

12. Monitoring and compliance

What is checked	Target	How often	Who	If the target is missed
Systems with consultation record before go-live	100%	Each system	Clinical project lead	Stop go-live
Training completed before use	100%	Each system	Clinical project lead	Delay use
Staff who can describe the consultation (sample)	At least 80% (EC)	Yearly	Clinical lead	Re-brief

13. Records

Record	Where it is kept	Kept for
AI-FRM-002 Staff Consultation Record	Governance file	{{facility.records_retention_years}} years

14. Training and competence

- Project leads are trained in consultation methods (EC).

15. Related documents

ID	Title	Relationship
AI-FRM-002	Staff Consultation Record	Used in steps 2 to 4
AI-POL-001	Responsible Use of AI in Care Policy	Parent policy
SOP-N29	Learning, Training and Competence Policy (generic)	Training and competence

16. Evidence

ID	Source and status
E-011	WHO (2021), Ethics and governance of artificial intelligence for health. Used as the basis for AI governance. Link and wording to verify before publication.
E-009	ASF Expert Committee consensus. Consultation method to be agreed.

EC = ASF Expert Committee consensus. Items marked EC are reviewed by the Committee each year.

17. Change history

Version	Date	What changed	Approver and signature
1.0	{{document.effective_date}}	First version	Approved by the ASF Expert Committee
1.1	{{document.effective_date}}	Internal quality review: corrected cross-references, status wording and document control	Approved by the ASF Expert Committee