

Artificial Intelligence: Our Approach & Commitments



Purpose and Commitment

BestSelf Behavioral Health recognizes that artificial intelligence (AI) can provide meaningful opportunities to improve services, support our workforce, reduce administrative burden, and enhance organizational effectiveness. We also recognize that AI must be used thoughtfully and responsibly, particularly in a healthcare environment where privacy, safety, trust, and human judgment are essential.

Our use of AI is guided by BestSelf's mission, vision, values, strategic priorities, commitment to the people and communities we serve, and applicable privacy, security, legal, regulatory, and ethical requirements. AI is intended to support people, not replace the judgment, relationships, accountability, or the expertise of our workforce.

How BestSelf May Use AI

BestSelf may use approved AI-enabled technologies to support clinical, administrative, operational, analytical, and other organizational activities.

Examples may include:

- Assisting staff with administrative tasks and documentation;
- Helping organize, summarize, or analyze information;
- Supporting communication and development of educational materials;
- Improving organizational workflows and efficiency;
- Supporting data analysis and organizational decision-making.

The use of AI does not eliminate the responsibility of BestSelf employees and professionals to exercise appropriate judgment and oversight.

Transparency

BestSelf is committed to transparency in how we use AI, especially when it is used in connection with the care and services we provide. When appropriate, we will provide additional information to help individuals understand its purpose, how information is handled, relevant risks or limitations, and what safeguards and choices are available.

Approved and Responsible Use

Only AI technologies and use cases that have been reviewed and approved through BestSelf's established AI oversight process may be used. AI must be used only for its approved and intended purpose and in accordance with applicable BestSelf policies, including requirements related to privacy, confidentiality, information security, records management, and acceptable use of technology.

AI may not be used in a manner that:

- Violates the privacy, confidentiality, or rights of another person;
- Discriminates against individuals or groups or promotes unfair or biased treatment;
- Produces or distributes intentionally deceptive, harmful, or unlawful content;
- Circumvents organizational security or technology safeguards;
- Replaces required professional judgment or human decision-making; or
- Conflicts with BestSelf's mission, values, policies, strategic plan, or applicable law.

Privacy, Confidentiality and Data Protection

BestSelf applies its established privacy, confidentiality, and information security requirements to the use of AI. Confidential information, protected health information (PHI), personally identifiable information (PII), financial information, employee information, or other sensitive information may not be entered into public, unsecured, or otherwise unapproved AI applications. When an approved AI technology is permitted to process confidential or sensitive information, BestSelf evaluates the technology and its safeguards before use and limits the information processed to what is reasonably necessary for the approved purpose.

As part of its strict review and approval process, BestSelf evaluates what information an AI technology may collect, how and where information is stored, how long it is retained, and whether information is shared with or accessible to third parties. Information collected, generated, stored, or shared through approved AI technologies is subject to applicable BestSelf privacy, confidentiality, security, retention, and access requirements.

Human Oversight and Accountability

AI may assist BestSelf employees, but responsibility for work performed and decisions made remains with people. AI-generated information may be incomplete, inaccurate, biased, or inappropriate for a particular situation. Employees are responsible for appropriately reviewing AI-generated content before relying upon it, sharing it, including it in an organizational or clinical record, or using it to support a decision.

AI will not independently make decisions affecting a person's rights, safety, access to services, diagnosis, treatment, or other significant matters without appropriate human review and accountability. In cases where AI assists with clinical documentation, the qualified professional responsible for the service must review and approve the documentation before it becomes part of the clinical record.

Fairness, Safety and Responsible Use

BestSelf evaluates AI technologies and proposed uses based on their potential benefits and risks to the organization, our workforce, the people we serve, and our communities.

Our review considers factors relevant to the specific technology and how it will be used, including:

- Privacy and information security;
- Accuracy and reliability;
- Potential bias or discrimination;
- Impact on client rights, dignity, and experience;
- Clinical or operational risk;

- Transparency and explainability;
- Accessibility;
- Appropriate human oversight; and
- Potential unintended consequences.

Concerns, identified risks, or negative impacts associated with AI use will be reviewed and addressed through BestSelf's established oversight processes.

Client Choice and AI Use

BestSelf is committed to transparency when AI is used in ways that relate to the service we provide. When AI is used as part of an individual's care, BestSelf will provide information about its purpose and how information may be used.

When an individual elects to decline or opt out of an AI-enabled technology, BestSelf will explain how to do so. When a person declines the use of AI in the delivery of services, BestSelf will make reasonable efforts to provide the service without the technology. If the service cannot be provided without the technology, BestSelf will work with the individual to identify an appropriate alternative, including connection with another provider when necessary.

Questions, Feedback and Reporting Concerns

BestSelf welcomes questions and feedback regarding our use of AI. Individuals may raise questions, provide feedback, or report concerns about AI use through BestSelf's established feedback, complaint, privacy, or compliance processes. Reported concerns will be reviewed and investigated as appropriate. Questions, feedback, or concerns regarding BestSelf's use of AI may be directed to info@bestselfwny.org.

AI Oversight

BestSelf's multidisciplinary AI Governance Committee guides the responsible use of AI across the organization. The Committee's responsibilities include reviewing and approving AI technologies and proposed use cases, establishing responsible-use expectations, monitoring AI-related risks and impacts, responding to concerns, and helping ensure that AI use remains consistent with BestSelf's mission, values, strategic priorities, policies, and regulatory responsibilities.