

Internal ChatGPT – ProvidenceChat Workforce Optimization



Business Need & Use Case Overview

It is a big risk for internal staff to input Providence data and potentially leak sensitive PHI into a public search website, as this information could easily be breached.

ProvidenceChat was developed to create an internal, secure access to a ChatGPT-like experience for general use internally at Providence. It also allows monitoring of use for compliance and for finding good use cases to spread.

Ethical/Regulatory Considerations

- By not attaching the service to our data, the risk of inappropriate access is very low.
- Providence faced extensive risk, compliance, and privacy review and ended up drafting new policies. There is currently a policy in place to prohibit use for clinical care.

Archetype

Shaper

AI Technique(s) Used

Generative AI
(Retrieval-Augmented Generation + LLM)

Core System(s) Used

Azure OpenAI Service

Digital Solution(s) Used

Web App, SQL Server, Azure

Implementation Stage

Scaling

Assessments

Risk	Complexity	Financial Impact
2.5/5	3.5/5	\$

Challenges/Lessons Learned

- There is a need to build a set of guardrails that involve all the interested parties so things can move faster and decisions can be made around this.

Initial Outcomes

10,000 uses from over 1,000 caregivers

Source: Providence presentation at September AVIA Gen AI Collaborative meeting