KJR est. 1997
Assuring Digital Success

CASE STUDY

Assuring the Safe Adoption of AI-Enabled Healthcare Services

AT A GLANCE

Industry

Aged Care and Community Services

Challenge

Establish confidence in AI-enabled clinical decision support capabilities where traditional testing approaches were constrained.

Services

AI Assurance, Independent Testing and Quality Engineering.

Scale & Complexity

24 use cases, 83 evidence records and multiple AI-enabled healthcare initiatives.

Technology Environment

AlayaCare and Large Language Models (LLMs).

Outcome

Established an evidence-based assurance approach that enabled informed decisions regarding AI-enabled solutions and future AI adoption.

THE CHALLENGE

The customer was exploring how AI could support clinicians by identifying client risks, prioritising care activities and generating insights from large volumes of healthcare information.

Because AI-generated outputs could directly influence clinical workflows, stakeholders needed confidence that the information being presented was appropriate, reliable and supported by evidence. Traditional testing approaches proved challenging, as lower environments could not fully replicate AI processing behaviour, while production environments contained sensitive client information that limited testing activities.

The organisation needed a practical way to understand what had been validated, what remained untested and where residual risks existed before expanding the use of AI-enabled services. The challenge was not simply determining whether the technology worked, but ensuring deployment decisions were supported by objective evidence and appropriate governance.

KJR est. 1997
Assuring Digital Success

CASE STUDY

Assuring the Safe Adoption of AI-Enabled Healthcare Services

Why the Customer Chose KJR

The customer required an independent assurance partner capable of assessing complex AI-enabled solutions while remaining separate from delivery activities.

KJR was selected for its independent assurance expertise, quality engineering capability and ability to provide objective evidence in highly regulated environments. KJR's experience helping organisations manage delivery risk, improve confidence and support informed decision-making made it well positioned to address the unique challenges associated with AI assurance.

KJR'S APPROACH

KJR applied an evidence-based assurance approach designed specifically for the realities of testing AI-enabled solutions in regulated environments.

01

Assess

KJR worked with stakeholders to understand business objectives, use cases, risks, governance requirements and environmental constraints. Particular focus was placed on identifying assurance limitations and defining appropriate evidence sources.

02

Assure

Rather than relying solely on traditional testing methods, KJR combined staging validation, production-based assessments, access control verification and evidence reviews. Strong traceability was established between use cases, outcomes, observations and supporting evidence to ensure transparency throughout the assurance process.

03

Enable

KJR provided stakeholders with a clear understanding of testing coverage, assurance outcomes, residual risks and decision points. This enabled informed deployment and governance decisions while establishing a repeatable approach for future AI-enabled initiatives.

KJR est. 1997
Assuring Digital Success

CASE STUDY

Assuring the Safe Adoption of AI-Enabled Healthcare Services

BUSINESS IMPACT

KJR's involvement helped shift the conversation from whether the AI solution functioned as expected to whether decision-makers had sufficient evidence to trust its outputs.

The assurance approach improved visibility of risks, highlighted assurance gaps and strengthened governance around AI adoption. Stakeholders gained greater confidence in the quality of available evidence and a clearer understanding of any limitations that should inform deployment decisions.

Importantly, the engagement established practical assurance principles that could be applied to future AI initiatives across the organisation.

OUTCOMES & BENEFITS

The engagement delivered measurable assurance outcomes while helping establish a foundation for responsible AI adoption. Key results included:

24 use cases assessed and validated	**83** evidence records reviewed and evaluated	**10/10** staging test scenarios successfully completed
59 test steps executed successfully	**12/14** production validation scenarios completed	**30/30** access-control verification checks passed

Beyond the metrics, the project delivered broader organisational benefits:

- **Increased confidence** in AI-enabled clinical decision support capabilities.
- **Improved visibility** of assurance coverage and residual risks.
- **Early identification** of information consistency and processing-state issues.
- **Stronger governance** and evidence management practices.
- **A repeatable framework** for assuring future AI-enabled solutions.

The lessons learned from this engagement continue to inform broader AI assurance activities, helping ensure future initiatives are supported by robust validation, transparent governance and evidence-based decision-making.

KJR est. 1997
Assuring Digital Success

CASE STUDY

Assuring the Safe Adoption of AI-Enabled Healthcare Services

TECHNOLOGY ENVIRONMENT

AlayaCare • Large Language Models (LLMs) • AI-Enabled Clinical Intelligence Solutions

AlayaCare

HOW KJR CAN HELP

Planning an AI initiative, automation program or critical technology transformation?

KJR helps organisations build confidence through independent assurance, testing and quality engineering, ensuring important decisions are supported by objective evidence, effective governance and a clear understanding of risk.