



Flying Binary

Changing the world with deep tech

Lot 3: AI Health Integration Service Definition

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Service overview

The *AI Health Integration* service complements the FlyingBinary *AI Health Analysis* service, providing planning, data design, integration, validation and ongoing support capabilities.

The *AI Health Analysis* service leverages deep learning and custom AI models to deliver advanced patient care within a primary or secondary care clinical context across healthcare pathways.

Research has shown that societal health problems are a growing epidemic, placing incredible strain on our healthcare service providers. At the same time, the causes and impacts exhibit huge diversity, requiring high-touch, personalised care that is out of reach of classic clinical pathways.

The *AI Health Analysis* service can ingest frontline data from a variety of primary and secondary care clinical services, and then use custom AI models that specifically understand both the pathway and the data context to deliver personalised clinical management recommendations. The service is advisory only, the clinician remains responsible at all times for specific applications for individual patient pathways.

The *AI Health Analysis* service can include any mix or all of the following components:

- Planning and design
- Data migration and integration
- Pathway profile customisation
- AI model output validation
- User training
- Ongoing support

Planning and design

The integration of an advanced AI service into an existing clinical setting requires specialist planning, risk assessment and experienced project management.

Data migration and integration

The *AI Health Analysis* service requires key data from existing frontline services. The required data must be carefully analysed and screened, and transformed into schemas that are efficiently consumable by the AI models. At the same time, personal information must be effectively secured and controlled.

Pathway profile customisation

Health pathway profile customisation for AI models is an emerging skill, requiring expert guidance and assistance to ensure the resulting profile runs effectively and generates good quality output recommendations.

AI model output validation

It is vital that all AI model use is evaluated by expert resources to ensure output quality and overall utility within the clinical setting. This requires advanced knowledge of AI test and validation techniques, as well as selection and curation of test data sets by experienced resources.

User training

It is important that all users of AI systems understand and can recognise the benefits and limitations of these technologies. AI-enabled services operate in some fundamentally different ways from classical compute services and require a clear understanding of these differences and the outcomes they generate in order to use them effectively, fairly and without bias.

Ongoing support

The *AI Health Analysis* service includes basic ticket support for queries and incidents, but especially at the beginning, it is highly recommended that the additional hypercare service which is available to provide faster and more integrated support.

Information assurance – Classification level

The *AI Health Integration* service can be applied at any security classification as appropriate to the client organisation's requirements. FlyingBinary is Cyber Essentials accredited by NCSC and has staff who are cleared at SC level.

Backup restore and disaster recovery

The backup, restore and disaster recovery capabilities will depend on the specific data, systems and services in scope for any particular engagement for the *AI Health Integration* service.

On and off boarding

This paragraph discusses on- and off-boarding for *this service - AI Health Integration service - only*, NOT for the data, systems and services in scope of any particular engagement.

This service is for resource provision only. On and off boarding in this context commutes to engaging and disengaging particular resources.

Service management

This service is for resource provision only.

Service constraints

This service is for resource provision only. Resources will normally be provided to any reasonable location within the UK during normal UK business days and office hours. Travel and subsistence may be payable outside London and the surrounding area. Unsocial hours payments may be required if service is needed outside normal UK business days and office hours.

Service levels

This service is for resource provision only. Once resources are committed to agreed deadlines, then those deadlines will be upheld except in cases where there is genuine distress. Specific requirements will usually be accommodated during the planning phase.

Financial recompense

This service is for resource provision only. If a delivered service fails to meet required standards it will be re-worked and re-delivered. If there are specific situations where financial recompense is required these will usually be accommodated during the planning phase.

Training

Training is one of the specific optional parts of the *AI Health Integration* service. **Group training** is suitable for ensuring multiple users achieve the same competency levels. **One to one training** can be used for deep dive or specialised requirements. Either form can be provided on site or remotely.

Termination

The client may terminate the *AI Health Integration* service at any time without notice where there is sufficient reason (for example, non-delivery or unacceptable quality from FlyingBinary), or with 30 days notice for any other reason (for example, change of business strategy). FlyingBinary will not normally withdraw the *AI Health Integration* service but reserves the right to do so in cases where it becomes impossible to deliver the service effectively (for example, insufficient, incomplete or low quality data, not possible to proceed with the project).

Data restoration and service migration

This service is for resource provision only.

Consumer responsibilities

The client is responsible for ensuring appropriate access to personnel, data, services and suppliers throughout the engagement and for making necessary business decisions in good time. Clients must assure themselves that the solution selected is in accordance with the organisation's security classifications requirements.

Technical requirements

This service is for resource provision only.

Trial options

There is no specific trial option for the *AI Health Integration* service, however there is no minimum order requirement, so a single day consultancy may be purchased if needed. Note that a single day cannot create any finished output: it is useful for a planning and strategy discussion prior to a longer engagement.