



Windsor-Essex County Health Unit Uses Trusted Partner to Create AI Governance Policy

Windsor-Essex County Health Unit (WECHU), in partnership with other agencies and health care providers, seeks to enable all Windsor and Essex County residents to be as healthy as possible.

CUSTOMER CHALLENGE

The WECHU recognized that artificial intelligence (AI) tools are being widely adopted, and the leadership team recognized the risks, particularly in healthcare. Although the organization is deeply experienced in writing policy, the leadership team acknowledged that they needed external technical expertise to address this policy. As a trusted partner with a proven skill set, CrucialLogics was chosen to help establish a clear and secure path forward.

SOLUTION

Securing the budget for the Statement of Work was an early hurdle, as this initiative wasn't part of the regular planning cycle. Once approved, the process was highly collaborative and iterative, with the experienced CrucialLogics team taking significant time answering questions, providing guidance, and educating the team, across many of the solutions that are impacted by AI. Michael Horrobin, Director, Corporate Services and CFO, noted, "I personally learned a lot, and it gave me confidence."

The draft policy was then shared with the wider leadership team, which surfaced important procedural considerations and additional content. This careful, iterative process ensured that the final AI governance policy was both comprehensive and practical for the WECHU's needs.

RESULTS

The WECHU team was highly impressed with the final AI governance policy, noting that the subject matter

expertise confirmed why external support was essential. The wrap-up process was smooth, and the policy has already begun to eliminate confusion, providing a clear framework to guide the safe and responsible use of AI. By adopting a crawl-walk-run approach, the WECHU is rolling out the approved AI tools in the policy gradually to ensure long-term success.

The collaboration not only delivered a practical and digestible policy but also built internal confidence, with team members highlighting how much they learned throughout the process. A governance committee is now in place to monitor emerging AI trends and maintain the policy as a living, evolving document. Building on this success, the WECHU has already committed to the next project, which is the creation of an incident response plan.

"My advice is that when you're dealing with technical, potentially high-risk issues, like AI, it's money well spent to hire a subject matter expert, which is how I would define CrucialLogics."

— Michael Horrobin, Director,
Corporate Services and CFO,
Windsor-Essex County Health