

AI Is Changing Healthcare and It Could Help Restore Trust.

This past week Dr. Mehmet Oz, Administrator of the Centers for Medicare & Medicaid Services, was interviewed about something that doesn't get enough attention in the AI conversation.

At first, it felt like the usual conversation. Bigger technology. Faster systems. More disruption. The kind of discussion we've all become used to hearing almost daily now.

But then the conversation shifted.



He started talking about fraud inside the healthcare system. Waste. Administrative inefficiency. The invisible leaks inside systems that millions of people depend on but very few people fully understand. He talked about how AI may finally give us the ability to identify patterns that human beings simply cannot see fast enough on their own.

You see, beneath the policy discussion and statistics was something much bigger.

For years, people have talked about AI almost entirely through the lens of fear. Fear of replacement. Fear of misinformation. Fear of losing control. And to be fair, some of those concerns are real. We should be taking them seriously.

But this conversation was the reminder that there is another side to this story that we are not talking about enough.

AI also has the potential to repair things.

Not in some futuristic science fiction way. In very real, human ways.

Imagine a doctor spending less time buried in paperwork and more time looking a patient in the eyes. Imagine fraudulent billing schemes being detected before billions disappear from systems meant to care for elderly Americans. Imagine earlier diagnoses, faster approvals for treatment, and fewer people falling through cracks simply because overwhelmed systems could not process information quickly enough.

For decades, many of these problems have existed not because people didn't care, but because the scale became too large for human beings alone to manage effectively.

That is what makes this moment different.

For the first time, we are building tools capable of helping us navigate complexity at a scale we've never seen before.

But the deeper realization is that the future of AI will not ultimately be determined by how intelligent the systems become. It will be determined by whether people trust them.

Because none of this works without trust.

A patient has to trust that AI assisted healthcare decisions are fair. Families have to trust that systems protecting Medicare are acting responsibly. Society has to trust that the organizations deploying these technologies are accountable for the outcomes they create.

Without trust, even the most powerful technology eventually creates resistance.

With trust, technology becomes something entirely different. It becomes infrastructure. Quietly integrated into daily life in ways that improve the human experience without constantly demanding attention for itself.

That is one of the reasons we created the Human Alignment Index - HAI Score™ at Humaital.

Not to slow AI down. Not to stand in the way of innovation.

But to help create a measurable standard for trust around how AI is deployed inside organizations and systems that directly impact human lives.

Because in the years ahead, the most important question may not be:
“How advanced is your AI?”

It may become:
“Can people trust the way you are using it?”

Electricity changed the world.
The internet changed the world.
AI will change the world too.

But unlike previous technological revolutions, this one forces us to confront a deeper question:

Just because we can build something, does it mean we are building it responsibly?

That is why conversations around transparency, governance, accountability, and human-centered AI matter so much right now. Not because they slow innovation down, but because they are what make innovation sustainable in the first place.

If we do this right, AI could help restore time, efficiency, access, and capacity back into systems that have been strained for years.

And maybe that's the part of the AI story we need to start paying more attention to.

Not the fear of what humanity loses.

But the possibility of what humanity gets back.

Join Us in building that future of trust.