

Healthcare’s First end-to-end Generative AI Quality & Trust Solution: Building Confidence in Enterprise GenAI

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee’s employer.
Name of Organization/Company CitiusTech [REDACTED] [REDACTED]
Additional Contacts I would also like to have others receive emails about the disposition of our entries.
Page: Entry Information
Entry Title Healthcare’s First end-to-end Generative AI Quality & Trust Solution: Building Confidence in Enterprise GenAI
Category P06. New Service of the Year- Healthcare Technology
New Service Submission Format Written Answers
a. Briefly describe the organization that developed the nominated new service: its history and past performance (up to 200 words). Required <p>CitiusTech is a global healthcare technology leader, dedicated to transforming the healthcare and life sciences ecosystem through next-generation digital solutions. In the last two decades, CitiusTech has partnered with 140+ leading healthcare organizations including MedTech firms, payers, providers, and life sciences enterprises to drive digital transformation, improve patient outcomes, and deliver innovation at scale.</p> <p>At the core of CitiusTech’s innovation strategy is a suite of AI-powered platforms (PERFORM+) and products that address critical challenges in healthcare, enhance care delivery, streamline operations, and support regulatory compliance. These solutions embody CitiusTech’s deep domain expertise, sustained investments in R&D and co-innovation, and a commitment to creating a human-first healthcare ecosystem.</p> <p>With over 80 million patient records managed and 50 million lives touched through its solutions, CitiusTech has delivered more than 100 digital transformation QA projects and over 200 test automation case studies. The company remains committed to building healthcare systems that are not only more intelligent, but also more trusted, equitable, and safe.</p> <p>CitiusTech’s purpose is to inspire new possibilities for the healthcare ecosystem through technology and human ingenuity. The GenAI Quality & Trust Solution reflects this commitment and reinforces the company’s position at the forefront of responsible AI adoption in healthcare.</p>

b. Specify the date on which this nominated service was introduced to the marketplace. Outline the nominated service's features, functions, benefits and novelty (up to 250 words). Required

In February 2024, CitiusTech introduced its GenAI Quality & Trust (Q&T) Solution, a first-of-its-kind offering in healthcare focused on solving one of the most pressing challenges in the adoption of generative AI: trust.

While the potential of generative AI is widely recognized in healthcare, adoption has been slow due to concerns around accuracy, bias, compliance, and patient safety. The GenAI Q&T Solution addresses these barriers through a comprehensive, platform-agnostic framework that enables organizations to develop, monitor and scale GenAI applications on the vectors of quality, reliability, robustness and trust.

Key capabilities include:

- A multi-layered Quality & Trust framework that evaluates GenAI applications across seven dimensions—accuracy, calibration, robustness, fairness, bias, toxicity, and efficiency—using 70+ metrics and 25+ methods tailored for healthcare.
- RAG (Retrieval-Augmented Generation) design pattern to control how GenAI models access internal data, minimizing hallucinations and reducing risk.
- Healthcare specificity to infuse healthcare domain knowledge to evaluate and validate Gen AI applications on the basis of contextual relevance of outputs.
- LLM selection based on evaluation of LLMs for suitability for the use case with respect to business need, cost, and efficiency.
- Deployment flexibility on all major cloud service providers (like AWS, GCP, Azure) and integration with GenAI applications built on Snowflake and Data Bricks.

Refer: Q&T_Fig1

Overall, this end-to-end, platform-agnostic framework sets a new benchmark for responsible innovation in healthcare AI.

c. Explain why the nominated service is unique or significant. If possible compare the service to competitors' offerings and/or to the organization's other or past products (up to 250 words). Required

CitiusTech's GenAI Q&T Solution is the industry's first comprehensive framework:

- Healthcare-first design: Built specifically for healthcare, embedding clinical taxonomies, ontologies, and aligning with regulatory frameworks like NIST, CHAI, GDPR, and the US AI Bill of Rights.
- Third party application validation as a service: Allows enterprises to validate third party generic applications.
- Seven-dimensional quality evaluation: Goes beyond basic performance checks, using 70+ metrics and 25+ healthcare-tailored methods to assess GenAI across accuracy, robustness, fairness, search and retrieval precision, bias, toxicity, and efficiency.
- Layered, business-aligned validation: Maps trust and quality metrics to each layer of a GenAI system anchoring technical performance to real-world healthcare outcomes and enabling cross-functional confidence.
- Full-stack integration: Plugs directly into MLOps, DataOps, and product development workflows, allowing teams to validate GenAI readiness from pilot to production.
- Modular, stack-agnostic architecture: Supports any LLM, cloud, or infrastructure without compromising centralized governance or quality assurance.
- RAG design pattern and private GenAI stack: Offers precise, context-aware retrieval from verified internal sources and complete control over data privacy.
- Agentic workflow evaluation: Enables the evaluation of constantly evolving Agentic AI workflows in healthcare.
- Decision-support clarity: Provides structured guidance on LLM selection, search methods, and trust metrics, suggests next best action based on quantitative evaluation using the Q&T metrics. Eliminating guesswork and trial & error in building scalable, compliant GenAI systems.

While most solutions focus on model performance or data privacy in isolation, CitiusTech delivers an integrated, enterprise-ready framework, reducing development and implementation time for responsible AI.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Refer: Q&T_Fig2

The solution has enabled healthcare organizations to operationalize GenAI outputs with significantly more confidence. By anchoring GenAI design to measurable quality metrics, these organizations are seeing reduced risk, better alignment with compliance requirements, and improved stakeholder confidence. It is differentiated by it's adaptability to diverse tech stacks and regulatory landscapes and it's the ability to turn abstract AI ethics into day-to-day operational frameworks. t

While the solution is compatible with Snowflake and has been successfully deployed on its platform, it is important to note that the Q&T Solution is entirely platform-agnostic and supports a broad range of cloud and data ecosystems.

Refer: Q&T_Fig3

With the healthcare industry still in the early stages of GenAI maturity, CitiusTech's approach provides the tools and confidence needed to advance responsibly. The Quality & Trust Solution is timely and foundational to the next phase of enterprise AI in healthcare.

[REDACTED FOR PUBLICATION]

Would you like to add an additional webpage link?

Yes

[illegible]

Would you like to add an additional supporting document?

[REDACTED]

Would you like to add an additional supporting document?

No

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