

Medical devices — Guidance on the application of ISO 14971

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Part 2: Machine learning in artificial intelligence

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Contents

Foreword.....	v
Introduction	vi
1 Scope.....	1
2 Normative references.....	1
3 Terms and definitions	1
4 General requirements for <i>risk management system</i>	4
4.1 <i>Risk management process</i>	4
4.2 Management responsibilities	4
4.3 Competence of personnel	4
4.4 <i>Risk management plan</i>	5
4.5 <i>Risk management file</i>	6
5 <i>Risk analysis</i>	6
5.1 <i>Risk analysis process</i>	6
5.2 <i>Intended use and reasonably foreseeable misuse</i>	6
5.3 Identification of characteristics related to <i>safety</i>	6
5.4 Identification of <i>hazards</i> and <i>hazardous situations</i>	6
5.5 <i>Risk estimation</i>	7
6 <i>Risk evaluation</i>	7
7 <i>Risk control</i>	7
7.1 <i>Risk control option analysis</i>	7
7.2 Implementation of <i>risk control</i> measures.....	8
7.3 <i>Residual risk</i> evaluation and subsequent steps	8
8 Evaluation of overall <i>residual risk</i>	8
8.1 General considerations for <i>MLMD</i>	8
8.2 Disclosure of significant <i>residual risks</i>	9
9 <i>Risk management review</i>	9
10 Production and <i>post-production</i> activities.....	10
10.1 General.....	10
10.2 Information collection	11
10.3 Information review	11
10.4 Actions	11
Annex A (informative) Explanation of <i>bias</i>	13
Annex B (informative) Examples of <i>hazards</i> and <i>hazardous situations</i>	16
Annex C (informative) Identification of <i>hazards</i> and characteristics related to <i>safety</i>	22
Annex D (informative) Considerations for <i>MLMD</i> having a level of autonomy	32
Bibliography	34

Foreword

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This document was prepared by Technical Committee ISO/TC 210, *Quality management and corresponding general aspects for products with a health purpose including medical devices*, in collaboration with Technical Committee IEC/TC 62, *Medical equipment, software, and systems*, Subcommittee SC 62A, *Common aspects of medical equipment, software, and systems*, and with the European Committee for Standardization (CEN) Technical Committee CEN/CLC/JTC 3, *Quality management and corresponding general aspects for medical devices*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

A list of all parts in the ISO 24971 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Artificial ~~Intelligence~~intelligence (AI) is rapidly evolving and can bring advantages to healthcare. These advantages can be related to improved *benefits* for the patient, improved efficiencies in clinical workflows and improvement in the management of healthcare itself. However, the implementation of new technologies such as AI can also present new *risks* and can, for example, jeopardize patient *safety*, affect privacy and security, influence user actions, undermine trust in healthcare or adversely affect the management of healthcare.

The *safety* and effectiveness of AI in *medical devices* was explored in an AAMI-BSI document^{[16],1} which identified three ways in which AI-based *medical devices* differed from “traditional” (non-AI) *medical devices*:

- Training.** These *medical devices* can process large amounts of data and learn from these data to improve their results. Thus, they can have positive effects on patient health within the scope of the *intended use* of the *medical device*.
- Level of autonomy.** These *medical devices* can have the ability to generate different treatment options, select the best option based on a trained model and execute the selected option (see for example IEC/TR 60601-4-1^{[8],1}). These steps can be performed with reduced or even without direct user action, but only with human oversight.
- Explainability.** These *medical devices* often rely on complex algorithms and large datasets to generate output. However, the inherent opacity of these algorithms makes it challenging to interpret how specific conclusions or recommendations are derived. This can lead to difficulties in understanding their rationale, even by well-trained clinicians and other healthcare personnel, and certainly by individuals without specialist knowledge.

Many different AI-based technologies and algorithms exist today, including decision trees, genetic algorithms and deep learning-based technologies such as generative AI and neural networks. ISO/IEC 22989^[4] and ISO/IEC 23894^[6] provide general guidance on AI concepts, terminology and *risk management*, but they do not specifically address the application of AI to *medical devices*. It is noted that “risk” is defined in these documents as the effect of uncertainties on objectives (see also ISO 31000^{[2],1}). This definition is useful for organizational or business *risk management*. The term “risk” used in the healthcare sector is different and is defined in ISO 14971:2019 as the combination of the probability of occurrence of *harm* and the *severity* of that *harm*.

