Who can correct a model on Colombia’s Caribbean coast?



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An error in a berth forecast holds a lorry at the port. An error in a spoken appointment reminder can cost a patient a second journey. Coastal service owners should measure both losses and give the person closest to the error a way to stop it travelling further.

The decision before local leaders

This paper proposes two starting points for Colombia. Before either begins, the service owner should agree on an existing comparison service, a way to challenge an error and the conditions for ending the trial.

Test appointment reminders with Palenquero speakers before automated delivery.

Proposed lead. Clinic service manager and participating speakers

What to measure. Correct repeat-back of time and place, and missed appointments on each route.

Test a port schedule with carrier and terminal records together.

Proposed lead. Terminal dispatch lead and participating hauliers

What to measure. Total collection time and corrections by carrier size.

Local evidence in context

Indicator	Value	Observation	Source
Population	53,425,635	2025	World Bank WDI
GDP per person, current US dollars	8,562	2025	World Bank WDI
Residents aged 65 and over	10.2%	2025	World Bank WDI
People using the internet	79.3%	2024	ITU / World Bank

The year and geographic coverage belong to each observation. These figures describe the jurisdiction as a whole. Collect service-level figures before setting a cost target, staff requirement or digital access threshold.

Economic and social needs

Count waiting time outside the terminal

Colombia’s transport superintendent identifies Cartagena as the leading port zone by tonnage in the Caribbean region in its 2025 traffic bulletin. A scheduling model might reduce vessel delays while leaving hauliers to absorb longer waits. A port trial should therefore follow a consignment from the carrier’s first booking through collection. Compare waiting time for small carriers with the terminal’s own turnaround figure.

Policy response. Give dispatchers a way to override an incorrect slot and retain the reason.

Superintendencia de Transporte, 2025 port traffic bulletin

Ask what a patient understood

UNESCO describes Palenquero as central to the cultural life of Palenque de San Basilio. For a clinic considering spoken reminders, the test is whether the listener understands the time, place and action. Invite speakers chosen locally to check recordings and pay for their time. Someone who declines to share a voice sample should still receive an appointment by their usual route.

Policy response. Run the comprehension check separately from permission to retain or reuse audio.

UNESCO, Cultural space of Palenque de San Basilio

Public institutions and environmental needs

Tie a municipal purchase to national policy

Colombia adopted a national AI policy in CONPES 4144 in 2025. A coastal municipality considering a system can use that document alongside the Caribbean framework when drafting a tender. Before award, the municipality should identify the official who may suspend the use, the information a resident may challenge and the records the supplier must hand back when the contract ends.

Policy response. Attach the local decision record and supplier exit test to the procurement file.

Departamento Nacional de Planeación, national AI policy and CONPES 4144 (2025)

Check wetland alerts against field observations

INVEMAR's technical report for the Ciénaga Grande de Santa Marta maps monitoring stations for mangroves and birds. That monitoring offers a way to test a change-detection model. Ask field staff to compare flagged locations with dated observations and record where access or cloud cover prevented a check. A map should distinguish those unknown areas from places a team visited and found unchanged.

Policy response. Follow up a sample of unflagged areas to check for changes the model missed.

INVEMAR, Ciénaga Grande de Santa Marta technical report (2024)

How the policy would change a decision

Before commissioning a model, compare its intended use with a simpler option, such as offering reminders to all eligible patients. Record what would happen to someone the tool flags incorrectly and who could still book their appointment.

- Describe the information used for training and the records staff would enter when the tool is in service.
- Give each safeguard in the privacy study an owner and a test. Give the scheduling team authority to remove an incorrect flag.

The clinical service manager should keep the pre-design assessment and the outcome of a booking test for a wrongly flagged patient. If the test delays access to care, keep the model out of scheduling until the team can show that patients can use the ordinary booking route without delay.

Source: CAIA jurisdiction guide for Colombia. The worked example illustrates the proposal.

Test whether callers can act on the reminder

Ask local speakers to correct place names and explain what they would do after hearing the reminder. Try it by phone as well as in text. Include a test in which flooding disrupts normal travel and a patient needs to change the date.

The local pilot connects to Health and clinical care · Public health and disability access. Review R03 · R01 in the regional risk register.

Implementation and public review

Stage	Evidence or decision	Proposed responsibility
Before the trial	Define a completed case and sample the current process. Include people who use the phone, desk or an offline route.	Clinic service manager and participating speakers
During shadow testing	Correct repeat-back of time and place, and missed appointments on each route. Compare the same cases through both routes and record every override.	Clinic service manager and participating speakers
At the local decision	Total collection time and corrections by carrier size. Record whether the result justifies a live trial and identify the person who can stop it.	Terminal dispatch lead and participating hauliers
After six months	Publish results by channel, the correction time, unresolved complaints and the decision to continue, revise or stop.	Local service owner

What partners can share

Compare comprehension tests with other multilingual Caribbean clinics. Use scripts and aggregate results. No real recordings enter the shared test.

Record the local approval, correction route and stop authority before exchanging results. Other jurisdictions can reuse the method and run their own tests. Regional recommendation 5.

Where to draw the boundary

An office adopting this proposal would still need to check its own powers, contracts and data permissions. Organisations named as possible reviewers or leads have not been appointed by this publication. Publish any accepted role and its date with the local trial record.

A 90-day plan for the first service

Test appointment reminders with Palenquero speakers before automated delivery.

Proposed pilot lead. Clinic service manager and participating speakers

A translated clinic reminder changes the appointment location

Failure to test. A reminder in Palenquero changes a place or time that a reviewer must check before delivery.

Evidence to retain. Keep the official appointment, consent for any recording and a repeat-back tally reviewed with willing speakers.

Pause condition. A listener could travel to the wrong facility or miss care.

When	Proposed action and evidence
Days 1–30	Clinic service manager and participating speakers agrees the eligible cases, existing service measures, staffed alternative and authorised decision owner. Record reviewers and a cost estimate in local currency for staff time, testing, access and recovery. Identify the funding source and who would approve it.

When	Proposed action and evidence
Days 31–60	Run the original and proposed routes on the same sample. Correct repeat-back of time and place, and missed appointments on each route. Report counted errors and eligible cases by channel and language where lawful, plus the time from error report to correction.
Days 61–90	Witness the fallback, correction and restart before asking the accountable officer for a decision. Pause on the condition above. Record affected cases, unresolved issues, costs and the date for the next check.
Six months after live launch	Publish a lawful comparison with the baseline, including corrections, open complaints and the decision to continue, change or end the use.

Sponsorship, funding and the proposed lead’s acceptance require a recorded local decision. Share test methods with Caribbean partners using the local data permissions.

Sector guide · UNESCO, Cultural space of Palenque de San Basilio · Local evidence and sources · Regional high-impact use rules · Local risk scenario

Sources and method

The committee used published local evidence to select the four priorities and compared them with the Caribbean AI Framework's requirements for access, data, skills, oversight and adoption. Recommendations and stories are editorial proposals. This edition reports no results from a completed local pilot.

1. Superintendencia de Transporte, 2025 port traffic bulletin
2. UNESCO, Cultural space of Palenque de San Basilio
3. Departamento Nacional de Planeación, national AI policy and CONPES 4144 (2025)
4. INVEMAR, Ciénaga Grande de Santa Marta technical report (2024)
5. World Bank WDI — Population
6. World Bank WDI — GDP per person, current US dollars
7. World Bank WDI — Residents aged 65 and over
8. ITU / World Bank — People using the internet
9. Colombia jurisdiction guide, Caribbean AI Association
10. Colombia pilot note, Caribbean AI Association
11. Caribbean AI Framework, consultation edition, 27 November 2026

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