

# AI Readiness Playbook:

A **CEO's** Guide to **Scaling  
AI** in **Healthcare**

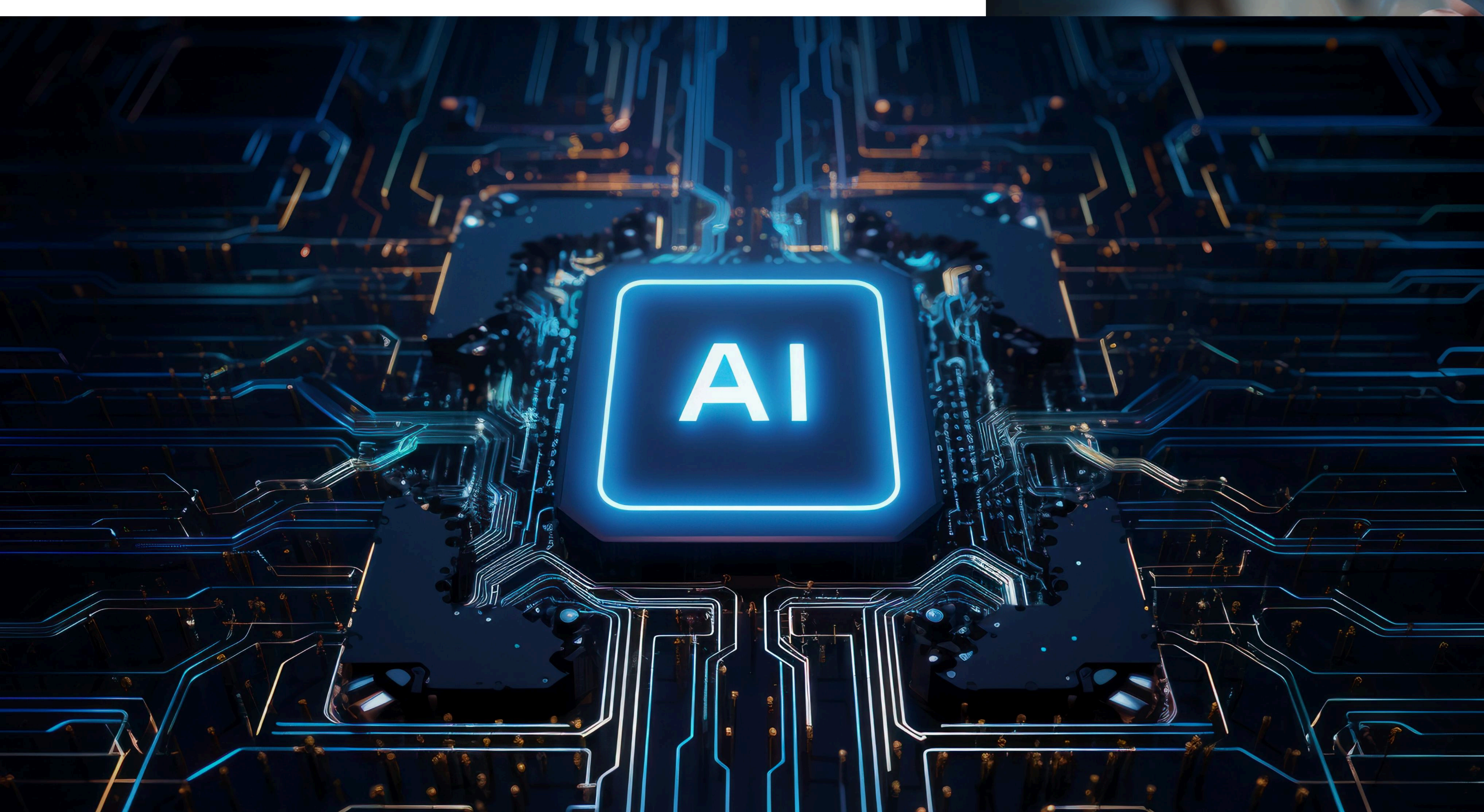


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# Executive Summary:

AI adoption in healthcare is no longer a future concept but a present challenge. While AI promises improved patient outcomes, operational efficiency, and cost savings, the true costs, hidden beneath the surface, often catch healthcare leaders off-guard.

This playbook is designed to help CEOs, CTOs, and other executive leaders assess their organization's readiness for AI, identify hidden costs, and align governance to reduce risks as AI is scaled.



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# How to Use This Playbook



This playbook is structured to provide a high-level roadmap for executives. It includes tools, checklists, and scorecards that will guide you through the key stages of AI adoption, from initial pilot projects to enterprise-wide AI deployment.



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# AI Readiness Scorecard:

Use this scorecard to measure your organization's AI readiness in critical areas, such as governance, compliance, adoption, and system performance. The following sections align with the core risks and opportunities highlighted in the blog.

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## 1. Governance & Oversight:

Metric	Why It Matters	Current Status	Target	Actions
<b>Executive AI Council Established</b>	Ensures accountability and strategic alignment for AI initiatives.			Establish an AI steering committee for oversight and governance
<b>Model Registry</b>	Tracks AI models and their updates, ensuring full transparency and accountability.			Develop a centralized registry for all AI models and versions
<b>Compliance Monitoring</b>	Ensures continuous monitoring for regulatory adherence, especially post-implementation.			Invest in continuous compliance tools to detect and rectify gaps.

## 2. Operational **Readiness:**

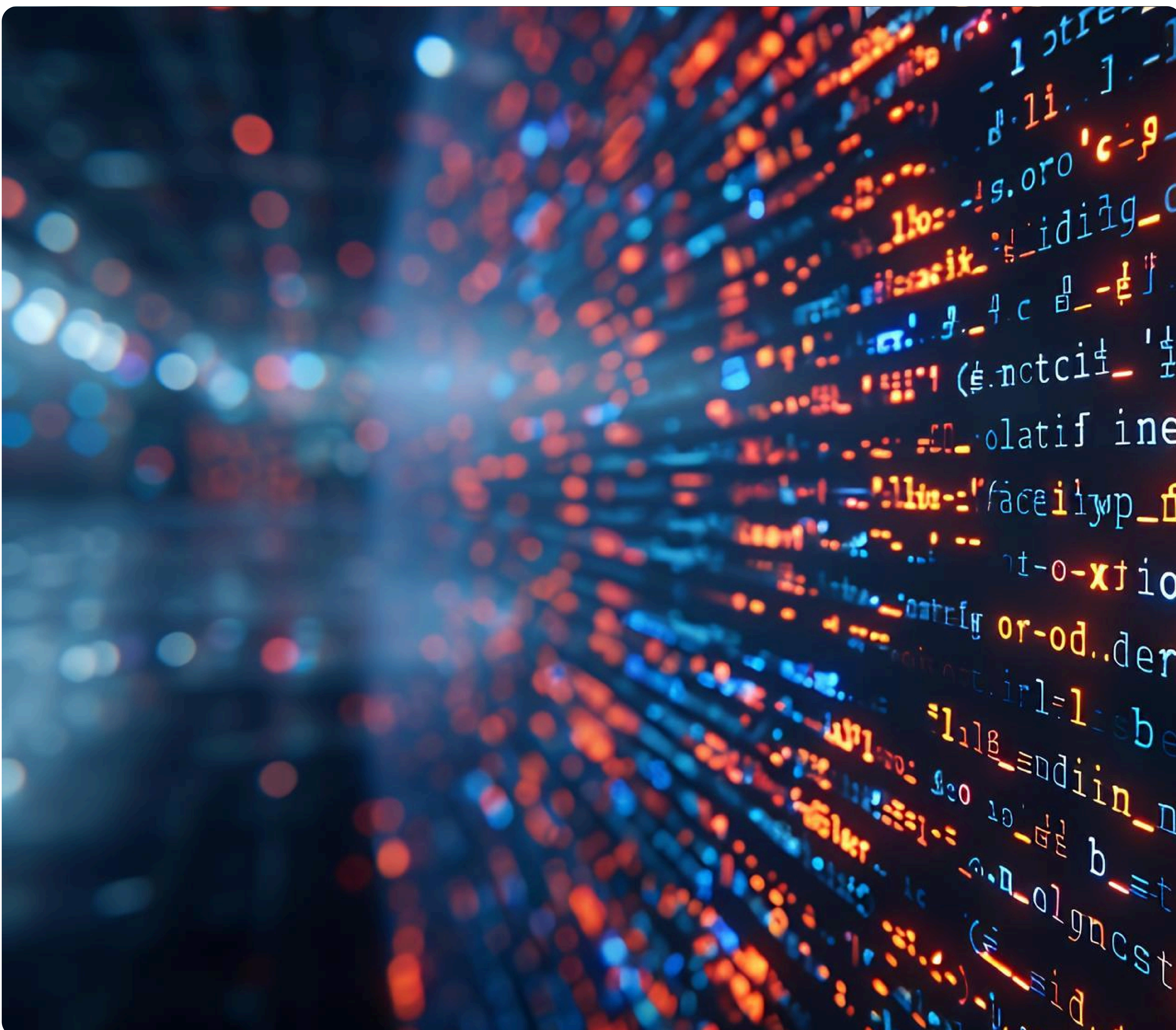
Metric	Why It Matters	Current Status	Target	Actions
<b>Risk Exposure Ledger</b>	Identifies hidden costs and risks associated with AI adoption.			Build a comprehensive ledger to monitor ongoing risks and costs.
<b>AI Model Performance Monitoring</b>	Ensures continuous optimization and reliability of AI systems in operation.			Implement real-time monitoring systems for AI performance.
<b>Incident Response Readiness</b>	Prepares the organization to handle AI-related failures.			Create an AI-specific incident response plan and test it regularly.

## 3. Trust & User **Adoption:**

Metric	Why It Matters	Current Status	Target	Actions
<b>Clinician Trust in AI</b>	Trust is essential for AI adoption. Without clinician buy-in, AI tools will be bypassed, leading to inefficiencies.			Focus on explainability and Human-in-the-Loop (HITL) processes to enhance trust.
<b>AI-Driven Workflow Integration</b>	Ensures that AI becomes embedded in daily operations rather than creating siloed, parallel systems.			Co-design workflows with clinicians to ensure seamless integration.
<b>Usage Drop-Off Rate</b>	Measures how often AI tools are abandoned after initial adoption.			Monitor and address causes of drop-off by improving UX and providing continual support.

## 4. Financial Impact & ROI:

Metric	Why It Matters	Current Status	Target	Actions
<b>Cost to Serve</b>	Helps determine the efficiency gained from AI-driven automation.			Invest in automating repetitive tasks to reduce cost to serve.
<b>ROI from AI Initiatives</b>	Measures the financial return on AI investments.			Ensure that AI initiatives have clear ROI targets and milestones for evaluation.
<b>Hidden Costs (e.g., Compliance, Shadow Workflows)</b>	Unseen costs can exponentially grow, diminishing AI's value.			Map out hidden costs and create proactive risk mitigation plans.



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# Best Practices for **AI Governance & Risk Management**

1

**Transparency in AI Models:** Every AI system deployed in healthcare should include clear documentation of how decisions are made. This transparency helps in mitigating risks related to trust and accountability.

2

**Continuous Monitoring for Data Drift:** AI models can become obsolete if data shifts over time. Implement ongoing monitoring for data quality and ensure timely model updates to avoid errors and bias.

3

**Clear Ownership and Responsibility:** AI governance needs to be integrated across clinical, operational, and IT teams. Assign clear owners for AI governance roles to ensure comprehensive management throughout the lifecycle of AI tools.

4

**AI Incident Response:** Establish an incident response strategy with clear escalation paths for AI-related errors. Consider including “kill-switch” capabilities for AI models that malfunction.

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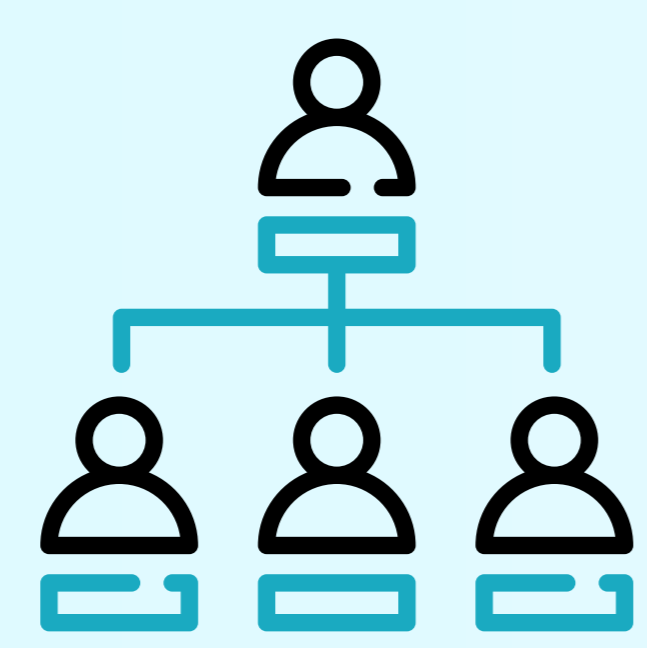
**Dynamic Compliance Frameworks:** AI in healthcare demands adaptive compliance measures that can evolve as regulations change. Build a compliance framework that integrates continuous risk assessments, real-time data lineage tracking, and dynamic consent management.



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# How to Use the **Scorecard** to Drive Success:

**1**  
Step



## Assess Your Organization's Current Status

Use the scorecard to review your organization's current performance across each category.

**2**  
Step



## Identify Gaps & Opportunities

Focus on areas with a large gap between your current and target status, particularly in governance, adoption, and trust.

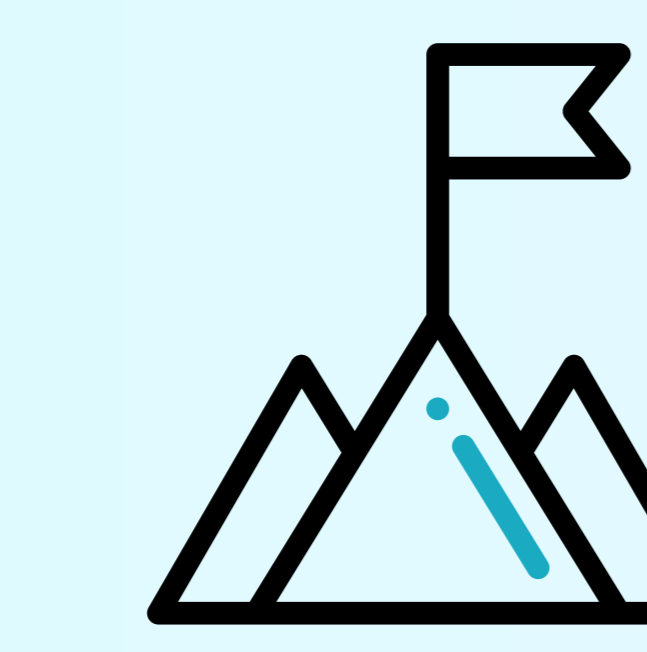
**3**  
Step



## Prioritize Action Plans

Build a roadmap to address these gaps, focusing on initiatives that provide the most value with the least risk.

**4**  
Step

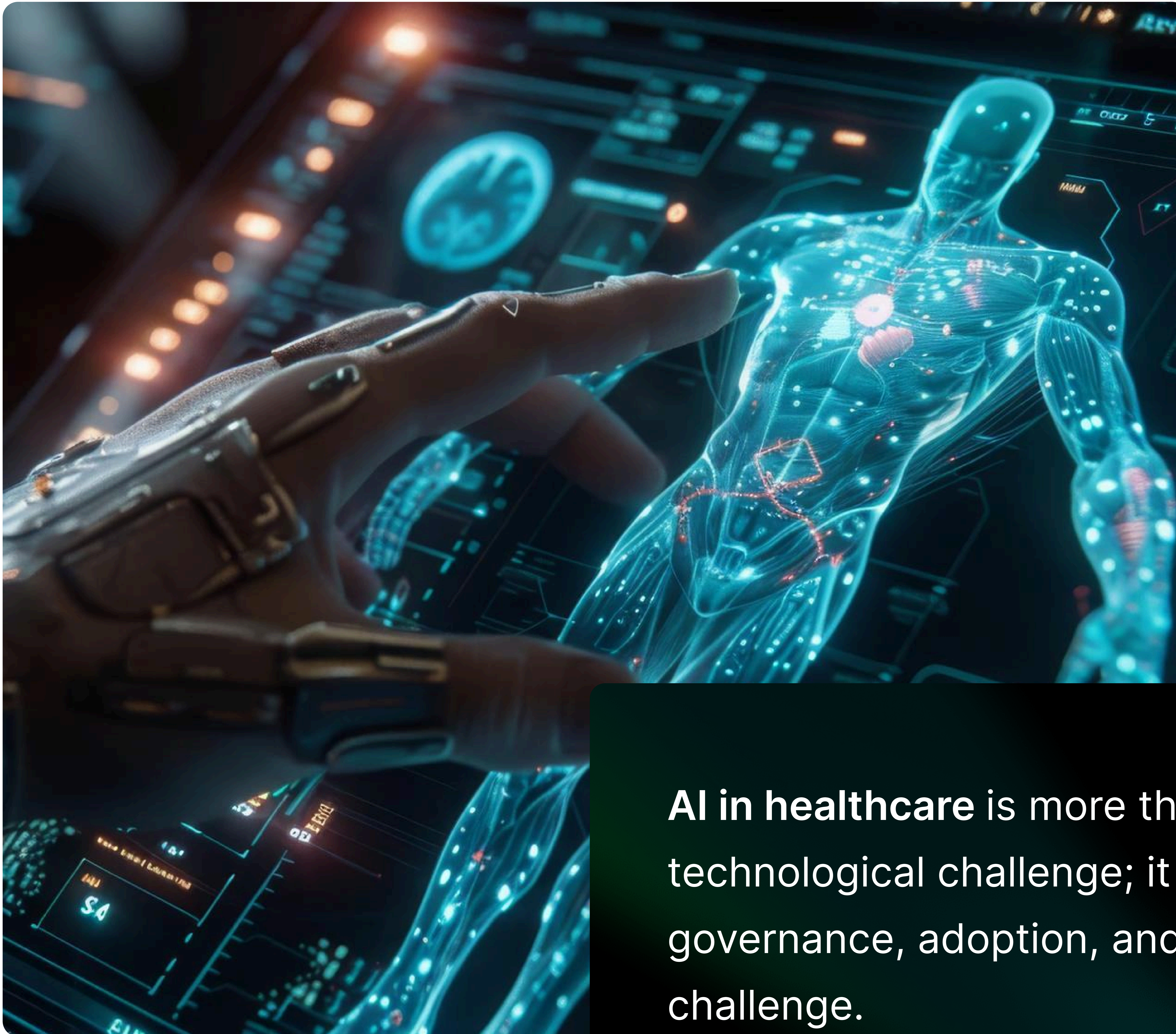


## Set Clear Milestones & Monitor Progress

Regularly revisit the scorecard to track the progress of AI initiatives and ensure that risks are being mitigated effectively.

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# Final Thoughts:



**AI in healthcare** is more than just a technological challenge; it is a governance, adoption, and trust challenge.

By using this playbook and scorecard, you can ensure that your organization is well-prepared to not only deploy AI technologies but to do so in a way that minimizes risk, maximizes value, and accelerates your journey toward a smarter, more efficient healthcare system.

THANK YOU