Bridging the AI Implementation Gap

Why Healthcare AI Initiatives Fail and How to Ensure Yours Succeeds

Most AI initiatives don't fail because of the technology. They fail because of misalignment of what "success" will look like to all stakeholders.

Buyers
want outcomes

Vendors focus
on capabilities

IT Teams
emphasize integrations

Clinicians
experience workflow

The Solution: Discovery as a Discipline

Success requires surfacing hidden complexities before they become contractually difficult to unwind. Use early conversations to clarify ownership and test whether promises will survive in facility-specific environments.

11 Questions for Internal AI Alignment

Strategy and Purpose	1. What specific workflows or pain points are we expecting AI to improve? 2. Who has authority to make tradeoff decisions when clinical, technical and operational priorities conflict? 3. What would prevent us from going live?
Workflow and Human Impact	4. Where exactly does this tool appear in the user's daily workflow? 5. Does it replace steps or introduce new ones? 6. Who owns tuning and optimization after the vendor leaves?
Technical and Infrastructure	7. Which core systems (EHR, PACS, RIS) must integrate with this AI? 8. Are these integrations standard, custom or net-new? 9. What infrastructure is required (cloud, on-prem, GPUs, storage)? 10. Do third-party data providers or partners affect the timeline?
Execution	11. What other major initiatives are competing for the same internal resources right now?

Success Starts with Shared Discovery

- **Collaborate Early:** Align all stakeholders on systems and workflows before committing.
- **Surface Constraints:** Identify technical hurdles while they're still easy to fix.
- **Reduce Ambiguity:** Access our full list of questions every healthcare leader should ask before engaging a healthcare AI vendor.