Authenticx®

Struggling to scale AI in healthcare?

3 STEPS TO BUILD AI PROGRAMS THAT STICK

Healthcare organizations are pouring money into AI, yet most investments still overpromise and underdeliver. Only **25% of AI adopters** say the technology has exceeded expectations, and roughly 1 in 8 AI proofs of concept ever reaches production.

Want to be among the healthcare leaders that don't lose momentum with AI?

Here are three practical steps to introduce AI intelligence across healthcare settings that delivers measurable value and avoids common failures.

1. Pick a technology partner that knows healthcare

Your AI partner should bring solutions trained, evaluated, and governed specifically for healthcare, not models built on generic data.

What healthcare-ready AI looks like in practice:

- ✓ **Regulatory and legal precision:** systems give teams confidence via increased accuracy and audit-ready documentation to ensure compliance and protect patient interactions

- ✓ **Deep healthcare fluency:** models understand clinical language, authorization processes, billing navigation, and therapeutic lexicons — and the workflows healthcare teams depend on daily

- ✓ **Context-rich modeling:** solutions support nuanced conversations and uncover subtle signals that indicate patient needs, safety risks, and barriers to care

- ✓ **Healthcare-tuned performance:** models are supervised, annotated, and continuously refined using healthcare-specific data to improve clinical accuracy, operational reliability, and contextual relevance over time

- ✓ **Integrated industry expertise:** AI is enhanced by human expertise that oversees data labeling, quality monitoring, prompt design, and workflow alignment

2. Define the problem AI can solve

Identify where AI's strengths best address your unique healthcare operational challenges, and how the technology can enhance human expertise.

Consider which established AI capability would best address your organization's specific needs, for instance improving customer service and call center operations:

- ✓ **Analyze conversation data at scale:** reveal trends, patterns, and real-time signals impossible to detect manually

- ✓ **Score and measure performance:** offer consistent, objective evaluations of agent behavior, patient experience, and quality outcomes

- ✓ **Drive operational efficiency:** auto-populate call notes, trigger escalations, and provide real-time support to frontline staff

3. Align early to build lasting success

Scalable AI programs in healthcare prioritize strategic alignment, realistic expectations, and clear communication about what success looks like at each stage of adoption.

To ensure momentum throughout deployment and beyond:

- ✓ Align with stakeholders on expectations and results that define success

- ✓ Deploy AI tools in phases to minimize risks and increase agility

- ✓ Communicate timelines, key milestones, dependencies, and progress. Check back in and keep stakeholders updated

DEPLOY

ALIGN

COMMUNICATE

Is your AI ready for healthcare's demands?

AI built for healthcare environments — with the right data, architecture, and human expertise — delivers insights that improve patient experience and drive ROI.

Authenticx was built with this principle in mind. We bring conversational intelligence to healthcare by analyzing millions of customer interactions to surface immersive and strategic insights. Our healthcare-specific AI expertise helps organizations go live in as little as 45 days.

Contact us to explore what scalable AI built for healthcare could look like for your teams and patients.

Contact Us

scale

automate

empower

transform