

AI Maturity Assessment – Frequently Asked Questions

1. What is the AI Maturity Assessment?

The AI Maturity Assessment is a structured, executive-level evaluation designed to help healthcare organizations understand how prepared they are to adopt, scale, and realize value from artificial intelligence. The assessment provides a clear snapshot of your organization's current capabilities and identifies practical next steps.

2. Why does AI maturity matter for health systems today?

Many health systems are actively exploring AI but struggle to move beyond pilots into scalable, measurable impact. Without alignment across strategy, governance, workforce, and measurement, AI initiatives often become fragmented and fail to deliver meaningful ROI. Assessing maturity helps organizations prioritize investments, reduce risk, and accelerate value realization.

3. Who is this assessment designed for?

This assessment is designed for executive leaders responsible for strategy, operations, digital transformation, IT, and clinical innovation, including:

Chief Executive Officers (CEOs)
Chief Strategy Officers (CSOs)
Chief Digital/Information Officers (CDOs/CIOs)
Chief Operating Officers (COOs)
Clinical and service line leaders

4. What areas does the assessment evaluate?

The assessment evaluates your organization across six core domains critical to scaling AI effectively:

1. Strategy
2. Culture and talent
3. Technology and data
4. Governance and risk
5. Adoption and scaling
6. ROI monitoring

These domains reflect the capabilities required to move from isolated AI pilots to enterprise-wide transformation.

5. What will we receive as an outcome?

Following the session, you will receive:

- An AI maturity snapshot (visualized as a radar chart)
- A summary of strengths, gaps, and risks
- Targeted recommendations and next steps

This output is designed to support executive decision-making and alignment.

6. How is this different from other AI assessments?

Unlike technology-focused assessments, this approach evaluates AI as an enterprise capability—not just a set of tools. It incorporates strategy, governance, workforce readiness, and financial impact, ensuring a holistic and actionable view of AI maturity.

7. How does Kaufman Hall, a Vizient company, support this work?

Kaufman Hall and Vizient combine deep expertise in healthcare strategy, financial performance, and operational transformation. We help organizations:

- Align AI initiatives with enterprise strategy and investment priorities
- Establish governance and risk frameworks
- Build sustainable operating models for AI
- Measure and track ROI across clinical, operational, and financial outcomes

Our approach is grounded in real-world healthcare experience and designed to drive measurable results.

8. What happens after the assessment?

The assessment is often the first step in a broader journey. Based on your results, we can support:

- Gap assessment across departmental workflows (e.g., use of AI or other financial technology tools in finance workflows such as accounts payable, payroll, month-end-close and reporting)
- AI strategy and roadmap development
- Governance and operating model design
- Implementation and scaling of priority use cases
- Performance measurement and continuous improvement

9. How long does it take to see value from this process?

Organizations gain immediate value through clarity and alignment following the assessment. Longer-term value is realized as recommendations are implemented, enabling more effective AI adoption, improved efficiency, and stronger financial and clinical outcomes.

10. Is this assessment customized to our organization?

Yes. While the framework is standardized, the discussion and recommendations are tailored to your organization's goals, current capabilities, and strategic priorities.

11. How do we get started?

You can request an assessment session [through our website](#) or by contacting [Max Timm](#), managing director, Kaufman Hall. We will coordinate a time with your leadership team and provide pre-read materials to ensure a productive discussion.

12. Why act now?

AI is rapidly becoming a core capability in healthcare delivery and operations. Organizations that take a structured, strategic approach today will be better positioned to improve outcomes, reduce costs, and remain competitive in a rapidly evolving landscape.