

The Cisco Strategic Guide to AI Readiness in Healthcare



Secure, scalable responsible AI implementations



Unlock the power and value of your data



AI enhanced security controls on observability, automation, and orchestration



AI aligned to business strategy



Pioneering culture that supports adoption of innovation

Overview

The Cisco AI Readiness Assessment enables healthcare organizations to prepare for, adapt, and adopt AI capabilities. It does this with an understanding of an organization's technological and organizational capabilities and aspirations. To accomplish this, Cisco has created a structured framework that covers:

- Business strategies
- Responsible AI governance
- AI Technology and Infrastructure
- Culture and Talent
- Data readiness

The ecosystem of data in healthcare relies on infrastructure to ensure that the storage, usage, sharing, and transmission of that data is reliable, predictable, and secure. Whether organizations want to use their data to train their own algorithms, work with other organizations on research efforts, or just want to bring in AI-supported applications, the AI Readiness Assessment can help to make sure that they are set up for success.

46%

of healthcare leaders say their organization has a well-defined AI strategy

27%

of healthcare leaders believe employees are receptive to changes from AI

8%

of IT leaders say their network can scale to accommodate AI computational needs

70%

of healthcare leaders believe their organizations need to strengthen AI policies and protocols



Industry experts suggest starting with outcomes

Healthcare is experiencing a transformative moment thanks to AI. It’s not just about dramatically improving care effectiveness and productivity. It’s about building a new digital framework where artificial intelligence enhances human skills while also adapting to the needs of stakeholders in environments where we deliver care, teach and research. From patient orchestration to staff scheduling to research acceleration, how can healthcare organizations take advantage of AI, and how should they think about preparing for the shift to harness it?

Framework: A strategic approach to measuring your AI readiness

Business & Strategy	Culture	Responsible AI	Data	AI Infrastructure
Strategy forms the backbone of AI readiness, emphasizing a well-defined approach, clear ownership, and sustainable financial planning. It is not just about having a strategy but ensuring its clarity, measurable outcomes, and longterm viability.	AI-driven cultural transformation emphasizes urgency, adaptability across all organizational tiers, and robust change management. Embracing AI requires not just technological readiness, but a cultural shift supported by deep and qualitative planning.	Responsible AI demands a rigorous commitment to data privacy, sovereignty, and fairness. Ensuring transparency in algorithms, adherence to global privacy standards, and safeguarding data sovereignty are paramount to fostering trust and ethical AI practices.	Quality data is the cornerstone of AI, with an emphasis on centralized, cleaned in-house datasets and reliable external sources. Empowering staff proficiency further ensures the seamless integration and effective utilization of this data.	AI readiness heavily depends on a solid infrastructure, which includes powerful computing resources and networks that can scale. A strong security foundation is essential, as is ensuring the sustainability of the entire AI implementation. Each of these components is crucial for the success of AI.

AI readiness enables Healthcare customers in preparing how to incorporate AI into:

- Service Virtualization
- Task augmentation and journey orchestration
- Data driven decision making
- Secure, high performing data and connectivity
- Infrastructure

AI Readiness Assessment Approach and Deliverables

AI Readiness Assessment

- Guided by CX architects and healthcare practitioner

Business Strategy Workshop

- Identify and prioritize outcomes which will be used to inform guidance

Deliverables

- AI readiness gap assessment analysis report with outcome alignment
- Live Readout: Review results with the Cisco healthcare team

Documentation

- Infrastructure technology stack
- Now, Near, and Future use cases

Where Do You Go From Here?

Contact Cisco CX Healthcare today to get started on your AI readiness journey at CXHealthcareBD@cisco.com. Take the first step now - Your future with AI awaits!



Contact Cisco CX Healthcare to learn more



Identify your prioritized business areas



Perform an AI Readiness Assessment



Establish a roadmap for responsible implementation of AI