

Healthcare AI Adoption & Value Scorecard

Is your AI investment merely deployed... or is it creating measurable value?

The goal is not more AI use. It is better business because AI is being used well.

CAPABILITY

ADOPTION

OPERATIONAL VALUE

BUSINESS GROWTH

For healthcare leaders, digital-health teams, AI owners, medtech organisations and institutions. Use it individually first, then compare scores with the people who own the workflow.

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01 HOW TO USE IT

Score the system people actually use.

Choose one score for each dimension. Score observed behaviour and evidence, not the intended design or the strength of the product demonstration. If several teams experience the system differently, score them separately.

1	Absent or creating friction
2	Early and inconsistent
3	Working in selected settings
4	Repeatable and measured
5	Scaled, owned and improving

ADOPTION READINESS

01 Workflow fit Does the AI-supported process fit real roles, handoffs, timing and constraints? AKonnects lens: Workflow mapping, task redesign and last-mile integration.	1	2	3	4	5
02 Friction Does the system reduce effort, or create extra tabs, typing, duplication and workarounds? AKonnects lens: Friction audit, documentation burden review and usability redesign.	1	2	3	4	5
03 Trust Will users rely on the output when the decision matters? AKonnects lens: Validation, defensibility, transparent limits and human review.	1	2	3	4	5
04 Capability and enablement Can people use the system confidently in their own context? AKonnects lens: Contextual learning, practice, reinforcement and support.	1	2	3	4	5

02 ADOPTION READINESS

From access to confident, repeatable use.

Adoption becomes durable when responsibility, guardrails and measurement are embedded in the operating system, not left to individual enthusiasm.

05 Ownership Is there a clear owner for adoption, workflow performance and improvement after launch? AKonnects lens: Ownership design, governance cadence and decision rights.	1	2	3	4	5
06 Governance Are data, privacy, safety, escalation and change controls usable in practice? AKonnects lens: Practical governance that protects without paralysing adoption.	1	2	3	4	5
07 Human-in-the-loop design Is human review placed where it improves safety and decision quality without recreating all the work? AKonnects lens: Review thresholds, exception handling and accountability.	1	2	3	4	5
08 Repeat use Do people return to the system after the novelty, pilot or launch support ends? AKonnects lens: Behaviour signals, reinforcement loops and repeat-use design.	1	2	3	4	5
09 Measurement Can the organisation distinguish availability, activity, adoption and value? AKonnects lens: Adoption metrics, outcome signals and value-realisation measures.	1	2	3	4	5

03 VALUE READINESS

Connect use to operational value.

A tool can be used without making the work better. Look for released capacity, faster and better decisions, improved experience and stronger utilisation of existing investments.

10 Time and capacity released Is meaningful time returned to clinicians, teams or customers? AKonnects lens: Baseline and post-adoption effort, cycle time and workload evidence.	1	2	3	4	5
11 Decision quality Are decisions faster, more consistent, better informed or easier to defend? AKonnects lens: Decision-quality signals, review quality and exception patterns.	1	2	3	4	5
12 Patient or service experience Does the system improve access, responsiveness, continuity or human connection? AKonnects lens: Experience mapping and service-quality evidence.	1	2	3	4	5
13 Utilisation Is the organisation using more of the technology it already pays for? AKonnects lens: Feature-to-workflow fit, active use and underused capability.	1	2	3	4	5

04 BUSINESS VALUE

Make better business because AI is used well.

Business value may appear as stronger retention, conversion, scalability, new services, avoided cost or better return on existing technology. Use only the measures that are genuinely relevant to your context.

14 Conversion or retention Where applicable, does better adoption improve the next action, continuity or relationship? AKonnects lens: Funnel and retention signals linked cautiously to adoption mechanisms.	1	2	3	4	5						
15 Growth opportunity Does the system enable a new service, delivery model, market or revenue opportunity? AKonnects lens: Opportunity design, scalable workflows and capability packaging.	1	2	3	4	5						
16 ROI, ROE and value realisation Can leaders connect investment and effort to financial and non-financial value? AKonnects lens: ROI, return on effort, strategic value and value-realisation narrative.	1	2	3	4	5						
<table border="1"> <tbody> <tr> <td>Adoption readiness</td> <td>___ / 45</td> </tr> <tr> <td>Value readiness</td> <td>___ / 35</td> </tr> <tr> <td>TOTAL</td> <td>___ / 80</td> </tr> </tbody> </table>						Adoption readiness	___ / 45	Value readiness	___ / 35	TOTAL	___ / 80
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05 INTERPRET AND ACT

Find the first useful movement.

The total score is a starting point. The more useful signal is the pattern: the lowest dimensions, the disagreement between stakeholders and the gap between adoption and value readiness.

TOTAL	MATURITY BAND	WHAT IT SUGGESTS
16-31	Fragile deployment	The technology may be available, but workflow fit, trust, ownership or value evidence is weak.
32-47	Emerging adoption	Useful pockets exist. The priority is to remove friction and make good practice repeatable.
48-63	Operationalising value	Adoption is visible. Connect usage more consistently to capacity, experience and business outcomes.
64-80	Scaling value	The system is repeatable and measured. Focus on optimisation, governance and expansion into new value.

The two dimensions creating the greatest friction

One 30-day change that would release operational value

NEXT STEP

Bring the score pattern, workflow and available evidence into a focused conversation. AKonnects can help identify the adoption mechanism, measurement plan and practical next move.

AI ADOPTION & VALUE AUDIT

Start a conversation
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Important: This first-release scorecard is a structured conversation tool. It is not a validated clinical instrument, legal or privacy certification, security assessment, financial valuation or guarantee of outcomes. Scores should be tested against real workflow evidence and reviewed by the appropriate clinical, technical, legal and governance stakeholders.