

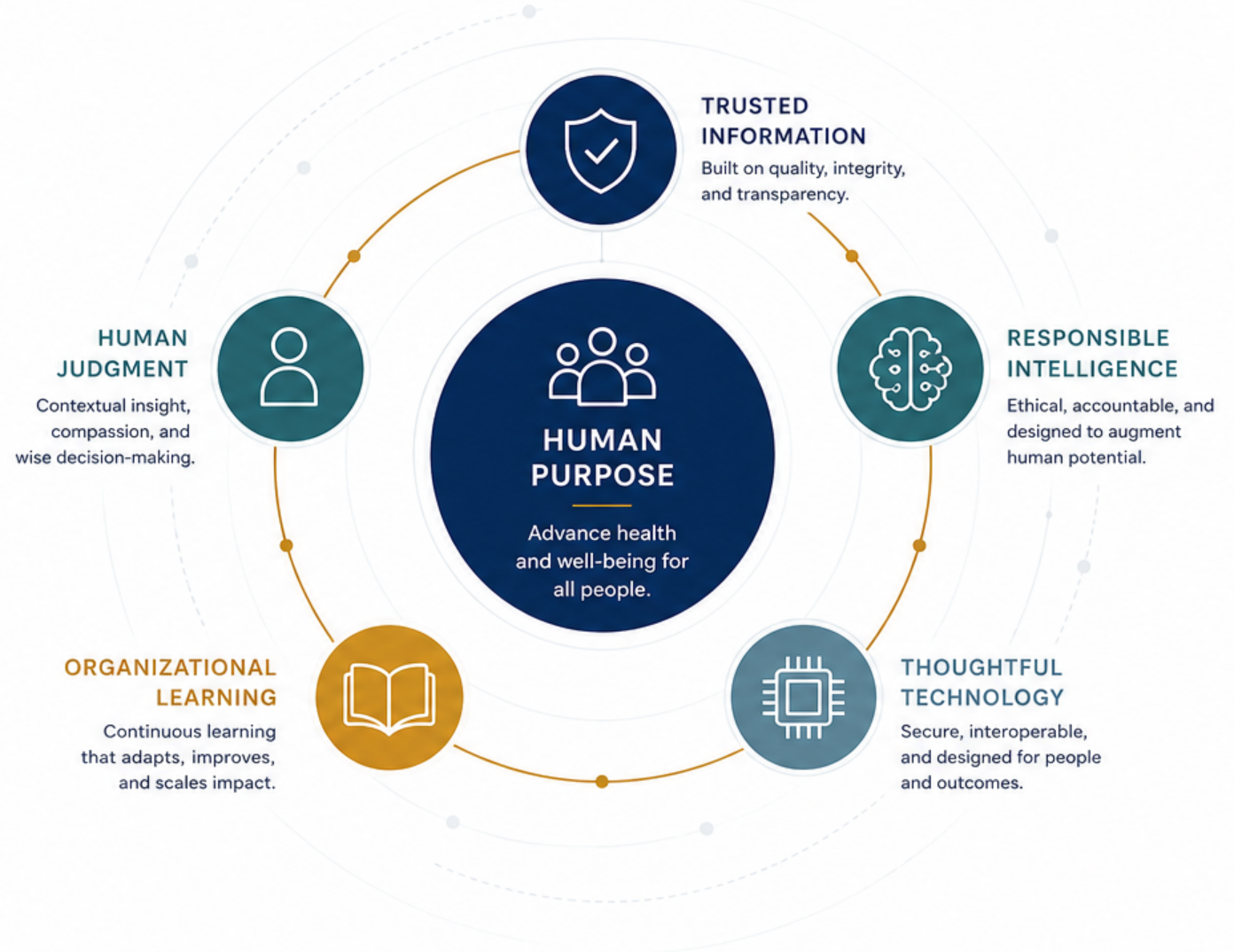
DESIGNING THE

Intelligent Healthcare Enterprise

A Leadership Perspective for a
More Human Future of Health.

The intelligent healthcare enterprise is not defined by technology alone. It is shaped by how leaders connect trusted information, responsible intelligence, thoughtful technology, organizational learning, and human judgment around a shared purpose.

Technology is an enabler. People remain the purpose.

**BETTER DECISIONS**

Actionable insight drives measurable impact.

**STRONGER TRUST**

Integrity and transparency build confidence.

**MORE HUMAN CARE**

Technology amplifies empathy and connection.

**HEALTHIER COMMUNITIES**

Better systems create better health for all.

THE DESIGN CONDITIONS

What Makes an Enterprise Intelligent?

Five conditions help organizations turn intelligence into meaningful impact.

1

**SHARED PURPOSE**

A clear mission that aligns decisions, priorities, and change.

2

**TRUSTED INFORMATION**

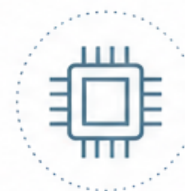
High-quality data, transparency, and integrity create confidence.

3

**RESPONSIBLE INTELLIGENCE**

AI and analytics augment judgment while honoring ethics, safety, and accountability.

4

**THOUGHTFUL TECHNOLOGY**

Interoperable, human-centered tools support workflows, teams, and care.

5

**LEARNING ORGANIZATION**

Feedback, measurement, and adaptation help the enterprise evolve over time.

**WHY IT MATTERS**

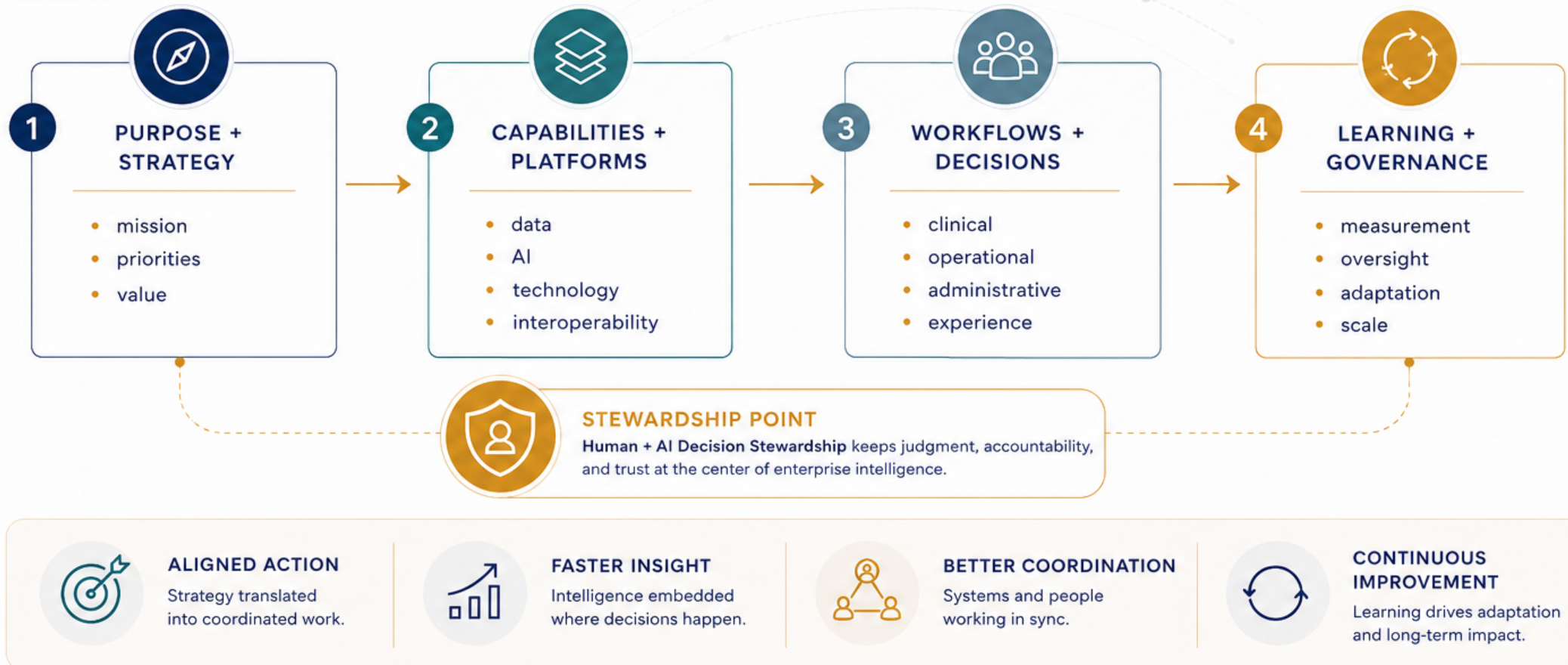
When these conditions work together, intelligence becomes impact—at scale and for all.

**BETTER DECISIONS****SAFER ADOPTION****STRONGER TRUST****MORE HUMAN CARE**

OPERATING THE ENTERPRISE

How Intelligence Moves Through the Enterprise

From strategy to workflows to learning, intelligence must be designed into how work happens.



FROM PRINCIPLE TO PRACTICE

What Leaders Must Do

An intelligent enterprise is built through choices, stewardship, and disciplined design.

- 1  **1. Align around purpose**
Unite leaders and teams around a shared human purpose and the outcomes that matter most.
- 2  **2. Design for stewardship**
Establish governance, ethical guardrails, and accountable practices that protect people and build trust.
- 3  **3. Connect data, technology, and workflow**
Create interoperable, secure foundations that turn trusted information into seamless action.
- 4  **4. Build adaptive learning**
Embed continuous learning and feedback to improve care delivery and organizational performance.
- 5  **5. Measure value and trust**
Track outcomes that reflect impact and trust—health, experience, equity, and efficiency.

THE ENTERPRISE OUTCOMES



MORE INFORMED DECISIONS

Leaders and clinicians act with confidence using trusted, timely insights.



MORE RESPONSIBLE AI ADOPTION

AI technologies are adopted ethically and transparently, delivering measurable value.



MORE CONNECTED CARE EXPERIENCES

Patients and care teams experience seamless, personalized, and coordinated care.



MORE RESILIENT OPERATIONS

Systems are adaptable, secure, and efficient—ready for disruption and change.



MORE HUMAN-CENTERED TRANSFORMATION

Culture, leadership, and technology align to elevate the human purpose of health.



The goal is not more technology. The goal is a more intelligent, more human enterprise.

