

THE FIVE-TOOL AI ADOPTION SYSTEM

A Complete Guide for SNF & ALF Operators

How to move from “I don’t know where to start” to “We ran a successful AI pilot.”

This guide explains how the five core playbooks in your AI Starter Kit work together. Each tool answers the next natural question operators ask, creating a complete, sequential system that removes confusion and builds confidence.

THE 5 QUESTIONS EVERY OPERATOR ASKS

Every SNF/ALF operator eventually asks the same five questions when beginning their AI journey. Your five tools map directly to those questions and form a step-by-step path from confusion to clarity, and from idea to successful implementation.

1. “WHAT’S WRONG?” → Silent Killers Diagnostic

This tool identifies the root-cause operational friction inside your organization.

What It Helps You Identify:

- Which of the 5 Silent Killers is hurting you most
- Where your administrative drag actually lives
- Which problems are costing you money, time, and morale
- Which issues should be prioritized first

The 5 Silent Killers:

- Data Disorganization
- Documentation Burden
- Manual Processes
- Knowledge Silos
- Communication Overload

2. “WHERE DO I START?” → AI Opportunity Discovery System

Once you know the category of pain, you need to discover the exact workflows underneath it.

The System Uses Four Methods:

- The Monday Morning Email — staff reveal their biggest pain points
- The Friday Afternoon Audit — reveals high-urgency workflows
- The Spreadsheet Hero Hunt — surfaces hidden operational pillars
- Complaint Log Review — exposes recurring facility-wide pain

What You End Up With:

- 10–20 workflow opportunities
- A clear list of real processes causing friction
- Visibility into what staff actually deal with daily

3. “WHICH WORKFLOW SHOULD I PICK?” → AI-Ready Workflow Scorecard

Not all workflows are suitable for AI — this tool evaluates readiness.

The 5 AI-Ready Attributes:

- High Friction — many steps, clicks, or system changes
- High Frequency — daily or weekly occurrences
- High Urgency — delays cause real consequences
- High Annoyance — staff dislike doing it
- High Predictability — follows rules or templates

Why It Matters:

- Prevents choosing overly complex workflows
- Ensures early pilots succeed
- Helps operators avoid clinical workflows initially

4. “WHAT KIND OF AI DO I NEED?” → TRUST: Assistant vs Agent Decision Tool

Determines whether the workflow needs an AI Assistant or an AI Agent.

AI Assistant (Advises):

- Summarizes documents
- Drafts narratives, notes, or appeals
- Finds data and rules quickly
- Supports billing, admissions, documentation

AI Agent (Acts):

- Handles call-off coverage
- Creates PCC users
- Automates Key Factors
- Responds to referrals and messages

The TRUST Framework:

- Time Sensitivity — does it need immediate action?
- Risk Tolerance — what happens if AI is wrong?
- Uniformity — does it follow the same pattern?
- Staff Capacity — can humans review output?
- Training Investment — do you need fast wins?

5. “HOW DO I IMPLEMENT IT?” → 30-Day AI Pilot Playbook

Step-by-step guide for turning an idea into a successful AI pilot.

The Structure:

- Week 1 — Find Your Hero
- Weeks 2–3 — Document Reality
- Week 4 — Pick Your Tool
- Months 2–3 — Run Your Pilot

Why It Works:

- Starts small and controlled
- Builds trust with staff
- Tracks real metrics
- Prevents overwhelm
- Creates a fast early win

WHY THESE FIVE TOOLS FORM A COMPLETE SYSTEM

These tools work together in sequence, each answering the next natural question:

The Complete Flow:

- Silent Killers Diagnostic → Identifies WHERE the friction is
- Discovery System → Reveals WHAT workflows cause that friction
- AI-Ready Scorecard → Determines WHICH workflow is suitable for AI
- TRUST Framework → Determines WHAT KIND of AI (Assistant or Agent) is needed
- 30-Day Pilot Playbook → Shows HOW to implement the workflow successfully

Remove any one tool and the system breaks. Together, they give operators a clear, safe, repeatable roadmap — from uncertainty to execution, and from burnout to relief.

This is your map. Each tool answers the next question. Follow the sequence for maximum success.