

PROJECT BRIEF:

HealthCareOne AI Transformation

Overview

Over the next four days, you will work in small teams to support a strategic engagement aimed at helping HealthCareOne adopt AI-enabled solutions to advance their operational and clinical goals. You will analyze stakeholder insights and organizational data, perform industry and market research, identify AI opportunities, and develop clear, actionable recommendations for Kyndryl leadership's upcoming co-creation session with HealthCareOne.

Customer Overview

HealthCareOne – Regional Public Health System

HealthCareOne is a major public health authority serving over **8 million residents** through a network of hospitals, outpatient centers, specialty clinics, and virtual care services. They are exploring multiple AI solutions to address operational inefficiencies, staffing challenges, and patient care quality gaps across their system.

Strategic Mandate

HealthCareOne's strategic goals include:

- Reducing operational costs and inefficiencies
- Improving consistency and quality of care
- Addressing staff burnout by reducing administrative burden
- Enhancing patient equity, trust, and satisfaction

- Implementing scalable AI solutions within 3–5 years
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Current Pain Points

- Rising labor, facility, and technology costs
 - Inconsistent patient wait times and care coordination
 - High staff burnout, turnover, and union pushback
 - Fragmented digital infrastructure and data silos
 - Low stakeholder confidence in AI due to past failed pilots
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Currently Identified AI Opportunities

- Automating appointment scheduling, staffing, and follow-ups
 - Using AI for acuity-based patient prioritization and triage
 - Streamlining intake, discharge, and documentation workflows
 - Deploying virtual assistants for patient inquiries and support
 - Leveraging predictive analytics for workforce planning and demand forecasting
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CareIntel Overview

HealthCareOne is exploring the implementation of CareIntel, an integrated AI platform designed to improve operational efficiency, reduce clinician administrative burden, and enhance patient experiences. CareIntel combines predictive analytics, workflow automation, and virtual assistant capabilities to optimize scheduling, streamline documentation, prioritize high-risk patients, and support data-driven decision making. By adopting CareIntel, HealthCareOne

aims to drive cost savings, reduce staff burnout, and deliver more consistent, equitable, and patient-centered care across its system.

Cost Savings Potential

- Estimated **\$100M+ per year** in operational savings through AI automation
 - Reduced overtime and staff burnout-related attrition
 - Improved care coordination can reduce avoidable hospital readmissions
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Your Team Mission

You are supporting the Kyndryl account partner tasked with developing recommendations for HealthCareOne's AI transformation strategy. Your role is to analyze data, identify opportunities aligned with stakeholder priorities, and prepare a compelling recommendation to guide Kyndryl's upcoming co-creation session with the customer.

Constraints

- HealthCareOne must begin implementation within the next **6 months**
 - Budget is capped at **\$10M**
 - Clinical staff unions require involvement in any workflow redesign
 - Patient privacy, equity, and data governance standards are strict
 - Early success stories are essential to build stakeholder confidence and momentum
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Output Expectations

On **Day 4**, your team will present a **recommendation** to your classroom Kyndryl Account Partner(s), leveraging all the skills covered during the week. **DO NOT** solely use PPT slides for your presentation; consider other ways to structure your conversation.

Your deliverable must include:

- ✓ Key insights and findings from your analysis
 - ✓ Recommendations on:
 - Priority AI use cases and quick wins
 - Phasing and implementation considerations
 - Ways to build trust and rapport with the customer
 - How Kyndryl can differentiate itself from other potential partners
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Evaluation will focus on

- ✓ Clear, hypothesis-driven strategic thinking
 - ✓ Effective use of available data and stakeholder insights
 - ✓ Structured, persuasive presentation skills
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Central Project Question

How should HealthCareOne implement AI solutions to maximize operational and clinical value while addressing staff resistance and ensuring patient trust and equity?