

## EXECUTIVE SUMMARY

*This report examines a critical organizational challenge: shift handoff communication gets lost constantly.*

*Our analysis found that was built around a specific person's skills who left 3 years ago. Previous attempts to fix this addressed symptoms rather than root causes. We've designed a 4-part human-AI collaboration model to transform this workflow.*

### Key Findings

- Universal consensus confirmed — this isn't one person's complaint, it's a shared organizational pain point.
- Root cause identified: was built around a specific person's skills who left 3 years ago.
- Multiple previous fix attempts addressed symptoms rather than the underlying structural issues.
- The real goal is faster delivery, but the current process has become an end in itself.
- A 4-part human-AI collaboration model can transform this workflow using delegating, supervising, approving modes.

### Recommended Approach

We recommend a 4-part collaboration model focused on data gathering and initial analysis, communication and stakeholder updates, quality assurance and compliance. AI fully handles 2 outcomes within defined guardrails. 1 outcome run on AI with human oversight. Humans lead 1 outcome with AI assistance. Run a 2-week pilot with a single team.

## THE PROBLEM

"Shift handoff communication gets lost constantly"

### Why This Problem Matters

Universal agreement:

*This isn't one person's complaint — it's a shared organizational pain point that everyone recognizes.*

## WHY IT PERSISTS

*Was built around a specific person's skills who left 3 years ago. The healthcare industry had different pressures then, and the process reflected that reality.*

*The belief that 'this is how it's always been done' has prevented anyone from questioning it. Meanwhile, people have built workarounds: a 'special request' process that most work goes through.*

*The person who manages this process has built their role around its complexity. The real goal is faster delivery, but the current process has become an end in itself.*

## THE SOLUTION

### Target Outcomes

1. Data gathering and initial analysis
2. Communication and stakeholder updates
3. Quality assurance and compliance
4. Process coordination and scheduling

### Human-AI Collaboration Model

#### 1. Data gathering and initial analysis

Delegating Mode

AI handles:

*Collects data from multiple sources, runs initial analysis, flags anomalies*

Human handles:

*Validates findings, adds context AI can't access, makes final calls*

**Why: AI excels at this type of work. The volume makes automation essential.**

#### 2. Communication and stakeholder updates

Supervising Mode

AI handles:

*Drafts communications, maintains consistency, handles routine updates*

Human handles:

*Reviews for tone, handles sensitive messages, manages relationships*

**Why: Routine enough for AI with this type of work. Human relationships matter here.**

### 3. Quality assurance and compliance

Approving Mode

AI handles:

*Runs all standard checks, compares against requirements, documents findings*

Human handles:

*Reviews exceptions, makes judgment calls, signs off on final output*

**Why: Quality requires this type of work. Consistency is the key value-add.**

### 4. Process coordination and scheduling

Delegating Mode

AI handles:

*Manages calendars, resolves conflicts, sends reminders, tracks completion*

Human handles:

*Handles escalations, makes priority decisions, manages exceptions*

**Why: AI excels at this type of work. The volume makes automation essential.**

## MAKING IT HAPPEN

### Change Management

*Start with the team that feels the pain most. Get IT aligned before expanding.*

### Pilot Strategy

*Run a 2-week pilot with a single team. Measure before and after, then scale based on results.*

### Continuous Improvement

*Track time saved weekly. Feed human corrections back to improve AI recommendations. Review collaboration modes monthly and adjust based on what's working.*

### How You'll Know It's Working

- *You identified clear metrics during our conversation — track these weekly and compare against your baseline.*
- *For delegated tasks like "data gathering and initial analysis", measure volume handled and exceptions flagged.*
- *For approval workflows, track review time and approval rates.*

## NEXT STEPS

*You identified "shift handoff communication gets lost constantly" as a critical organizational challenge.*

*We traced its origins and found it was designed for constraints that no longer apply.*

*The 4-part solution assigns 2 delegating, 1 supervising, 1 approving collaboration modes to match each outcome with the right human-AI balance.*

*Start with the pilot approach outlined above, then scale based on what you learn.*

Share this with your team

*This blueprint was designed for collective action. Share it with stakeholders who need to understand the problem and the path forward.*

Ready to implement?

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