Practice Applications of AI in Transformation Efforts
Joe Rolewicz, Partner & Managing Director
September 2025

As a follow-up to our August blog post, Transformation Managers (TMs) are at the center of some of the most complex change initiatives in the healthcare industry – implementing new EHRs, shifting to Value-Based Care, integrating acquisitions, or redesigning care delivery models are often slowed by fragmented data, siloed stakeholders, regulatory requirements, and workforce challenges.

Using Artificial Intelligence (AI) is becoming a practical way to help TMs keep projects on track, make smarter decisions, and deliver results faster.

Some practical ways for TMs to apply AI to enterprise transformation initiatives:

1. **Use AI for Early Risk Detection**
   - **Challenge:** Delays, cost overruns, or resistance from key stakeholders can derail initiatives before leaders realize what is occurring
   - **AI Application:** Deploy predictive analytics tools to monitor leading indicators like training completion rates, system log-ins, or clinical error patterns.   AI can help flag potential risks (e.g., staff adoption lagging) before they escalate
   - **Action Step:** Start with a single transformation effort (e.g., a new scheduling system) and feed historical data into an AI model to build risk forecasts
2. **Optimize Resource Allocation with Predictive Models**
   - **Challenge:** Staffing shortages and budget constraints can create resource planning hurdles during transformation efforts
   - **AI Application:** AI-driven workforce models can help identify where clinical, administrative or IT support will be most strained during go-lives or workflow changes
   - **Action Step:** Integrate predictive staffing tools with HR and scheduling data to optimize deployments ahead of major system implementation milestones
3. **Leverage AI for Stakeholder Sentiment Tracking**
   - **Challenge:** Stakeholders do not feel heard or supported
   - **AI Application:** Natural Language Processing (NLP) tools can be used to analyze surveys, e-mails, or internal chat platforms to identify trends in staff sentiment (e.g., burnout risk, resistance to new workflows).
   - **Action Step:** Use AI-enabled sentiment dashboards to adjust communication and change management tactics in real-time. For example, increasing the frequency of staff town halls or changing the format if resistance is detected early
4. **Automate Compliance and Reporting**
   - **Challenge:** Transformation teams can sometimes spend significant time on compliance reporting, limiting the time available for more strategic planning and decision-making
   - **AI Application:** Tools can automate real-time monitoring of CMS requirements, quality metrics, HIPAA compliance, etc., thereby reducing manual work and allowing leaders to have more real-time data
   - **Action Step:** Pilot AI-enabled compliance dashboard to automatically generate reports for regulatory reviews so TMs can focus more time on execution

5. **Enable Continuous Learning and Adaptation**
    - **Challenge:** Static transformation plans and tools quickly are becoming outdated in the more real-time healthcare TM landscape
    - **AI Application:** AI models that adapt as new operational, financial, patient and HR data emerge.   TMs can update forecasts and recommendations continuously, helping executives pivot as needed without derailing the entire TM program
    - **Action Step:** Incorporate AI-enabled TM platforms to provide "living" project plans – they can evolve with real-time data

The Bottom Line

AI will not make enterprise-level and complex transformation effortless for TMs, but it can make it smarter, more proactive and ultimately more successful.   As our healthcare clients continue to face increasing margin and timeline pressures to do more with less, AI can be deployed efficiently as an advantage. Some ways we are helping our clients take these first steps:

- Start small – Pilot AI tools on a single transformation initiative before scaling
- Build trust – Pair AI insights with transparent communication to strengthen stakeholder buy-in
- Focus on augmentation, not replacement: AI can reduce administrative burdens and provide foresight, but TM leadership still requires practical knowledge, judgement and empathy

To learn more about how Sunstone is helping integrate AI capabilities into our healthcare clients' transformation efforts, visit us at www.sunstonemanagementadvisors.com.

About the Author

Joe Rolewicz is a Founding Partner of Sunstone Management Advisors, a growth advisory firm focused on helping healthcare and insurance companies identify and unlock their full enterprise value. With over 25 years of experience leading complex transformation initiatives for healthcare and insurance businesses, he leads our Transformation Consulting Practice, leveraging experiences gained from over 50 different clients as well as Senior Manager roles with national consulting practices. He is also the former SVP of Planning and Project Management for a national managed behavioral health organization.   Joe received his Bachelor's of Business Administration in Finance from James Madison University and a Master's in Business Administration from Loyola University in Maryland. ***Questions or comments?*** Feel free to contact Joe directly at jrolewicz@sunstonemanagementadvisors.com or connect with him on LinkedIn at https://www.linkedin.com/in/joe-rolewicz-a3623a57.