

Digital Transformation & AI in Healthcare

Health IT Summit · Puerto Rico · 2026 | From Efficiency to Intelligence

86%

of PR organizations using AI in at least one function

Puerto Rico's healthcare sector faces mounting pressures — rising costs, workforce shortages, regulatory demands. **Digital Transformation (DX)** builds the operational foundation to manage these challenges. **AI-powered transformation** is the next evolution: systems that predict, prescribe, and innovate. *One cannot go fully ahead without the other.*

THE PATH FORWARD

STEP 1 · FOUNDATION · DIGITAL TRANSFORMATION (DX)

Efficiency-Focused Transformation

Digitize workflows, reduce costs, support staff with descriptive tools and dashboards. Digitized tools, but human-driven decisions.

- Rule-based automation
- Descriptive dashboards ("what happened")
- Digitized patient intake and records
- Automated billing and reconciliation



STEP 2 · NEXT LEVEL · DIGITAL TRANSFORMATION WITH AI

Intelligence-Driven Transformation

Intelligent systems that predict, prescribe, and innovate — built on a strong DX foundation.

- Adaptive, predictive automation
- Prescriptive insights ("what to do next")
- Predictive staffing & capacity planning
- Clinical decision support

USE CASES ACROSS THE CARE CONTINUUM

CLINICAL · PATIENT CARE

Digital Patient Onboarding DX

Automated intake, insurance capture, digitized patient info, reduced registration time.

Clinical Diagnostic Support AI

AI-assisted diagnostics, clinical decision support, lab interpretation, treatment recommendations.

Patient Engagement Tools DX

Patient portals, digital communication, reminders, care navigation support.

ADMINISTRATIVE · OPERATIONAL

Billing Automation DX

Automated coding assistance, claims processing, reduced billing errors, faster reimbursement.

HR Capacity Planning AI

Workforce analytics, predictive staffing, optimization of clinician schedules and workloads.

Inventory & Supply Management AI

Predictive ordering, automated monitoring, supply chain optimization to reduce waste.

Facilities Predictive Maintenance AI

Monitor equipment to anticipate maintenance needs.

DIGITAL MATURITY FRAMEWORK

LEVEL 1

Basic

Manual, fragmented processes. Technology, used sporadically. No integrated data.

LEVEL 2

Emerging

Localized digital adoption. Systems often siloed. Early efficiency gains visible.

LEVEL 3

Proficient

Systems integrating. Data informs decisions. DX is a clear strategic priority.

LEVEL 4

Advanced

Seamless integration, Predictive analytics & AI embedded in daily operations.

HOW TO GET STARTED · KEY STEPS

1

Assess your maturity baseline

Identify where you sit: Basic, Emerging, Proficient, or Advanced.

3

Build data foundations

Invest in interoperability across clinical, admin, and financial systems.

5

Pilot AI responsibly

Start in targeted areas: predictive staffing, decision support.

2

Prioritize quick wins

Digitize intake, automate billing, introduce dashboards. Build momentum.

4

Cultivate digital culture

Train staff, bridge clinicians and IT, design for patient-centered outcomes.

6

Treat it as a living roadmap

Continuously review, recalibrate, and adapt as needs evolve.