

You Bought the AI. Why Isn't It Doing Anything?

We meet a lot of health centers that have bought AI tools. We meet very few where those tools are actually changing the numbers. That gap is not a technology problem.

Cura Consulting Group Analysis • 2026

The pitch was compelling and the tool probably works. But somewhere between the purchase and the daily workflow, the value quietly disappeared — and if you're the CEO who approved the spend, you're now looking at an invoice for something that isn't visibly moving your bottom line. This is not rare. In the centers we see, it's closer to the norm.

Here is what actually happened, and it's the same story every time. The tool got deployed but never truly adopted — it became one more login your stretched staff avoids. Or it produces insights that land in a dashboard no one has time to act on. Or it automates a task while the decision that task fed still waits on an overwhelmed human. The AI is doing its job. The organization around it isn't set up to capture what the AI produces.

The value doesn't leak in the model. It leaks in the last mile — the handoff from what the AI sees to what your people do about it.

THE ADOPTION CLIFF

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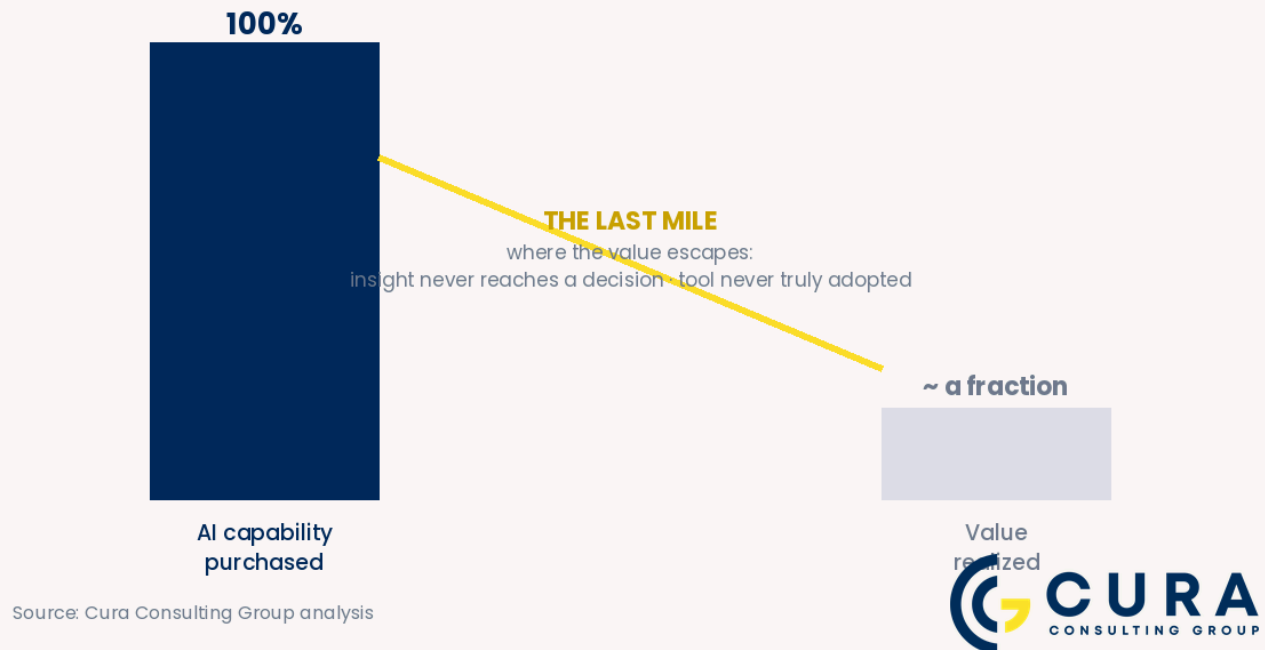


Figure 1 — Capability purchased rarely equals value realized. The drop happens in the last mile.

This is the uncomfortable truth about healthcare AI right now: the technology is the easy part, and it's the part everyone sells you. The hard part — the part that determines whether you get any return — is the operational redesign that lets the AI's output actually reach a decision and an action. Almost no vendor sells you that, because it's your operation, not their product.

WHERE WE WOULD START

ONE

Audit your AI for stranded value. For each tool, ask a blunt question: is this changing a number we can point to, or is it running into a void? You likely have capability that's 90% built and 0% realized.

TWO

Find the last mile on each one. Where does the AI's output go, and does a human actually act on it? If the insight isn't reaching a decision and a decision isn't reaching an action, the loop is open and the value is escaping.

THREE

Redesign the handoff, not the tool. The fix is almost never a better model. It's routing the output to the right person, in their workflow, with the action pre-built. That's cheap, and it's where the ROI you already paid for is hiding.

The centers getting real returns from AI aren't the ones with the most tools. They're the ones that closed the last mile on the few tools that matter. Before you buy anything else, let us find the value you've already paid for and aren't capturing.

Let us find the AI value you've already paid for and aren't capturing.

Find your stranded value → lighthousehealthai.com/early-warning-check

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