

Unlock the AI Advantage for Your Health System



Many healthcare organizations invest in AI initiatives across clinical operations, patient engagement, and administrative workflows — but often struggle to scale their efforts or demonstrate measurable enterprise value.

This guide helps you validate your AI readiness and map how the right tools can help you become more efficient, safer, and patient-centric.

- To capture value and remain competitive, organizations must begin their AI journey with a structured approach.
- Organizations with advanced AI maturity outperform in cost savings, revenue growth, and patient experience.
- Early-stage efforts without a roadmap lead to fragmented impact.

**Start by assessing where you are
— and where you want to go.**



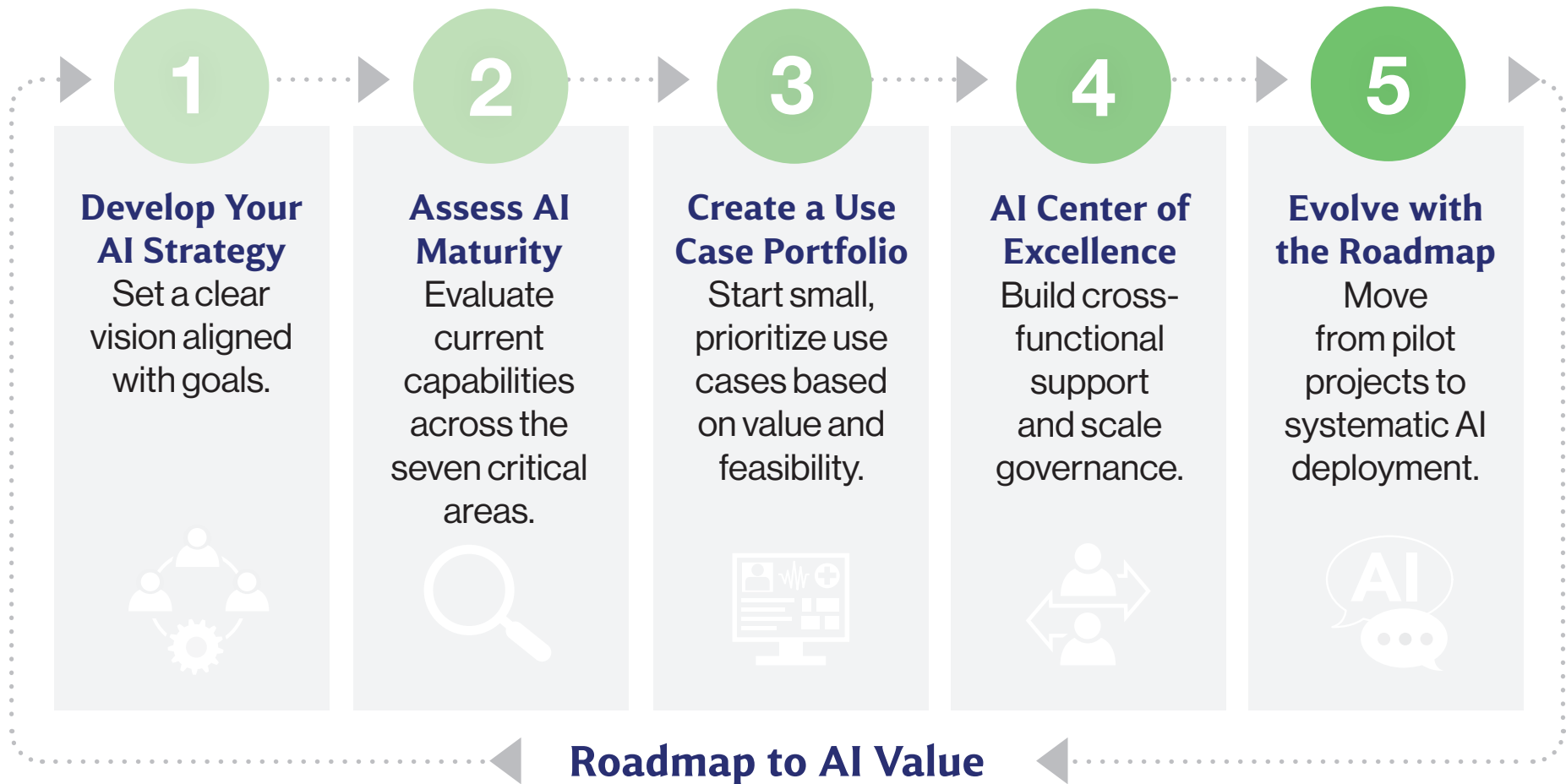
How to Get Started—Where Are You Today?

This AI Maturity Model measures your health systems progress across seven critical areas.

Click the circle that best suits where you are in your AI journey.

● Current Maturity		Strategize	Test	Optimize	Scale	Elevate
AI Strategy	Is AI aligned with business goals?					
AI Value	Are AI initiatives delivering ROI?					
AI Model	Is there an operating model for AI success?					
AI Adoption	Is AI literacy growing across the org?					
AI Ethics	Are responsible AI practices in place?					
AI Readiness	Is data optimized and governed for AI use?					
AI Insights	Are AI solutions scalable and repeatable?					

How to Get Started—AI Healthcare Organization Roadmap Essentials.



Progression is iterative — focus on sustainable growth, not perfection.

Providing Effortless Patient Engagement and Improved Healthcare Outcomes.

WestCX gives enterprise healthcare providers an AI-native engagement platform that transforms fragmented patient communication into interactive, conversational AI-powered experiences. By automating calls and digital touchpoints across every stage of the patient journey, WestCX helps providers improve access, efficiency, and outcomes at scale—enhancing the patient experience while freeing staff to focus on delivering quality care.

Proven Results that Drive Healthcare Growth

Reduce no-shows by up to 35%
keep patients on schedule.

Save \$5,000+ per FTE annually
free staff for higher-value work.

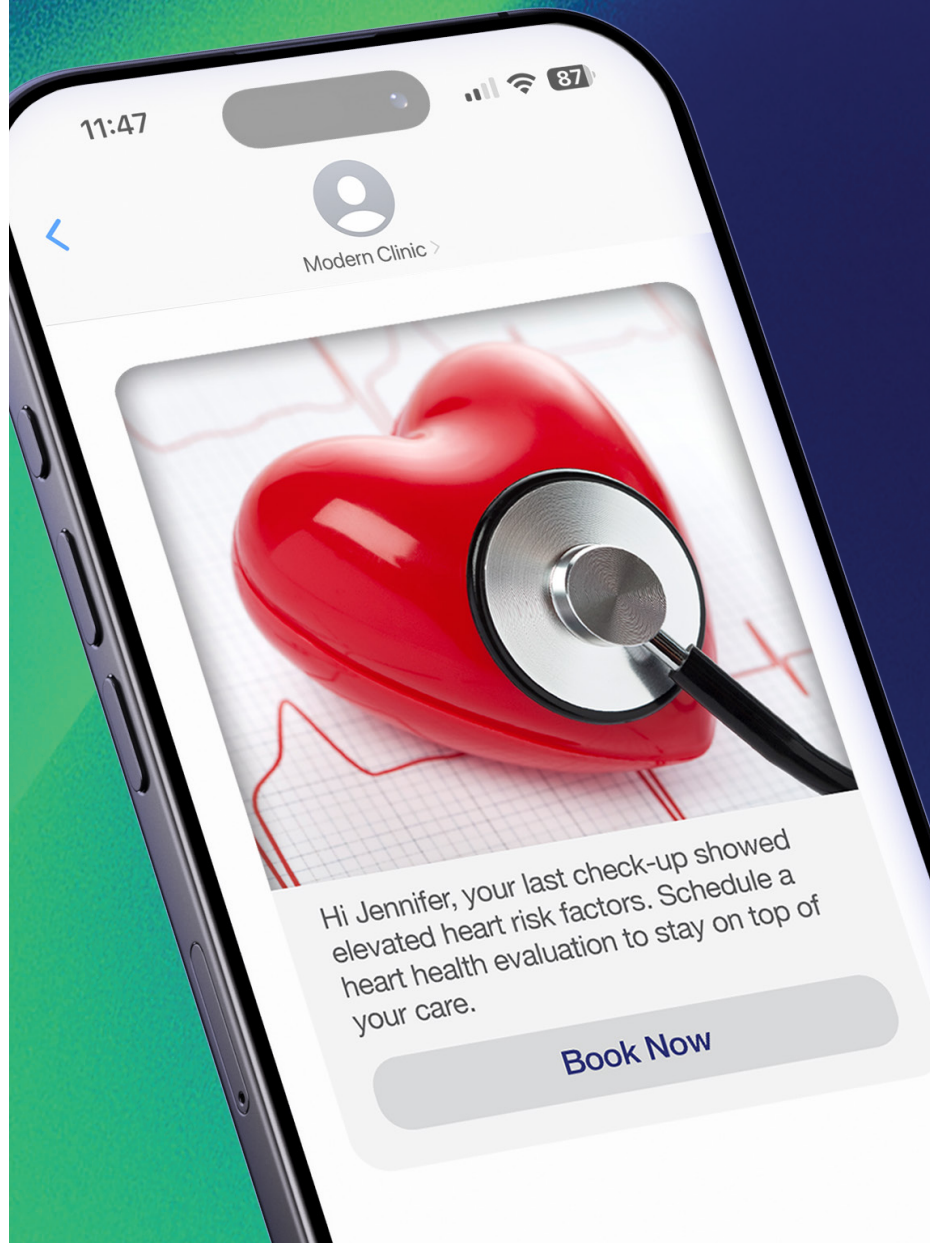
Contain 80% of inbound calls
virtual agents handle routine inquiries.

Accelerate enterprise ROI
faster, measurable results.

Leverage 30+ years of expertise
trusted nationwide healthcare engagement.



How We Deliver Results



Access & Scheduling

AI-driven reminders and conversational scheduling reduce no-shows by double digits, optimizing provider capacity and improving patient flow across the system.

Care Transitions

Automated post-discharge outreach lowers readmission rates and improves adherence, supporting safer, more coordinated care at scale.

Chronic & Preventive Care

Personalized, multi-channel nudges close care gaps and enhance chronic condition management across large patient populations.

Revenue Cycle Management

Intelligent billing reminders and self-service payment options recover millions in lost revenue while reducing administrative burden.

Patient Services

Intelligent virtual assistants guide benefits, eligibility, and care inquiries, boosting patient satisfaction, loyalty, and overall engagement across the enterprise.

WestCX helps enterprise providers reduce burden, improve patient outcomes, and capture measurable ROI at every step of the patient journey.



www.westcx.com