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Human-AI Co-Adaptation: A Core Driver of Adoption Success

Sustained AI Adoption Depends on Workflow fit, Workforce Adaptation, and Governance that Evolve with the Technology

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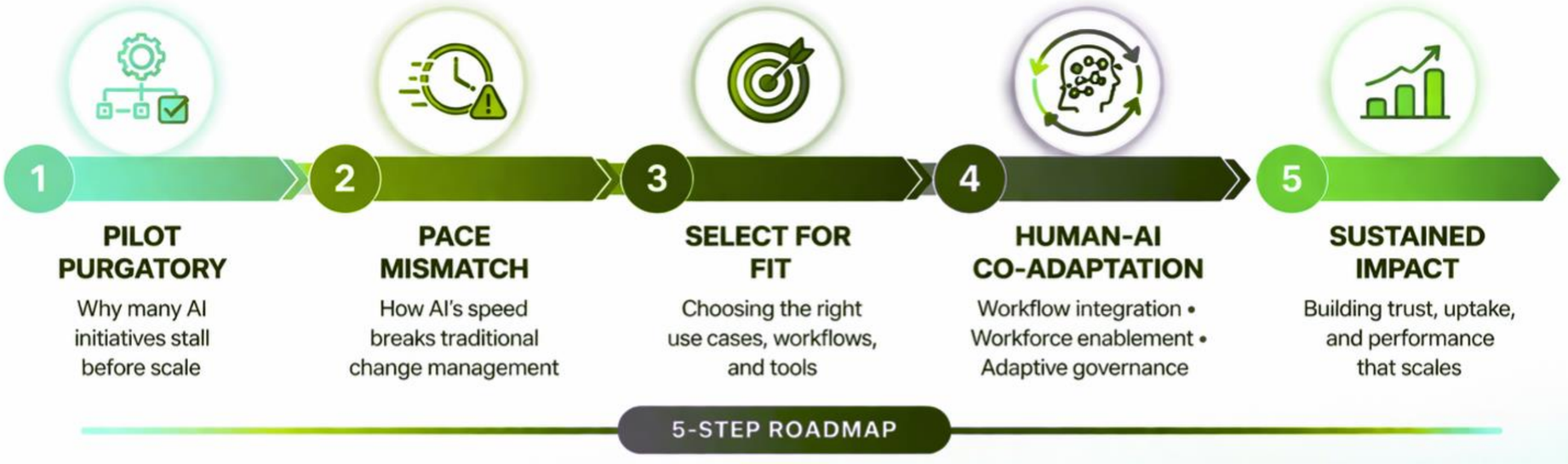
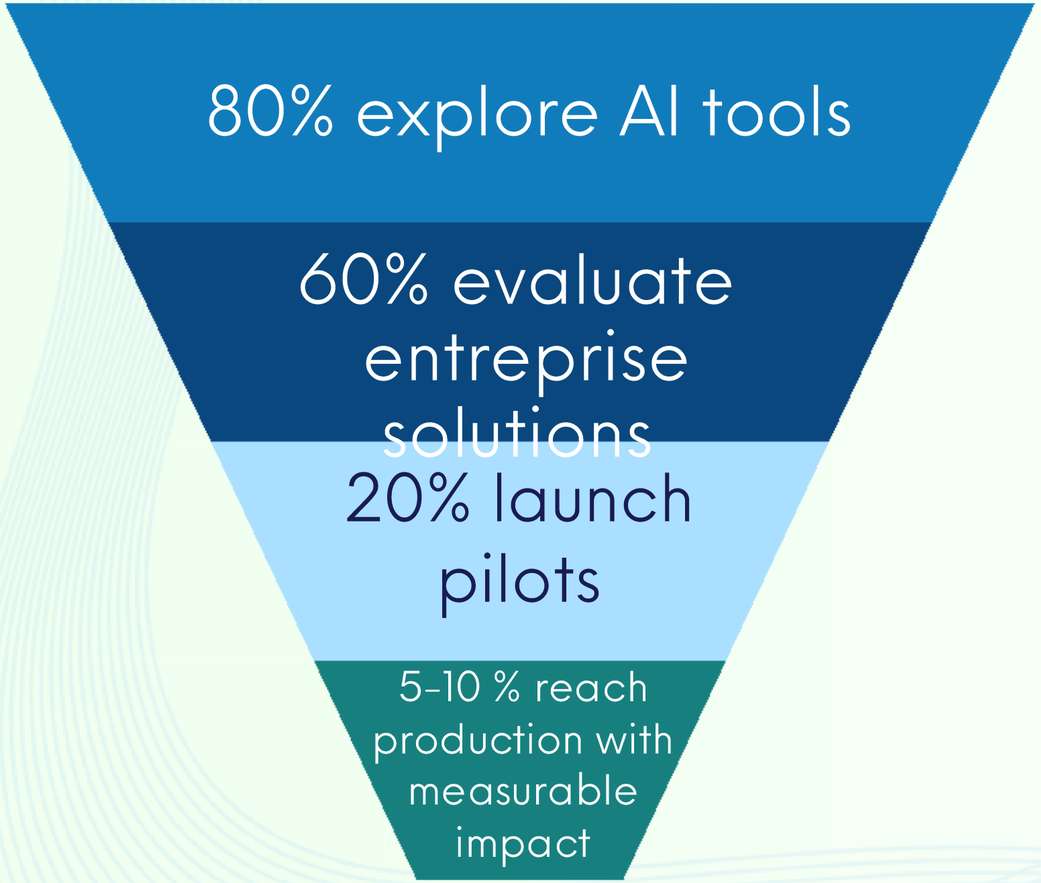
Agenda

- Why so many AI deployments get stuck in pilot purgatory
- Why AI's speed shatters traditional change management
- Why adoption success starts *before* rollout: at use-case and tool selection
- What human-AI co-adaptation actually means
- What leaders can do to build trust, uptake, and performance together



AI Experimentation is Common, But Scaling with Impact Is Not



(McKinsey & Co., 2025; MIT, 2025)

✓ **Many enterprises are exploring and evaluating AI**

⊗ **Far fewer reach production with measurable impact**

Many AI Projects Fail Before Rollout

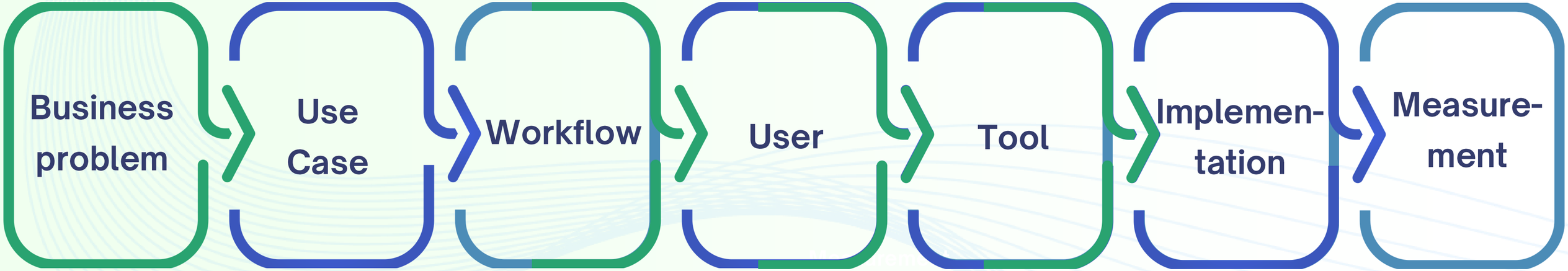
The first adoption decision is use case selection.

Many organizations are still in active tool-selection mode.

Good tools can fail when matched to the wrong use case, user group, or operating environment.

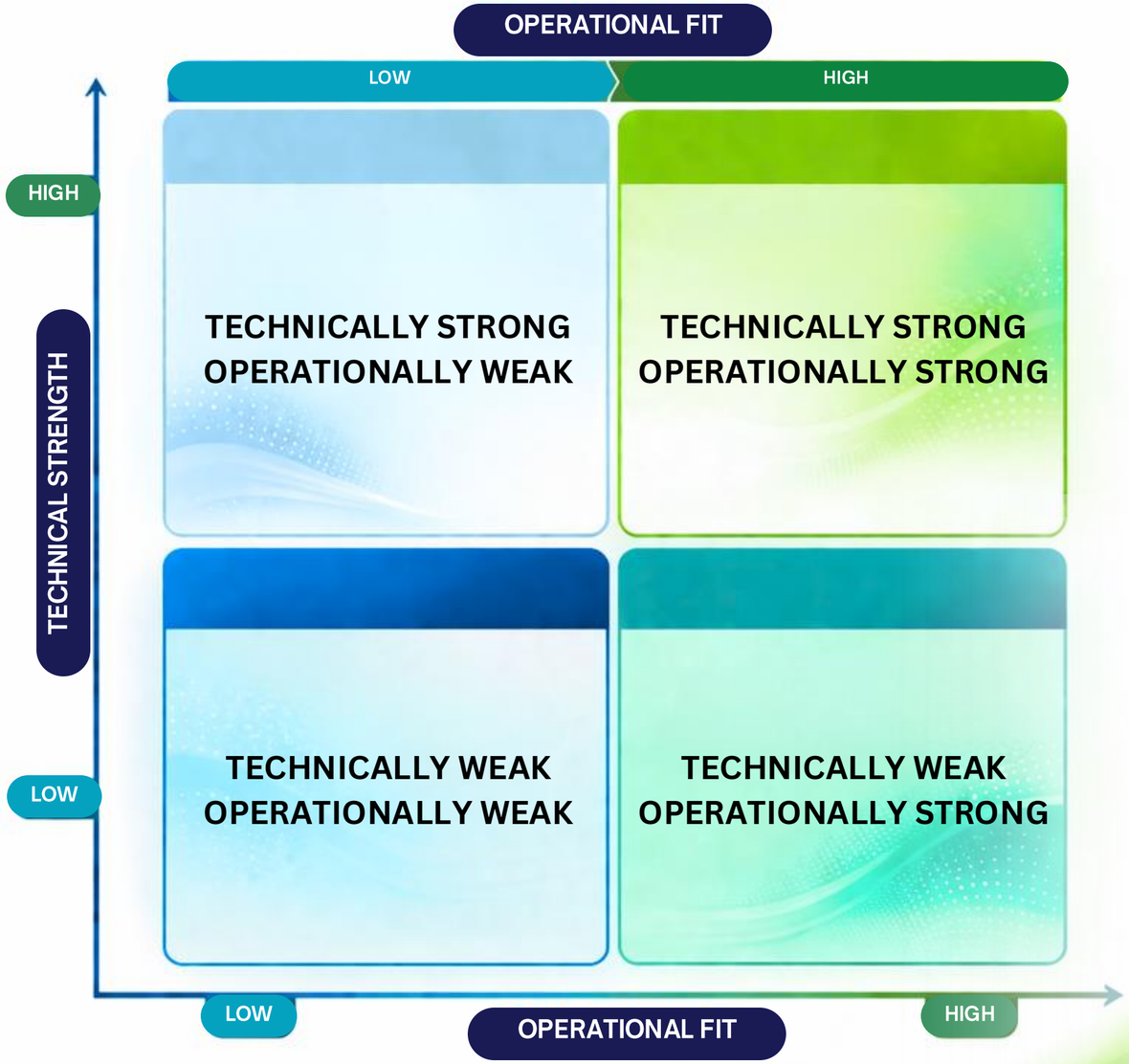
Not every impressive AI capability belongs in every workflow.

Adoption begins before design, not after deployment (for both developers and procuring organizations).



Technical Strength Is Not the Only Factor

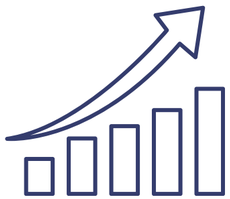
Technical validity ≠ practical adoptability



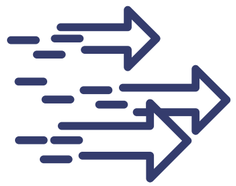
Implementation Science

Traditional Approach for (Static) Tech Adoption

Examples: EHRs, spreadsheets



Ensure that innovations scale.



Drastically accelerate their adoption.

AI Pilots Stall for Reasons Beyond Static Interventions

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AI is dynamic, whereas traditional adoption is static.

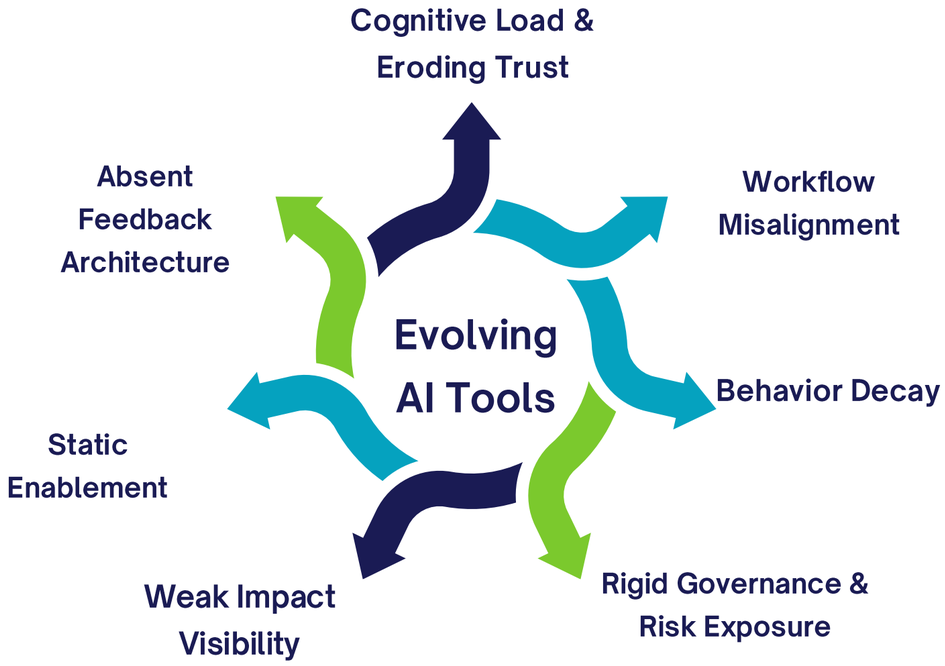
The Mismatch

Traditional Adoption (One-time Rollout)

Traditional rollouts assume announcement, one-time training, go-live, and no feedback loops.

Reality of AI Adoption

Evolving tools, cognitive load, workflow misalignment, absent feedback architecture, rigid governance, and weak impact visibility.



The Pace Mismatch

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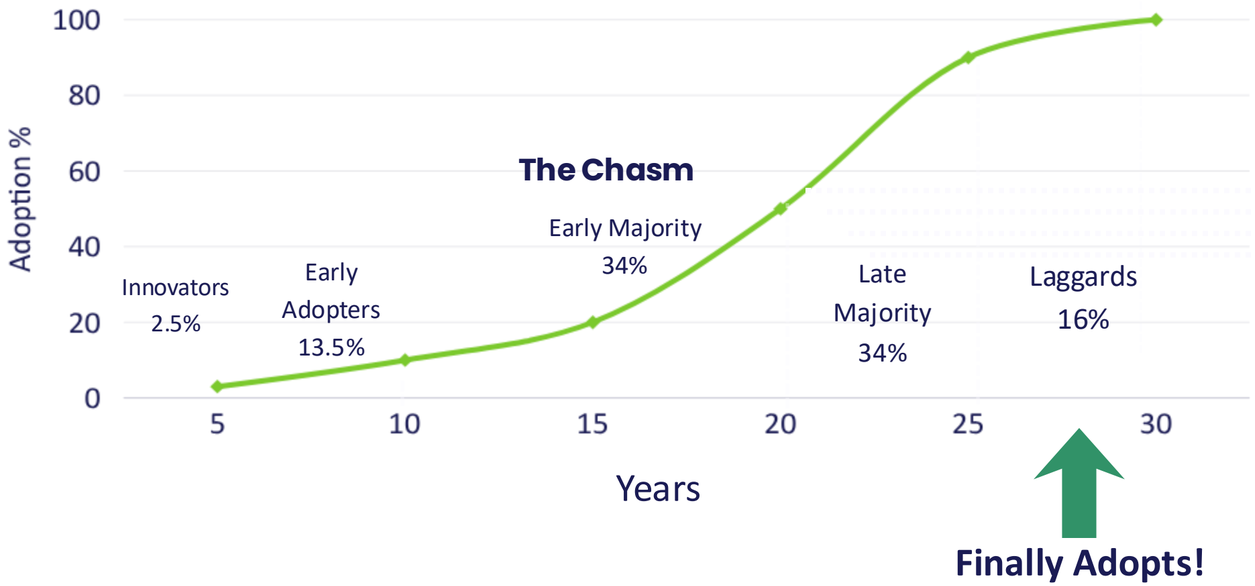
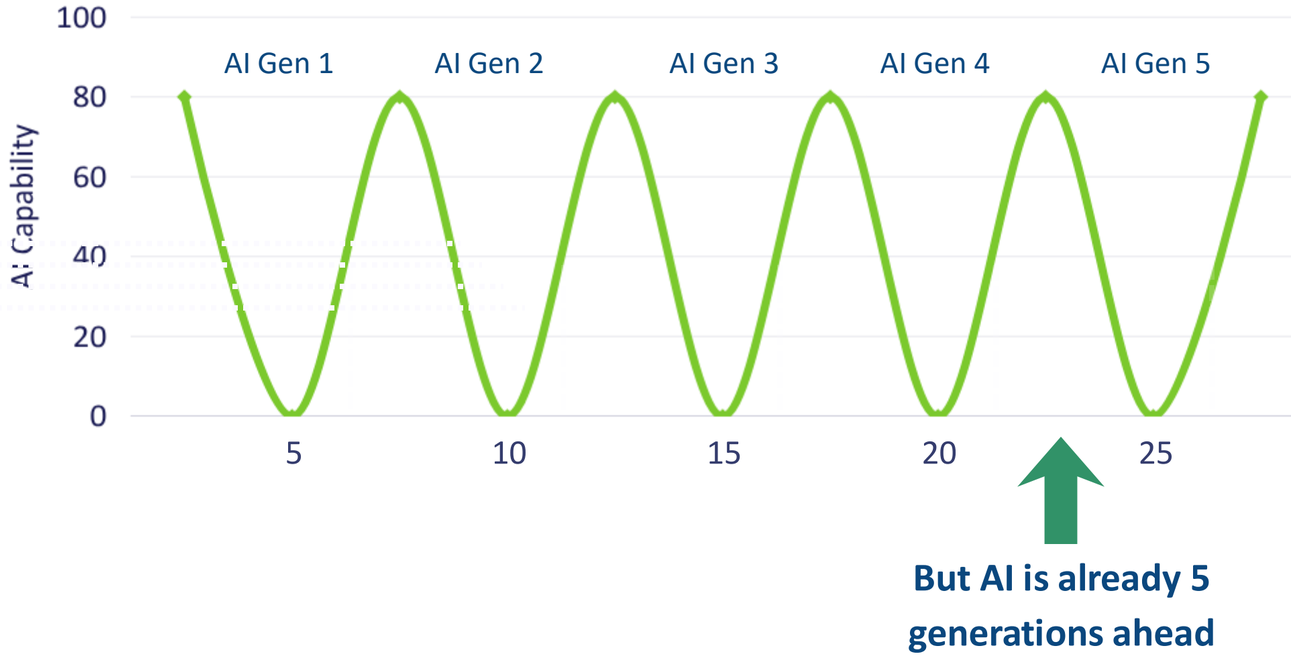
AI Evolves Faster than Humans Typically Adopt Technology

Traditional Tech Adoption Curve: 20-30 Years to Reach 85% Adoption



AI Evolution: New Generations in Weeks to Months



By the time the late majority are adopting it, the tech is obsolete!

Example from health tech: EHRs were introduced in 1998 and adoption still isn't complete!

The Dynamism in AI Requires Human-AI Co-Adaptation

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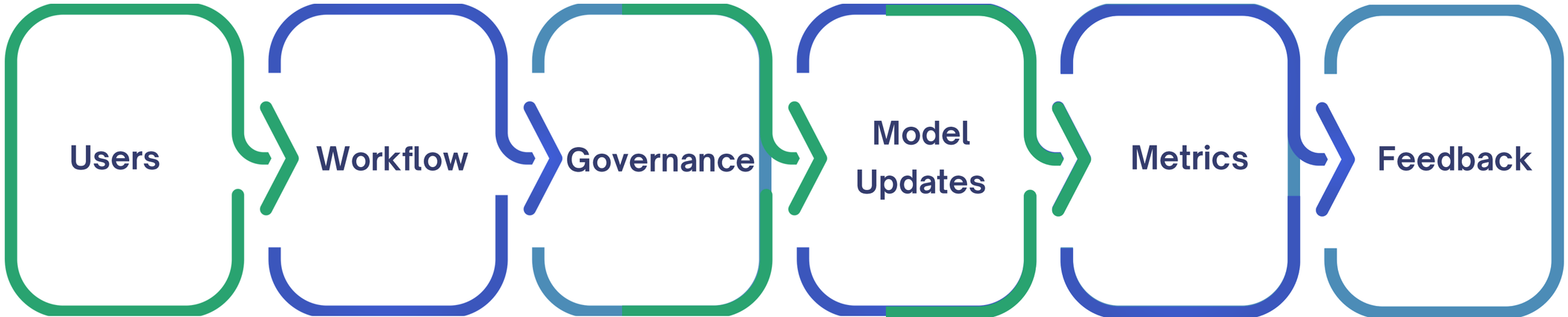
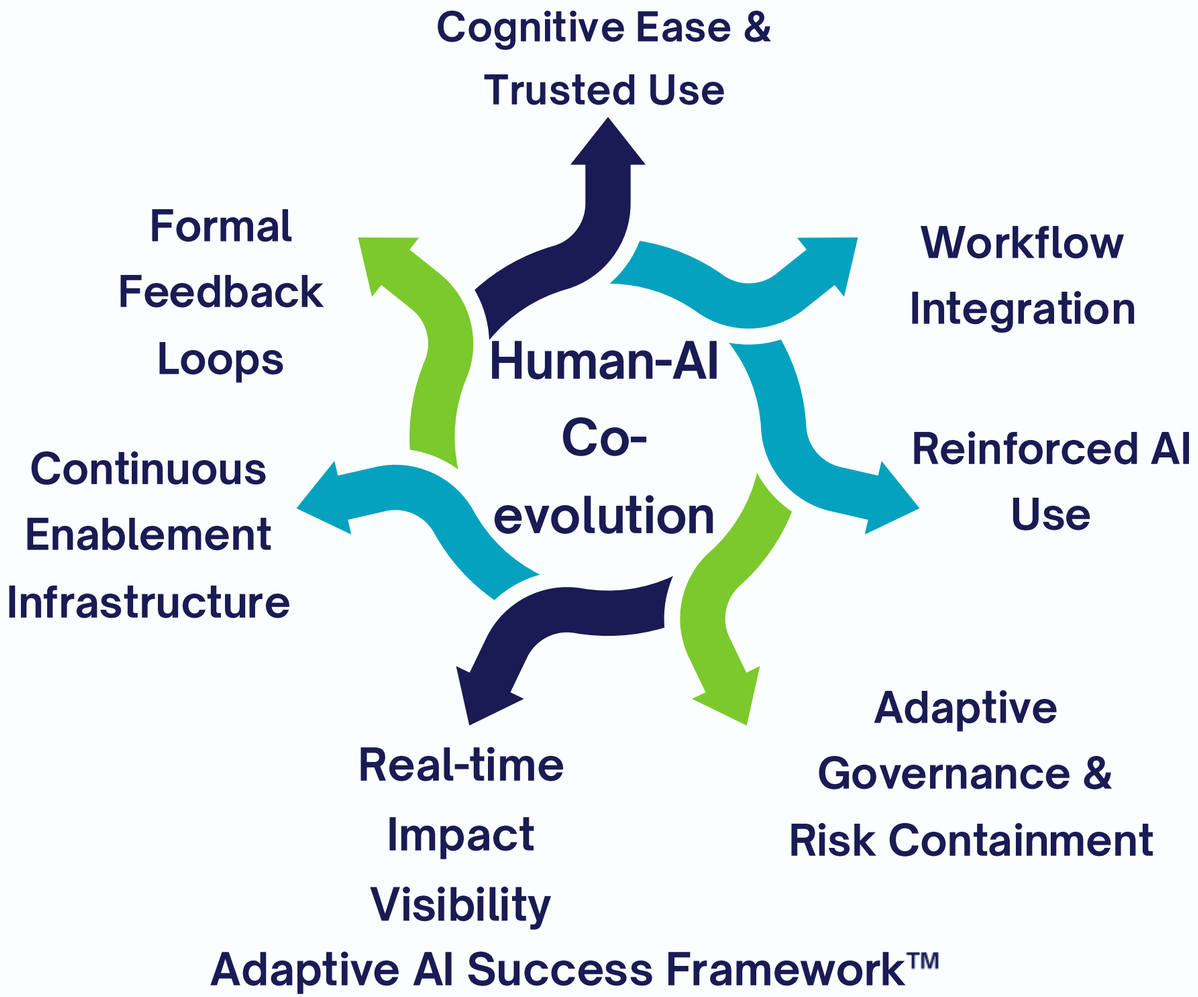
This continual co-adaption process entails participatory human-AI co-evolution supported by workflow integration, workforce enablement, governance, feedback, and impact visibility.

- Humans adapt to the tool
- The workflow adjusts to the tool
- Governance adjusts to the evolving risk and behavior profile
- The tool itself changes based on feedback, usage, and versioning



Human-AI Co-Adapting Operating System

Infrastructure for Durable AI Performance, Governance, and ROI



Adaptive AI Success Framework™

The Adaptive AI Success Framework operationalizes these stabilization forces through:

- Signal Intelligence
- Dynamic, Workflow-Integrated Workforce Enablement
- Continuous Governance
- Longitudinal Impact Analytics

Dynamic Workforce Enablement

Simple Examples

2-minute microlearning video pop-ups pushed when a feature changes

In-workflow prompts or “what changed” tips after major updates

AI power user “Champions” find and help people who are stuck

Role-specific job aids for managers, frontline staff, and analysts

Office hours/rapid-response support for emerging friction points

Feedback buttons that let users flag confusing or unsafe outputs in context

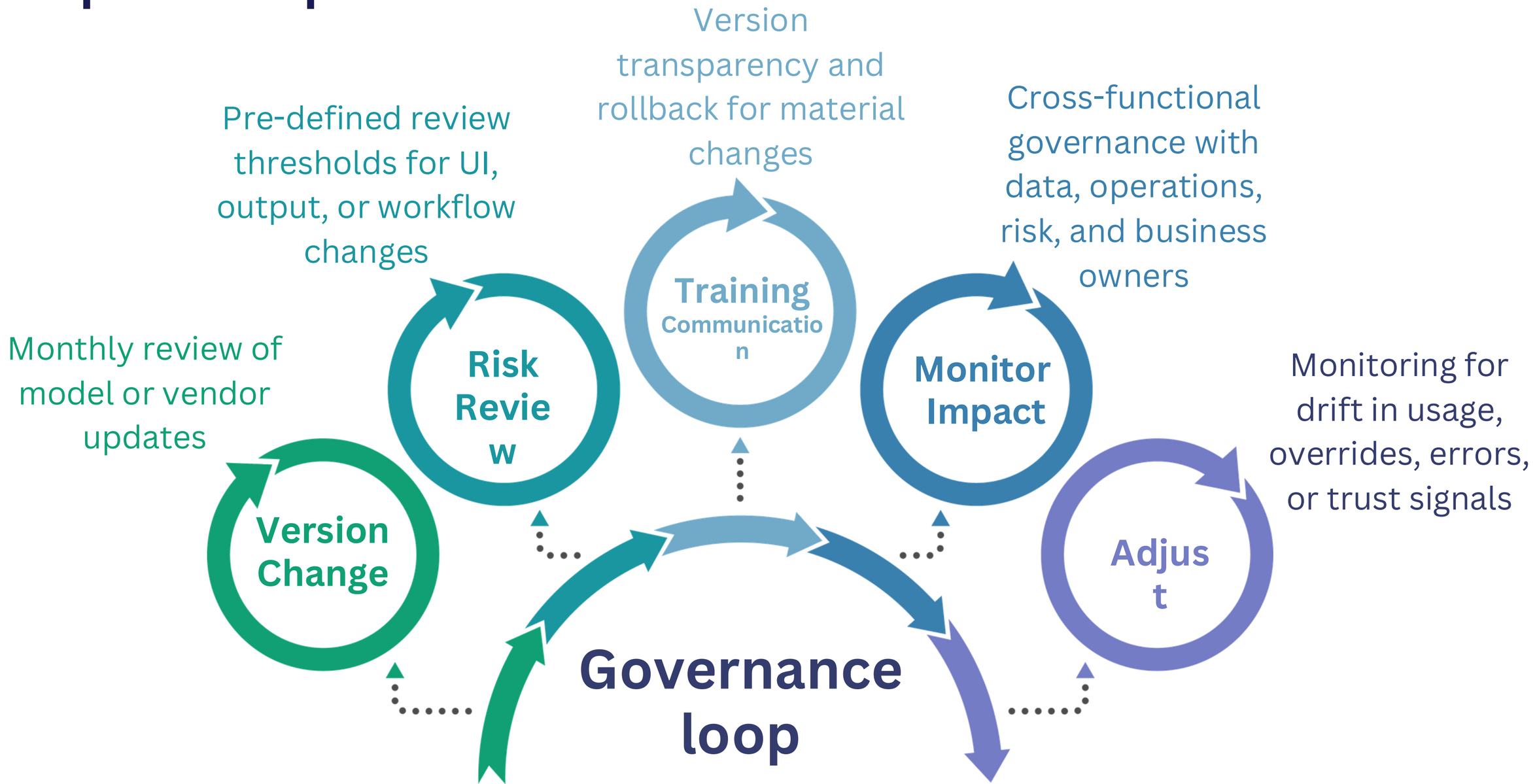
At Launch

After Update Occurs

As Drift Is Occurring

Dynamic Governance

Simple Examples



Case Study

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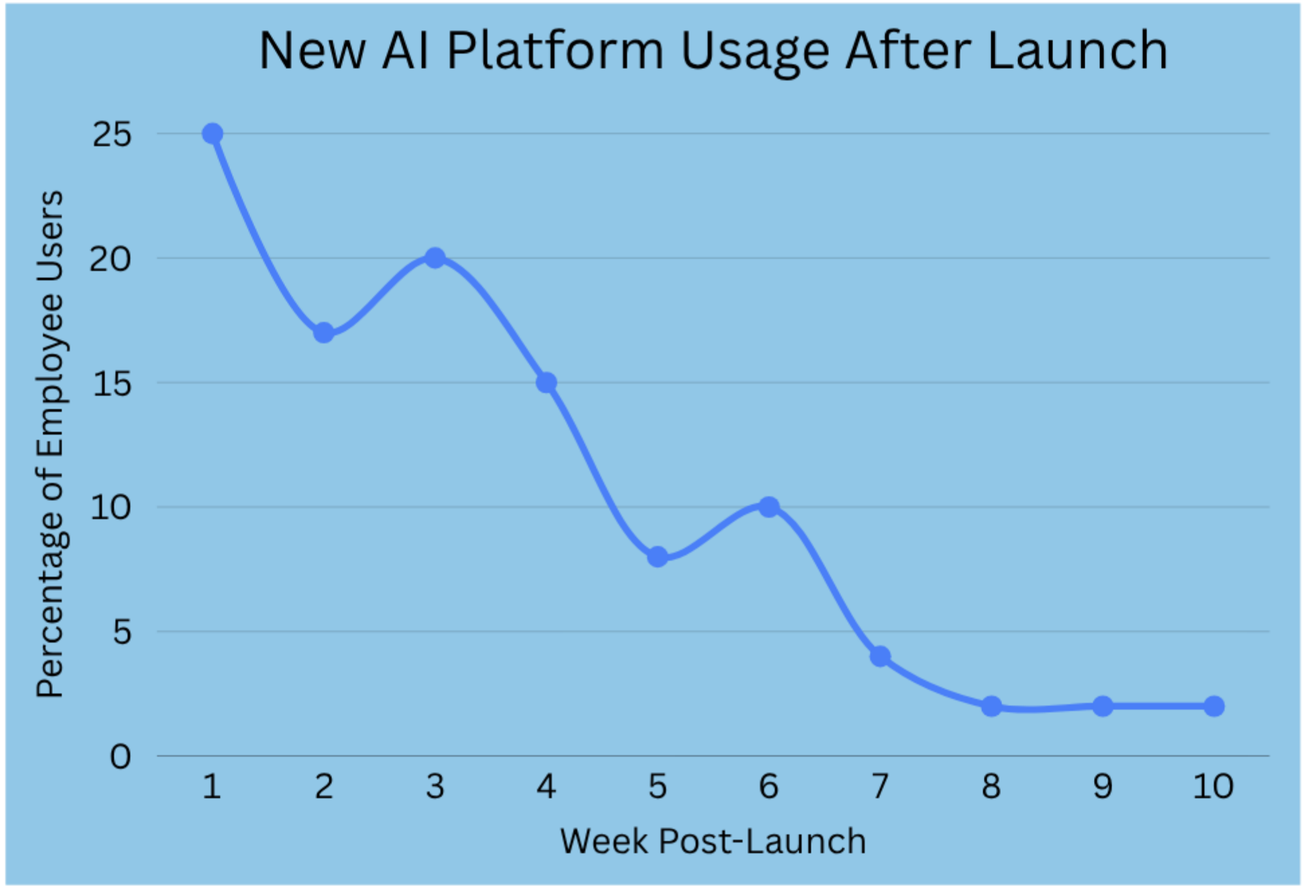
Adoption Failure Due to Lack of Continuous Implementation

When AI is treated as static software

A network of 32 addiction care providers purchased an AI platform with a chatbot-style interface to help clinicians understand patients' drug testing and other clinical data more deeply.

- Executives were not aligned.
- Executives did not communicate the tool's value or make other attempts to gain organizational buy-in.
- Training was an emailed link to a 30-minute video.



Result: Usage was at 17% after two weeks and dropped to 2% by 8 weeks.

Before vs, After Continuous Implementation

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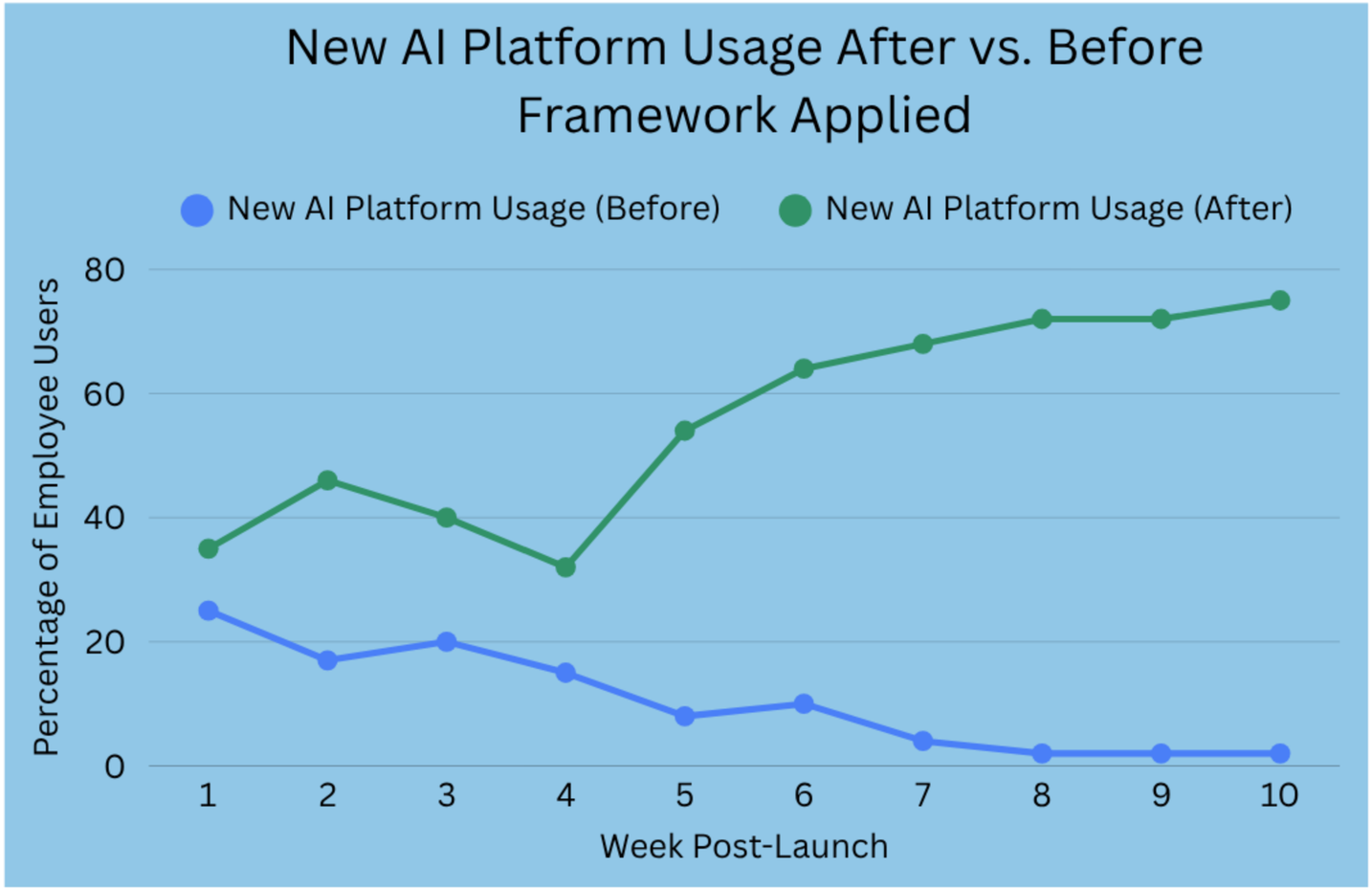
With Human-AI Co-Adaptation

VPH addressed leadership alignment, goals, metrics, governance, microtraining, and one-on-one support across the organization. After 8 weeks, usage rose to 75% and reportedly remained high months later.



Caveats:

- Outcomes like this not guaranteed.
- Shows importance of continuous end-user feedback to make adjustments.

Result: Usage was at 75% by Week 10 and reportedly remained high afterward.

What CDAOs Should Do in the Next 90 Days

Applying Human-AI Co-Adaptation to Adoption

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- Prioritize use cases by workflow fit, not demo quality alone
- Gain whole-organizational buy-in
- Plan for ongoing adoption, not just deployment
- Establish cross-functional, adaptive governance before scale
- Build microlearning and change communication into the workflow
- Track version changes and their operational implications
- Measure trust, uptake, workflow fit, and impact together

Thank you!

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