



# Driving Workforce Transformation with People, Process, and Technology

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# About Me

Director, HR Workforce Transformation,  
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20+ years in healthcare operations and leadership

Doctoral Candidate, EdD in Healthcare Leadership  
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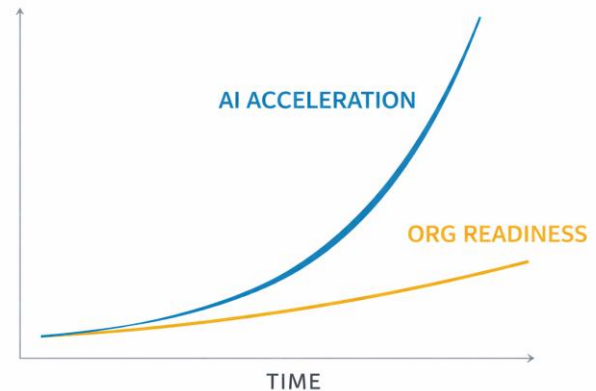
Research focus: AI-enabled leadership confidence



# Why This Matters Now

- AI adoption is accelerating
- Most organizations are stuck in pilots
- Work is more complex, not less
- Silos are the biggest barrier

AI Acceleration Outpaces Organizational Readiness

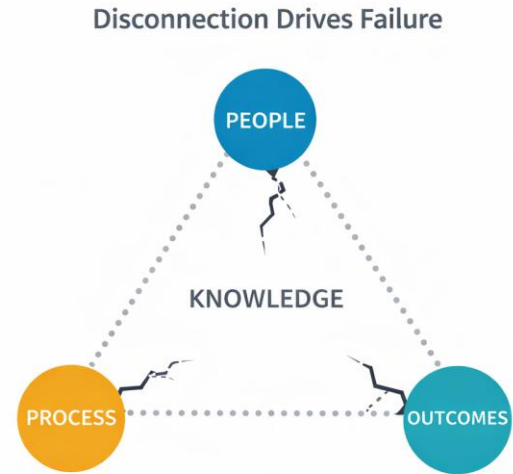


# The Real Problem

**Transformation doesn't fail  
because of technology.**

**It fails because of disconnects**

People ↔ Process  
Process ↔ Outcomes  
Knowledge ↔ Work



# The Shift

## From

- HR support
- Projects
- Pilots
- Tools

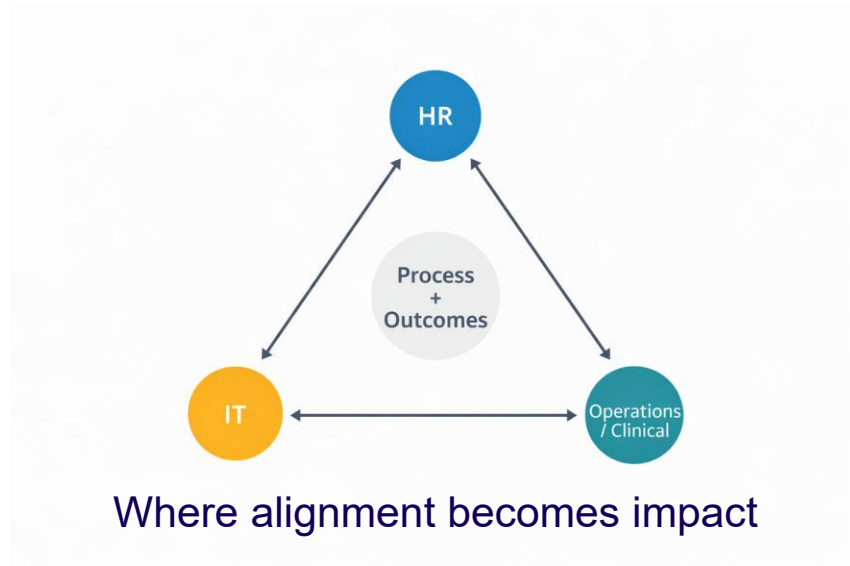


## To

- HR integrator
- Systems
- Scale
- Workflows

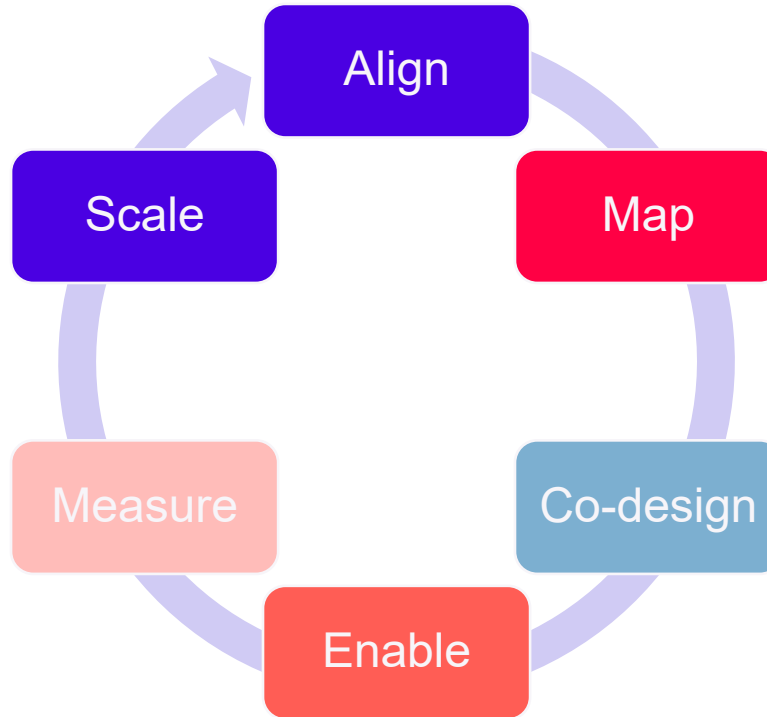
# HR as the Enterprise Integrator

**Transformation happens at the intersection, not within the silos**



- HR connects strategy to execution across functions
- IT enables the tools, but not the outcomes
- Operations and clinical teams define where value is created

# Workforce Transformation Flywheel

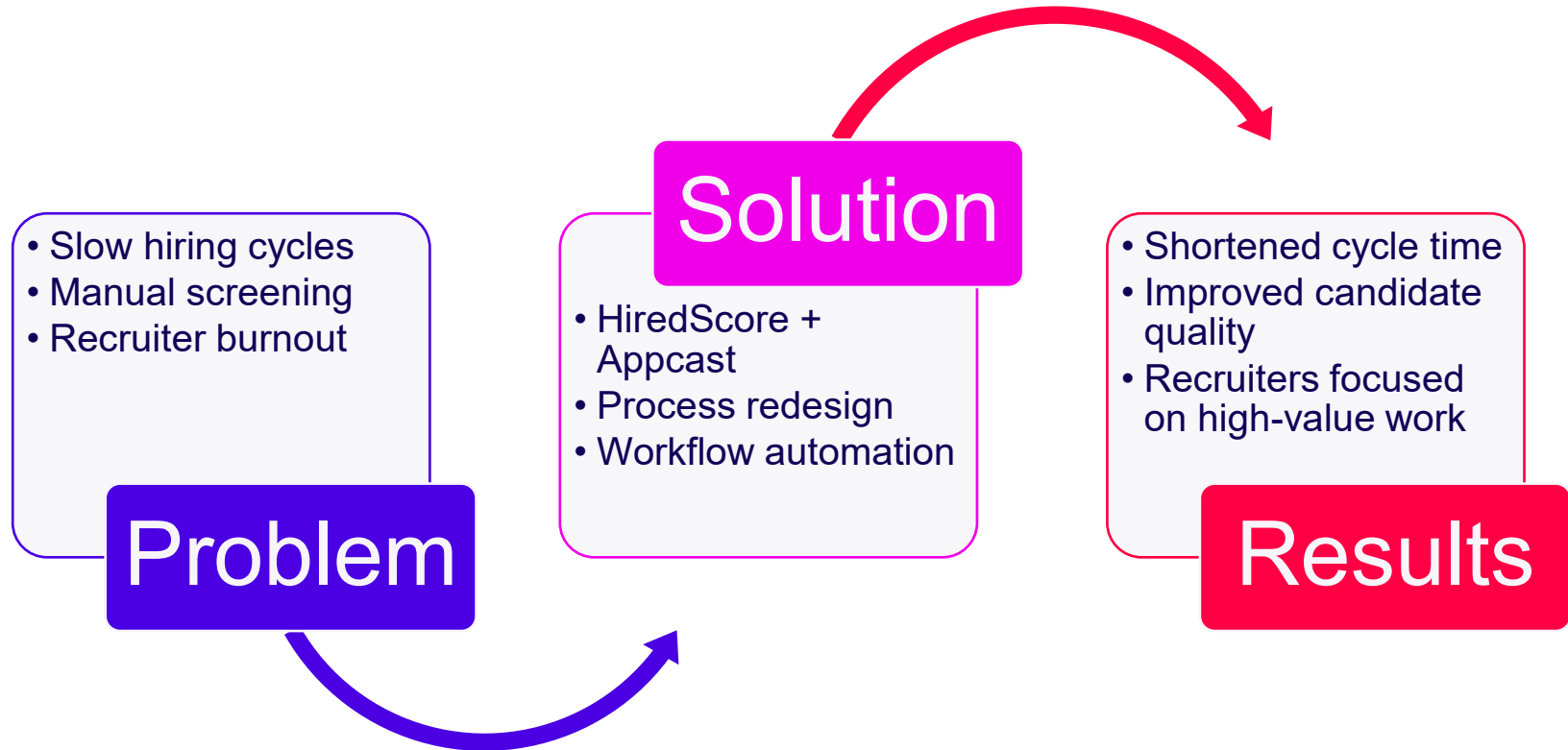


# Case Studies

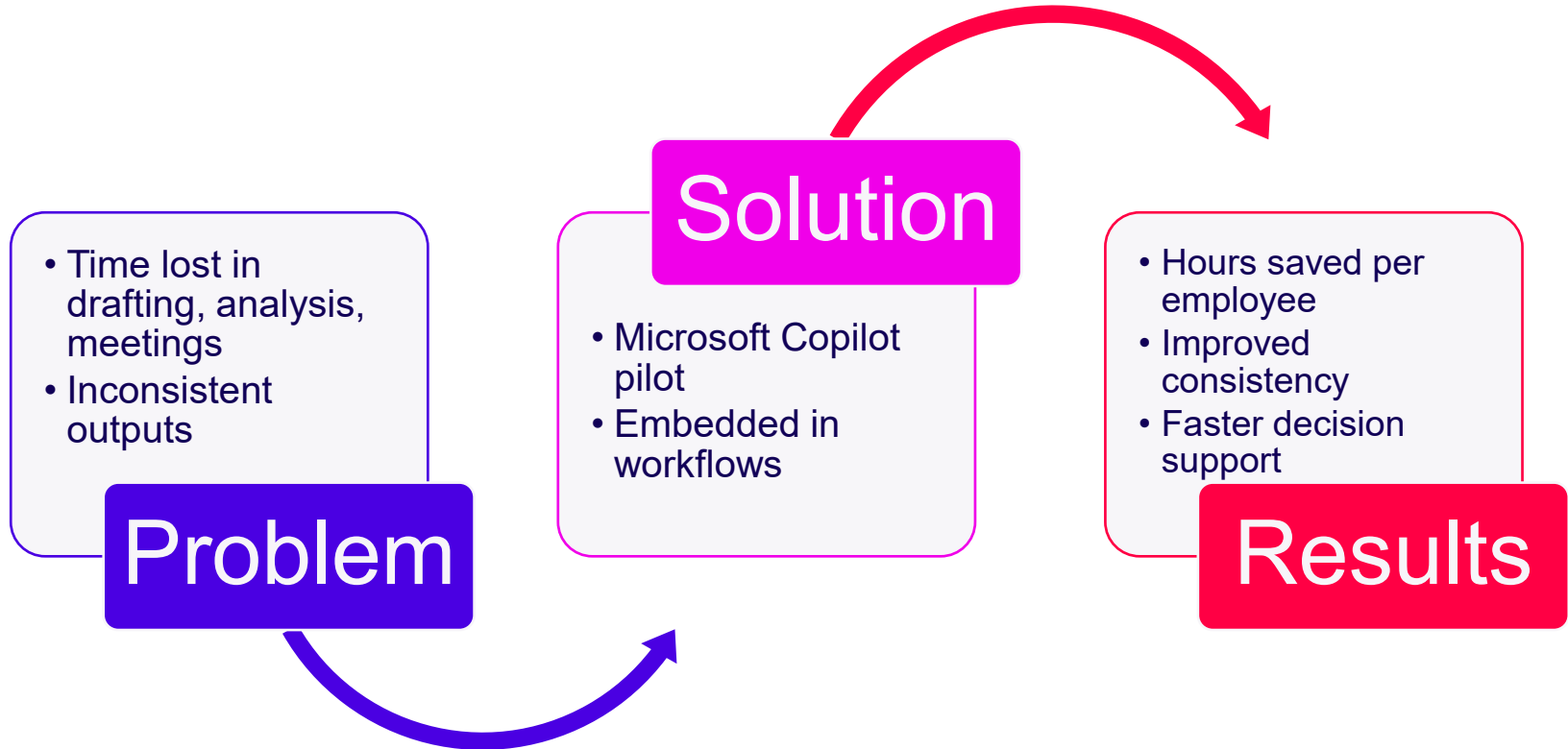
1. Talent Acquisition
2. Knowledge Work
3. Learning Strategy



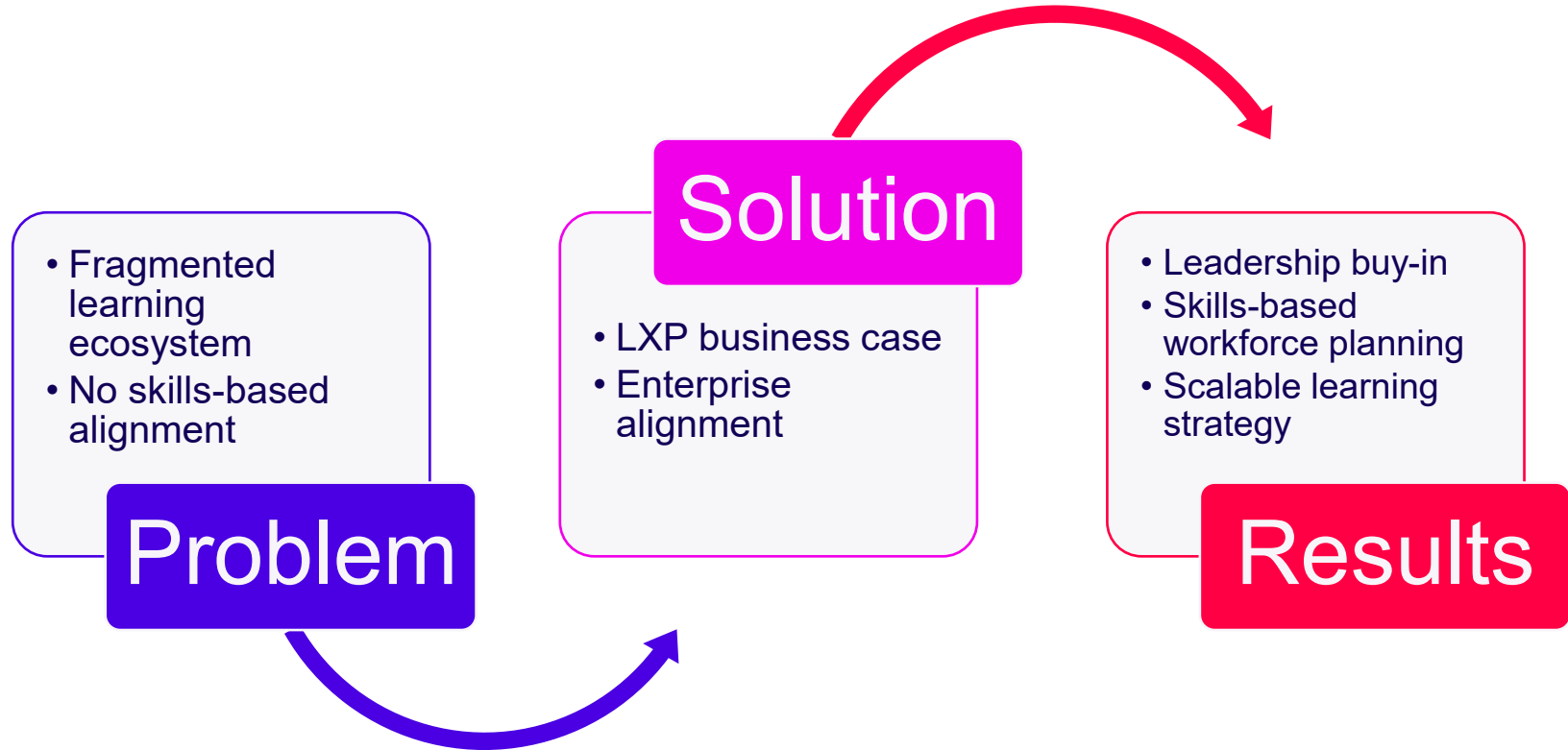
# Case Study #1 – Talent Acquisition



# Case Study #2 – Knowledge Work



# Case Study #3 – Learning Strategy



# Why AI Pilots Fail

- No process
- No ownership
- No measurement
- No alignment



# Surprise!

**What surprised us most...wasn't that AI didn't work.**

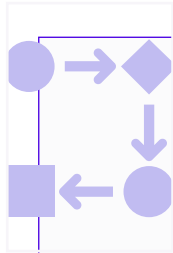
**It's that it made our broken processes more visible.**

**AI didn't create new problems. It exposed existing ones.**

**Automation scales whatever system you give it.**

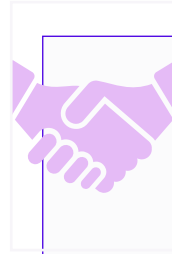
# What We Did Differently

**We didn't start with technology. We started with the system.**



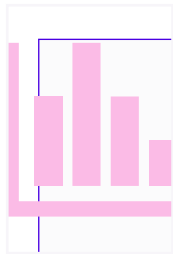
## **Process first**

→ We redesigned workflows before introducing tools



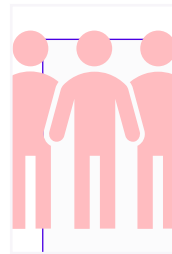
## **Co-design**

→ HR, IT, and operations built solutions together



## **Metrics upfront**

→ Success was defined before the pilot began



## **Adoption focus**

→ Behavior change mattered more than deployment

# The Business Case Formula

1. Problem → Impact
2. Current State → Cost of inefficiency
3. Future State → Measurable gains
4. Investment → ROI



# Governance and Measurement



What gets governed gets trusted. What gets measured gets scaled.

# Communicating Results Enables Adoption

## How we built momentum

- ✓ Translate into business impact
- ✓ Highlight early wins
- ✓ Make progress visible

BUILDS  
CONFIDENCE

## What drives adoption

- ✓ Clarity of expectations
- ✓ Psychological safety
- ✓ Coaching and support

Adoption doesn't come from capability. It comes from confidence.

**Results → Confidence → Behavior**

# Application

1. Action Plan
2. Defining Success
3. Key Takeaways



# Your Action Plan

When you get back to the office:

1. Map one process

2. Identify friction

3. Bring stakeholders together

4. Pilot with intent

5. Measure + share

# What Success Looks Like

## When people, process, and technology are aligned

### Faster execution

- Reduced cycle times
- Fewer handoffs
- Work moves without friction

### Better decisions

- More consistent outputs
- Stronger decision support
- Improved outcomes

### More engaged teams

- Less manual burden
- More meaningful work
- Higher ownership

### Aligned enterprise

- Shared goals
- Connected workflows
- Clear accountability

How transformation scales

Aligned systems



Confident leaders



Scaled adoption



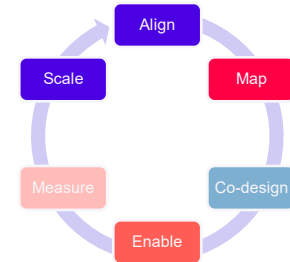
Measurable outcomes

**This is what happens when transformation becomes how work gets done.**

# If you remember one thing from today

**Transformation doesn't fail because of technology.  
It fails because of disconnect.**

- ✓ HR must act as the **integrator** across the enterprise
- ✓ AI only works when it is embedded in **process**
- ✓ **Silos** are the biggest barrier to flow and scale
- ✓ Start small, but design for **scale** from day one



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***Fix the system. Then scale the technology.***

# Continue the Conversation

If your organization is exploring:

- Workforce redesign
- Skills-based planning
- AI adoption
- Leadership confidence

I would welcome a conversation after the conference.

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