

Paper title**From Ambiguity to Action: How Healthcare Organizations Engage in Disruptive Sensemaking to Implement Generative AI Technologies****Authors and affiliation**

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Brief overview of the research

This interpretive case study of a large Florida health system examines how clinicians, administrators, and IT staff make sense of a generative-AI tool embedded in the Electronic Health Record (EHR). Analyzing 19 interviews throughout the enterprise, it identifies six interconnected “disruptive sensemaking” practices—sense breaking, demanding, specification, resourceful, risk, and future-oriented that shape AI implementation.

Why this research matters

Healthcare organizations are investing heavily in generative AI, yet many implementations stall because the human, cognitive, and organizational work of adoption is poorly understood. This study shows that success depends less on the technology than on how professionals collectively interpret it, building governance, metrics, feedback loops, and safeguards while balancing innovation against patient safety. By naming six sensemaking practices and showing how they operate simultaneously rather than in sequence, it gives leaders a practical framework for guiding AI integration and gives researchers a new lens for studying opaque, adaptive technologies, supporting safer, mission-aligned AI adoption in high-stakes clinical settings.