

Integrating AI and Balanced Scorecard for Crisis-Resilient Healthcare

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THE PROBLEM

- Healthcare crises expose governance weaknesses
- AI adoption outpaces managerial control
- Strategic alignment remains fragile

THE APPROACH

- AI integrated with the Balanced Scorecard (BSC)
- Longitudinal analysis (2019–2024)
- Three Portuguese public hospitals

AI Tools → BSC Indicators → Strategic Governance → Crisis Resilience

KEY FINDINGS

- AI-enabled BSC improves crisis responsiveness
- Predictive dashboards support early risk detection
- Governance gaps persist due to data fragmentation

WHY IT MATTERS

- Technology alone does not ensure governance
- Accountability and control remain essential
- Integrated governance is critical in healthcare crises

Keywords: Artificial Intelligence · Balanced Scorecard · Healthcare Governance · Crisis Resilience