

A light blue hand-drawn arrow points from the left edge towards the word 'Trends'. Below the word 'Healthcare', there is a light blue hand-drawn underline.

# AI Trends in Healthcare

## 2025 and Beyond

APRIL 2025

FROST & SULLIVAN

EC

WITH EXPERT COMMENTARY  
BY FROST & SULLIVAN



# How has Artificial Intelligence fared across industries in 2024?

AI is transforming industries at lightning speed and healthcare is catching up fast.

## Healthcare

**90%**

of hospitals will use AI technology for early diagnosis & remote monitoring by 2025

37.5% annual growth projected till 2030 in the US

## Finance

**91%**

of professionals have adopted or are accessing AI in 2024 across the US

## Real Estate

**82%**

of experts use AI daily to craft property descriptions

SOURCE: 2024 REPORT BY VENTION TEAMS





**"I am really excited about the promise that Artificial Intelligence brings and what it can do to enhance value from an operational point of view. We are getting to the point now where it can now be actually implemented and moreover, excited because Innovaccer really puts the customer at the center of what they do and puts AI capabilities to apply and deliver better care."**

**Luke Harris**

Sr. Director of Operations & Population Health Management





# Why this Research?

Amid rising complexity and relentless pressure, healthcare stands at a crossroad. Our survey of 105 professionals dives into how AI can transform the system.

## Our Core Objectives for this survey:

- ✓ Gauge how healthcare professionals perceive and use AI today
- ✓ Identify AI's role in easing workforce strain and improving efficiency
- ✓ Uncover AI's potential to fight burnout and streamline workflows

## Key Context for the survey conducted:

**80%**

of healthcare professionals who participated in our survey are using or willing to use AI tools

**64.76%**

of them see AI as a mechanism to reduce professional burden

**37.1%**

from the pool envision AI as a critical tool for augmenting decision-making capabilities

## Focus Areas:

- Technological adoption trends stands out as a leading challenge
- Ethical considerations when it comes to adopting AI
- Potential impact of AI on administrative tasks, diagnostics, and patient care
- Strategic insights for AI integration in healthcare settings



# Who were Surveyed?

To ensure the relevance and accuracy of the insights, the survey targeted a specific cohort within the healthcare industry:

## Participants

105

professionals employed in a healthcare provider setting

Employed in

USA

Age

18+

## Participating organizations:

73

Organizations responded

Participants were selected if they were in any of the following category of organizations at the time of the survey:

- Academic Medical Centers and University Hospitals
- FQHCs (Federally Qualified Health Centers) and Community Clinics
- General and Specialty Health Systems
- Government/Public Health Services
- Hospitals and Medical Centers
- Pediatric Medicine Practices
- Private Practices and Specialty Clinics
- Specialty Care Providers

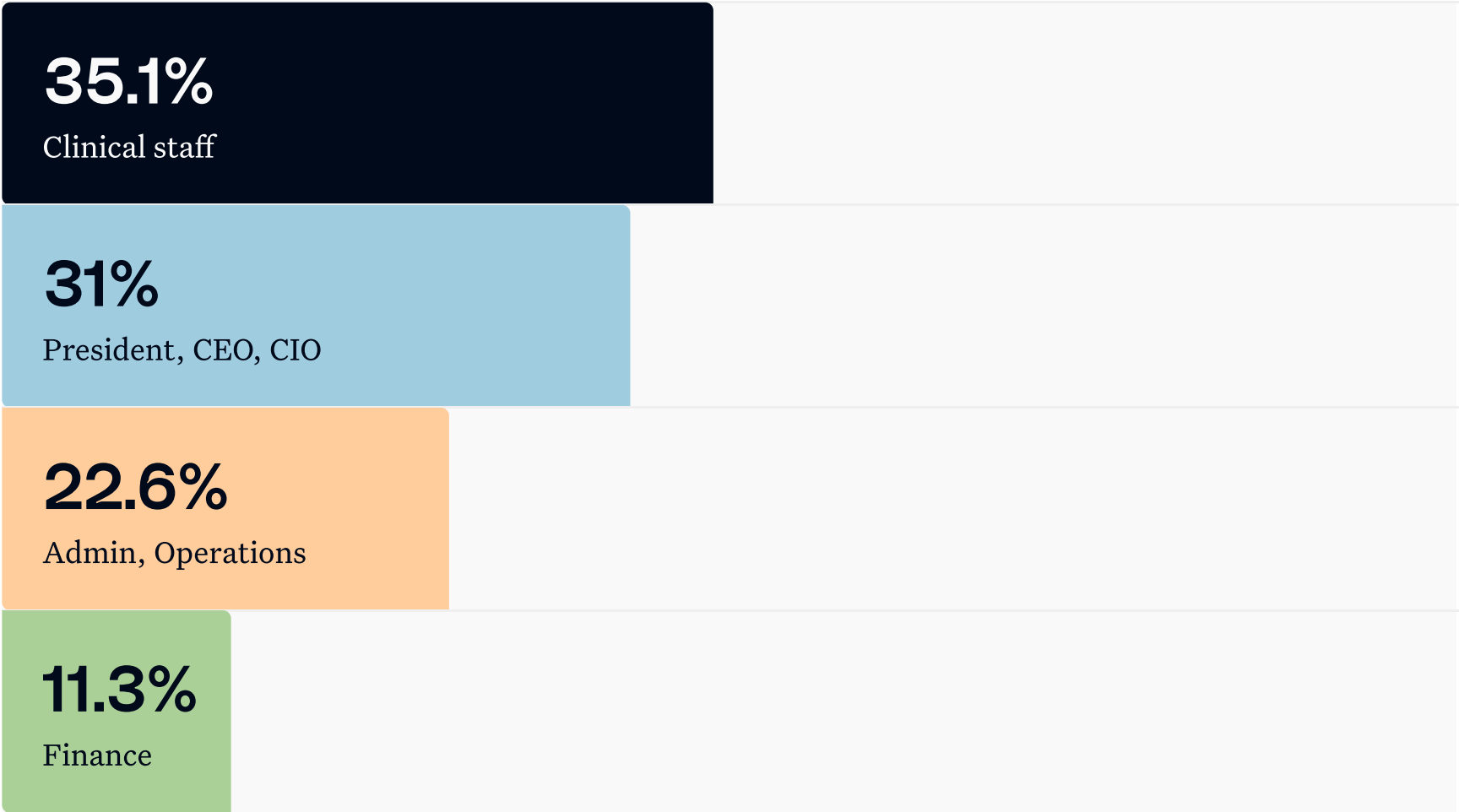
SOURCE: SURVEY FINDINGS



# 105 Healthcare Professionals from Various Levels Participated ①

The insights gathered reflect the perspectives of key decision-makers, including functional departments.

This diverse representation offers a robust snapshot of current attitudes and trends in healthcare AI adoption.

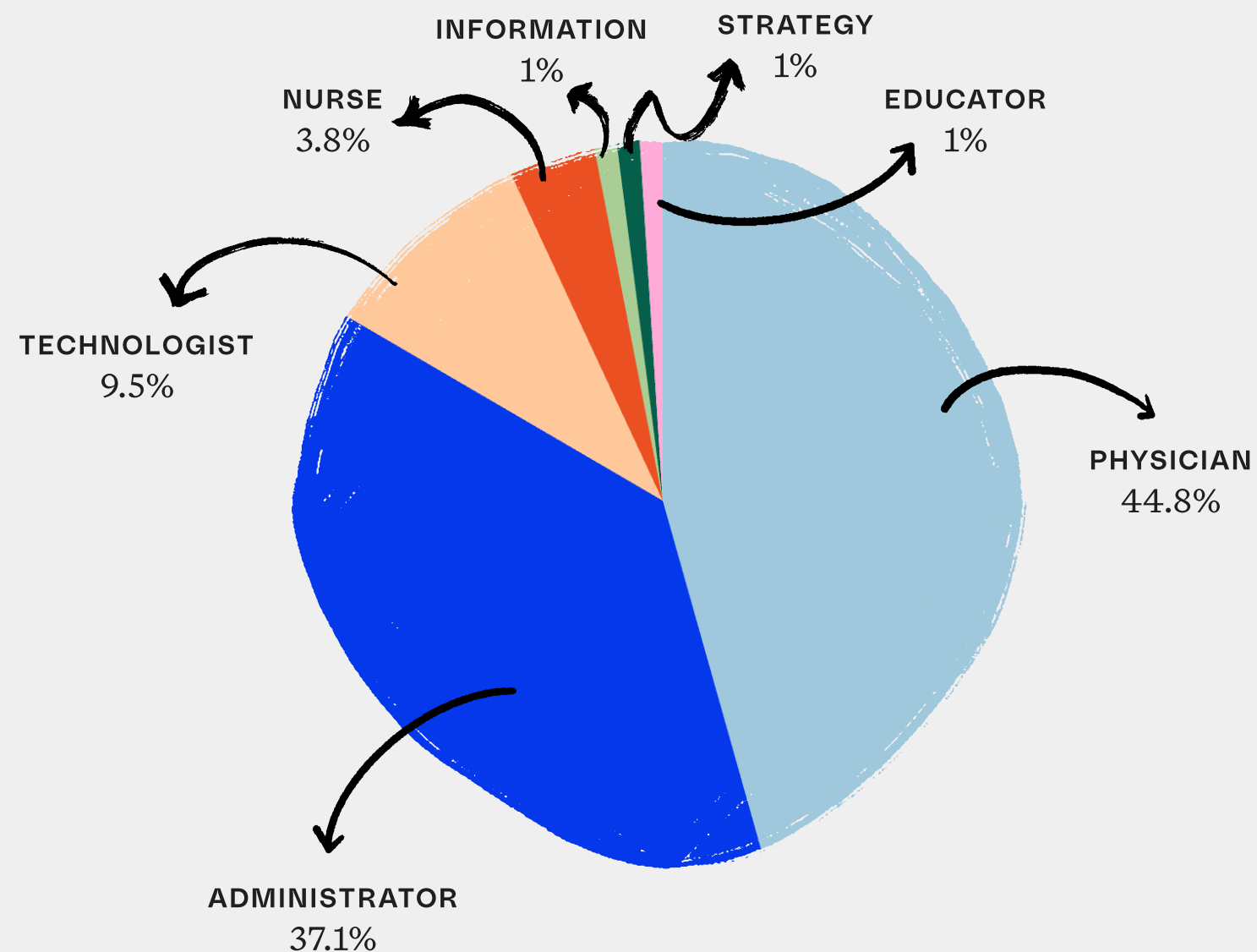


\* Clinical staff includes healthcare professionals who are directly involved in providing patient care or supporting clinical operations. This includes following for this survey:

Physicians: Medical doctors, specialists, and surgeons.  
Nurses: Registered nurses (RNs), nurse practitioners (NPs), and licensed practical nurses (LPNs).  
Physician Assistants (PAs): Medical professionals who provide care under the supervision of physicians.  
Certified Nursing Assistants (CNAs): Assist with daily patient care under the direction of nurses.  
Allied Health Professionals: Includes a wide range of professionals like dietitians, phlebotomists, paramedics, and clinical social workers.



**A breakdown of the 105 respondents from 73 healthcare organizations who participated in our survey**



# Executive Summary

The healthcare industry stands at a critical juncture, confronting unprecedented challenges of workforce strain and technological transformation. Our comprehensive survey of 105 healthcare professionals\* reveals a sector poised at the intersection of innovation and necessity.

## Key Findings:

- **81.63%** of physicians and **78.79%** of administrators are eager to embrace AI tools
- **64.76%** view AI as a critical solution to reduce professional burden
- **37.1%** envision AI as a tool to augment decision-making capabilities

## Burnout and Technology: A Complex Landscape

- Over **80%** of healthcare professionals see AI as a potential assistant, not a replacement
- **46.93%** of physicians & **43.58%** of administrators prioritize automated administrative systems
- Ethical concerns remain paramount:
  - Patient privacy
  - Potential algorithmic bias

## The Transformative Potential

When AI is strategically integrated across multiple operational areas, healthcare professionals see\*:

- Reduced administrative burden
- Enhanced workflow efficiency
- Improved decision-making capabilities

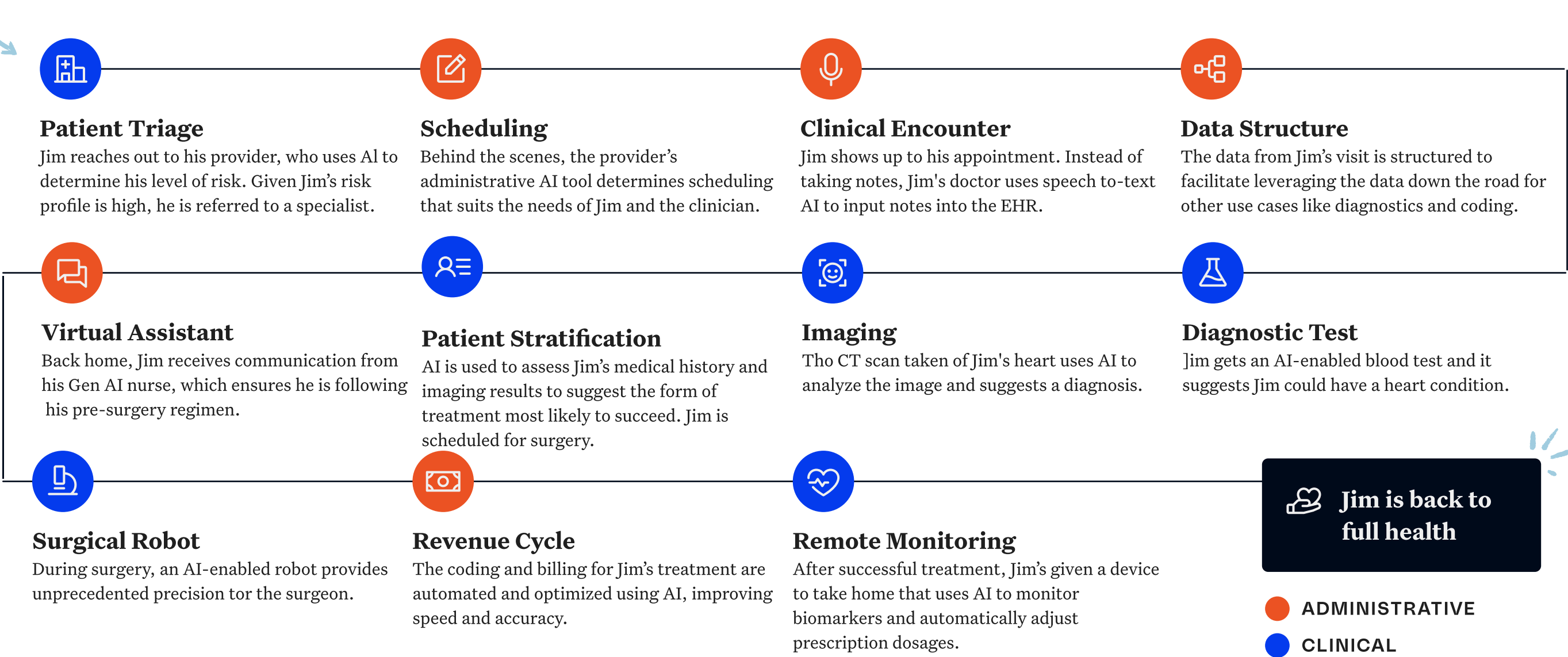
SOURCE: SURVEY FINDINGS



AI is emerging as a collaborative partner – designed to support healthcare professionals, not supplant human expertise.

# Before we proceed, let's take a quick look how AI can play an imperative role in a patient's care journey

Lets take a look at Jim, a patient who isn't feeling well . His feet are often numb, and he decides to seek help:







**"AI is exciting! We are at a watershed moment in human history with AI being able to replace some of the things that we have always done in a tedious manual fashion. It almost goes back to the industrial revolution and what it did for mankind."**

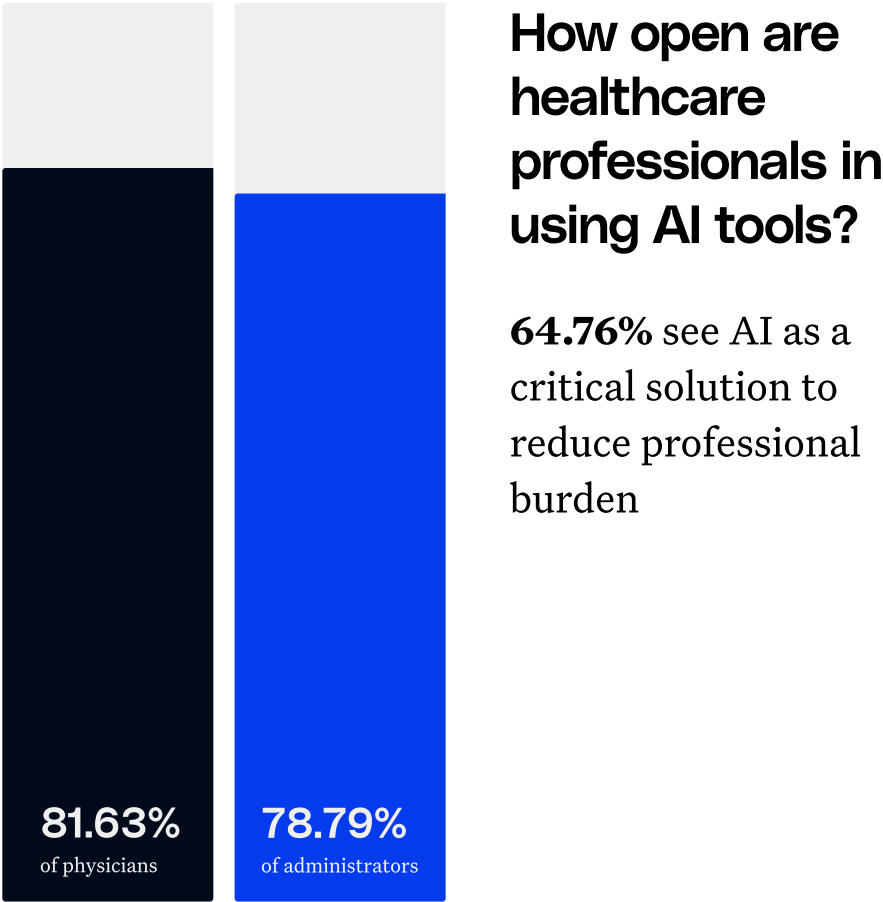
**Matt Hall**

Executive Director IT





# Technology Adoption in Healthcare: AI as a Strategic Enabler

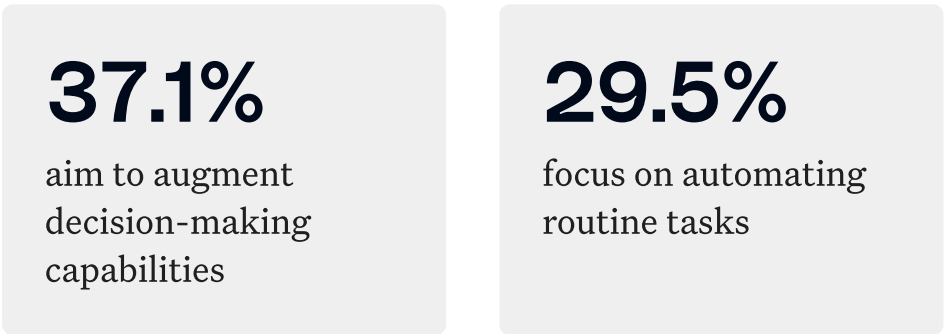


How open are healthcare professionals in using AI tools?

64.76% see AI as a critical solution to reduce professional burden

## Strategic Priorities for AI Implementation

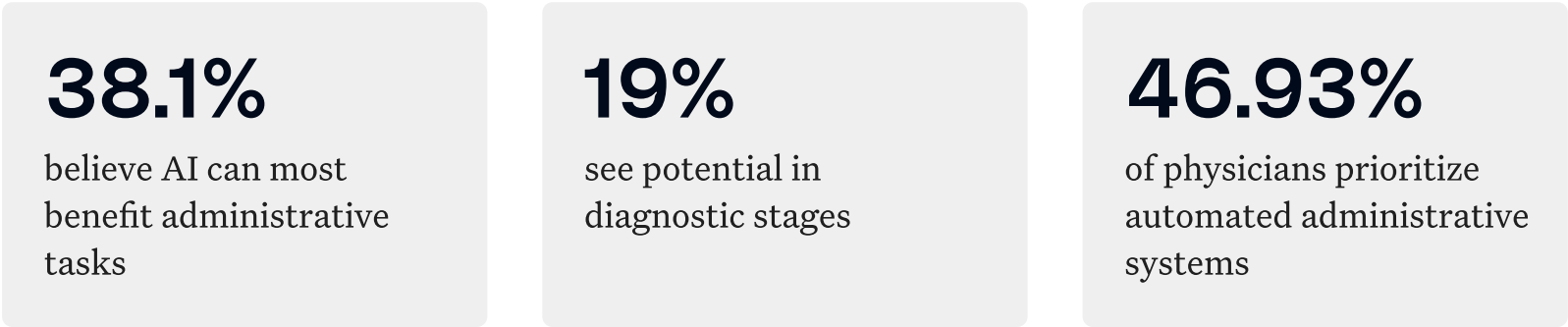
Workforce Relief and Efficiency



**Key Focus Areas:**

- Administrative tasks optimization
- Routine process automation
- Workflow simplification

AI Impact on Patient Journey



# AI Decision-Making Landscape

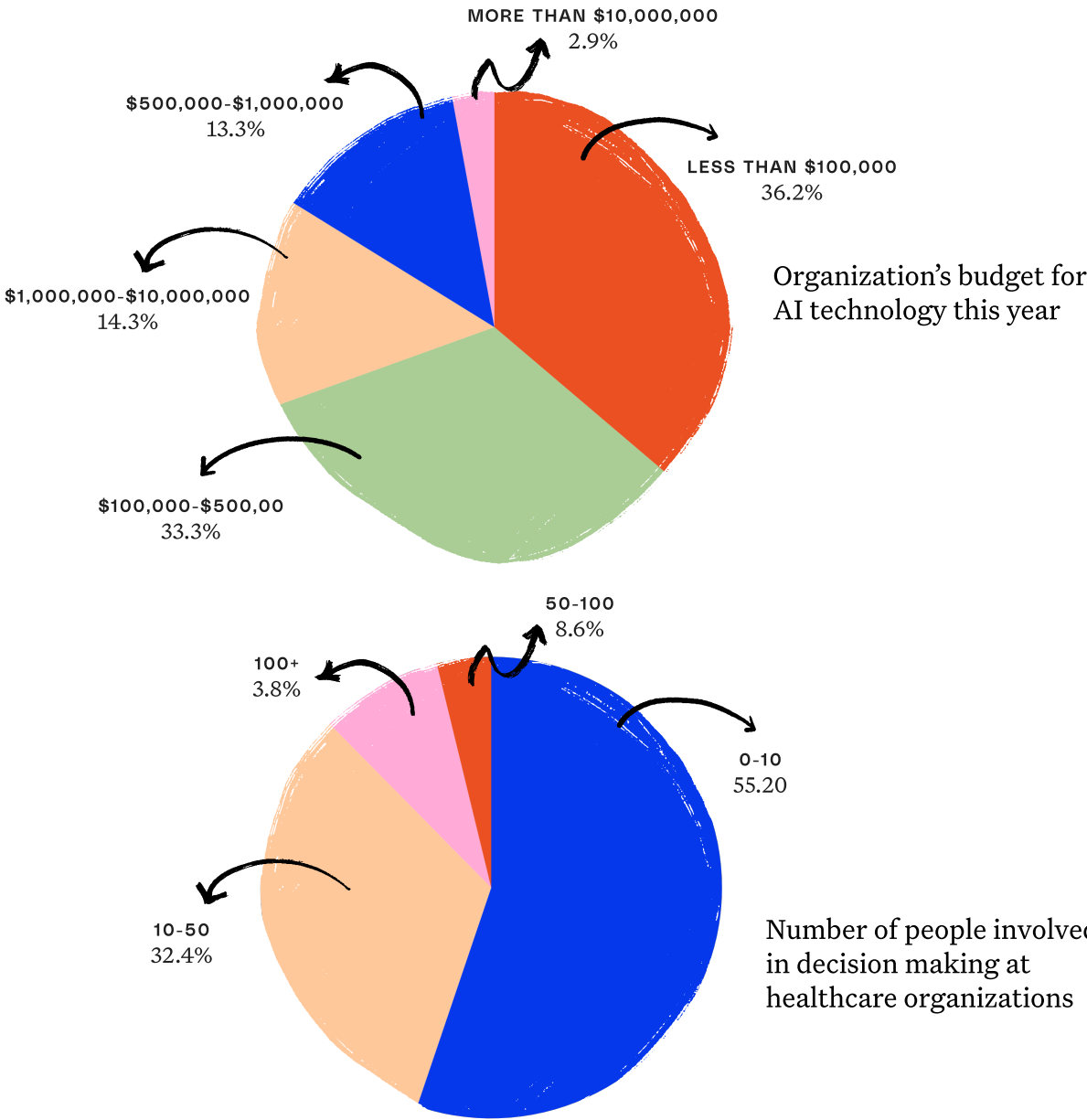
63.8%

of healthcare organizations that participated in our survey said they are allocating budget for AI tools

87.6%

of AI decisions are made by 1-50 senior leadership executives which reflects on a concentrated strategic approach to AI implementation across healthcare organizations

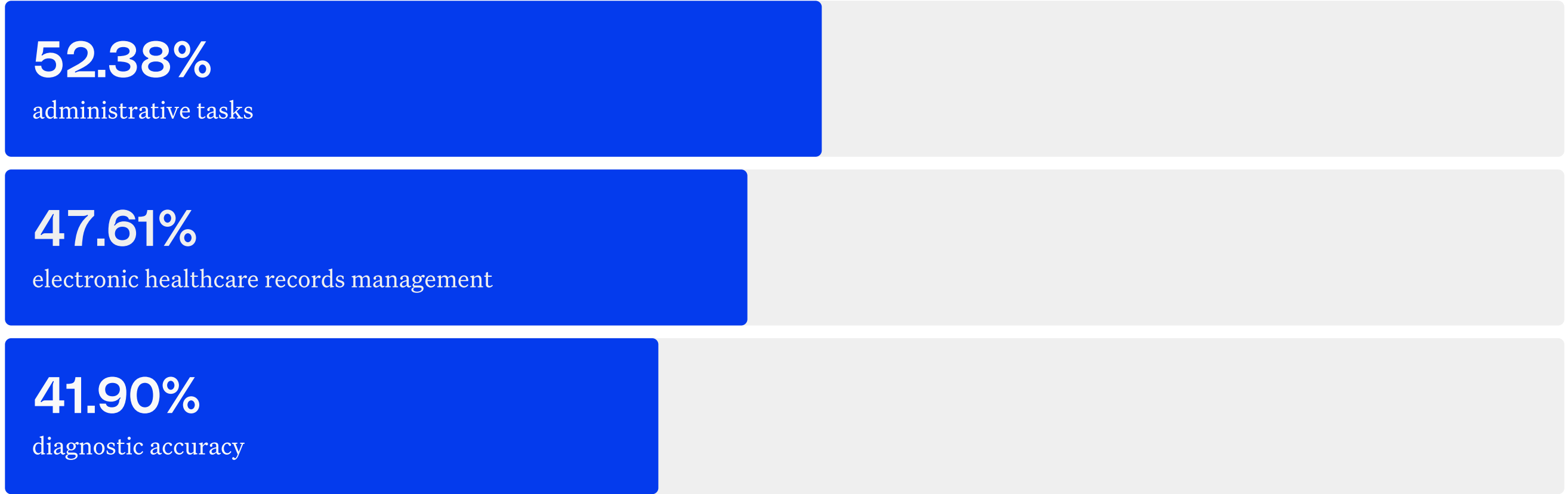
Both physicians (46.93%) and administrators (43.58%) agree on one priority: investing in automated administrative systems. This shows a unified vision for efficiency.



SOURCE: SURVEY FINDINGS



# What are the Key Areas where AI will have the Most Impact in 2025?



SOURCE: SURVEY FINDINGS

Healthcare professionals are willing to not just adopt AI; but also shape its evolution, transforming it into a trusted partner that redefines patient care.



# While AI Poses Risks, its Success in Healthcare Depends on Aligning Trust with Technology

Our survey reveals a profession at a thoughtful pause, carefully weighing the promises and perils of AI integration.

## The Privacy Paradox

Imagine a world where patient data flows seamlessly, yet silently. While technology offers unprecedented efficiency, healthcare professionals stand guard:

18% of physicians and 31% of administrators raise the privacy flag

## The Bias Beneath the Algorithm

Beyond privacy, a deeper concern ripples through the healthcare community. 24% of healthcare professionals are acutely aware that algorithms are not infallible –

They carry the potential for hidden biases that could inadvertently perpetuate healthcare inequities.



**"AI, specifically Gen AI, will require significant trust from the end users before it is implemented in the clinical space.**

**Currently, the technology supports operational, administrative, and financial workflows, but to bring it into the clinical workflows would require partnership-based efforts from providers and vendors to validate the model and ensure continuous accuracy."**

**Dr. Rishi Pathak**

Global Director, Healthcare & Life Sciences

F R O S T & S U L L I V A N



# 5 Key Action Areas for Healthcare Leaders in 2025

## 1. Redefine Care with Collaborative AI

Shift the narrative from AI as a tool to AI as a collaborative partner. Empower clinicians to use AI for precision diagnostics, real-time decision support, and proactive patient engagement, while ensuring it augments—not replaces—human judgement.

## 2. Lead the Ethical AI Revolution

Be the architect of trust by demanding transparency in AI algorithms. Advocate for systems that provide clear reasoning behind decisions and actively address biases to ensure equitable outcomes across patient demographics.

## 3. Govern with Precision

Establish robust AI governance frameworks that align with evolving regulations. Create cross-functional oversight committees to continuously monitor compliance, mitigate risks, and adapt to new regulatory landscapes like AI Act proposals or updated HIPAA guidelines.

## 4. Future-Proof Your Workforce

Invest in re-skilling clinical and administrative teams for an AI-enabled future. Introduce AI literacy programs that foster critical thinking, enabling professionals to question and validate AI outputs. The goal: human expertise elevated by machine intelligence.

## 5. Shape the Ecosystem, Not Just Your Organization

Collaborate beyond the walls of your organization. Engage in partnerships with vendors, regulators, and peer institutions to co-create interoperable AI systems, share best practices, and set industry standards for innovation and safety.



# About Innovaccer Provider Productivity Solution Suite

## Pre Visit Summary

Equip providers with concise, AI-generated summaries of patient medical histories, recent visits, and key health indicators before each encounter, ensuring informed and efficient consultations.

## Ambient Scribing

Leverage AI to transcribe, analyze, and generate comprehensive medical documentation from provider-patient conversations, reducing the administrative burden and allowing providers to focus on patient care.

## Clinical Decision Support

Standardize care pathways and review potential diagnoses with context-aware recommendations informed by the Data Activation Platform

## Referral Agent

Automate your referral workflow end-to-end, ensuring your patients get connected with the right specialists efficiently.

## Protocol Intake Agent

Streamline patient intake without losing the human touch.

# About Innovaccer

95+  
customers

80+  
EMRs connected

60+  
Payers Connected  
across LOBs

96,000+  
providers

\$11B+  
At risk Medicare  
dollars on platform

\$1B+  
healthcare cost  
savings\*



2024: #1 PHM rated vendor by Black Book  
2023: #1 Client-rated vendor in PHM 2023 survey report  
2022: #1 End-To-End Hospital System Population Health Technology Platform  
2021: #1 Highest User Experience and Outcomes  
2019: #1 Client Rated under “Data Integration Tools” and “Interoperability Solutions”



#1 Customer Relationship Management (2024)  
#1 Data & Analytics Platform (2023, 2022)  
#1 Population Health Management (2021)

## Awards and Certifications



Scored 100/100 by SecurityScorecard  
Top of KLAS for cyber security



*\*Healthcare cost savings (in USD) \$1B+ in cumulative cost savings by Innovaccer customers participating in the Medicare Shared Savings Program*

## Select Customers



## Global Recognitions



# Methodology

This survey was conducted online within the United States by Innovaccer between October 15-November 30 2024, among 105 professionals employed in a healthcare provider setting.

All sample surveys and polls, whether or not they use probability sampling, are subject to multiple sources of error, including sampling error, coverage error, non-response, question wording, and post-survey adjustments. Therefore, Innovaccer has avoided the term "margin of error," as it can be misleading. Theoretical sampling errors assume pure, unweighted, random samples with a 100% response rate, which is rarely the case in practice.

Respondents for this survey were selected from individuals who have agreed to participate in online surveys.

SOURCE: 1 SURVEY FINDINGS