Definitive Healthcare AI study

To understand artificial intelligence (AI) adoption at healthcare organizations and AI's potential to impact care delivery, Definitive Healthcare surveyed healthcare providers and executives in physician groups, hospitals, and health systems. The survey was conducted from September to October 2023. Below are key highlights of the study.

AI usage and plans

38%
Currently use AI

42%
Have plans to use AI in the future

Top uses of AI in healthcare

57%
Process or workflow improvement

27%
Computer-aided image detection for disease states

25%
Care guideline consultation/ suggestive care options

AI is gaining momentum among provider organizations, with usage climbing to 38% in 2023, up from 31% in 2022. Hospital-based respondents report higher use of AI (55%) than outpatient facilities (25%).

Barriers to using AI in healthcare
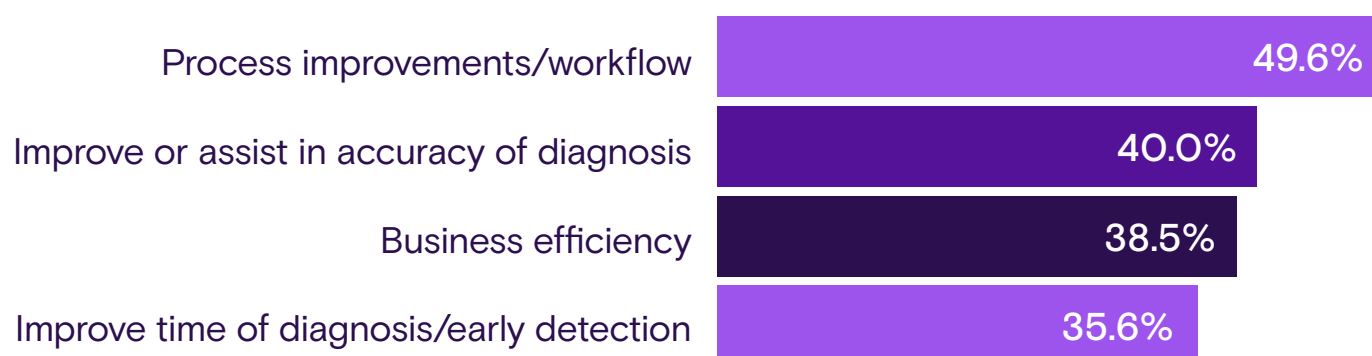
ADDITIONAL HURDLES HEALTHCARE ORGANIZATIONS FACE

46%
Say cost is the biggest hurdle to implementing and using AI

30%
Lack of strategic direction
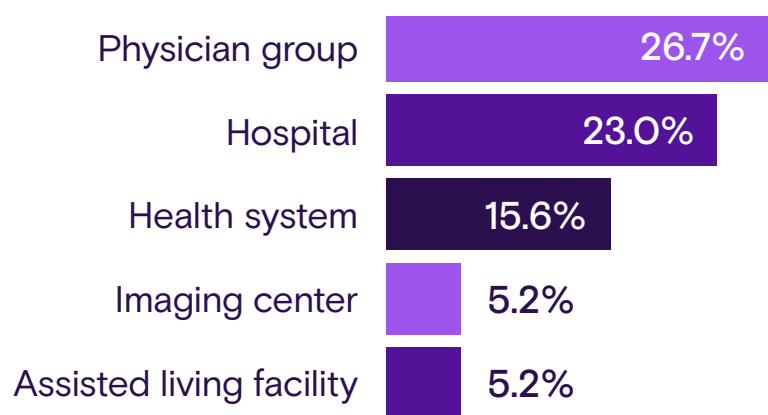
30%
Lack of necessary IT infrastructure

29%
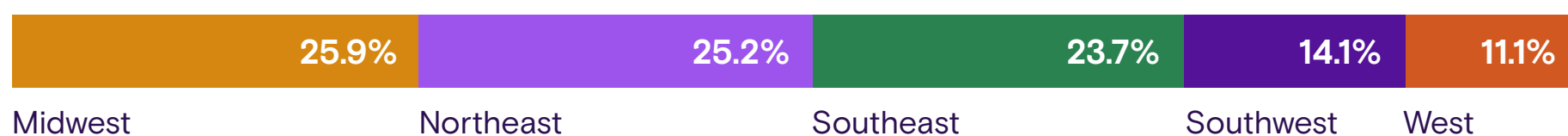Lack of technical expertise

Greatest impact of AI use

Process improvements/workflow	49.6%
Improve or assist in accuracy of diagnosis	40.0%
Business efficiency	38.5%
Improve time of diagnosis/early detection	35.6%

About the respondents

ORGANIZATION TYPE

Physician group	26.7%
Hospital	23.0%
Health system	15.6%
Imaging center	5.2%
Assisted living facility	5.2%

TOP ROLES/SPECIALTIES

Medical/quality/care management	39.3%
Operations	17.0%
Chief executive/president/administrator	10.4%
Imaging/radiology	8.9%
Information technology	8.9%
Marketing/business development	5.9%
Laboratory	3.7%

REGION

Midwest	Northeast	Southeast	Southwest	West
25.9%	25.2%	23.7%	14.1%	11.1%

What it all means

AI is making its mark on provider organizations, with applications ranging from business operations to patient care. Process and workflow improvement is the leading area for both current and planned AI use, with respondents believing it will have the greatest impact on patient care. However, financial and infrastructure constraints pose hurdles to AI's widespread adoption among healthcare organizations. For more information, read the full AI in healthcare report.

DEFINITIVE HEALTHCARE