

Artificial Intelligence in Healthcare

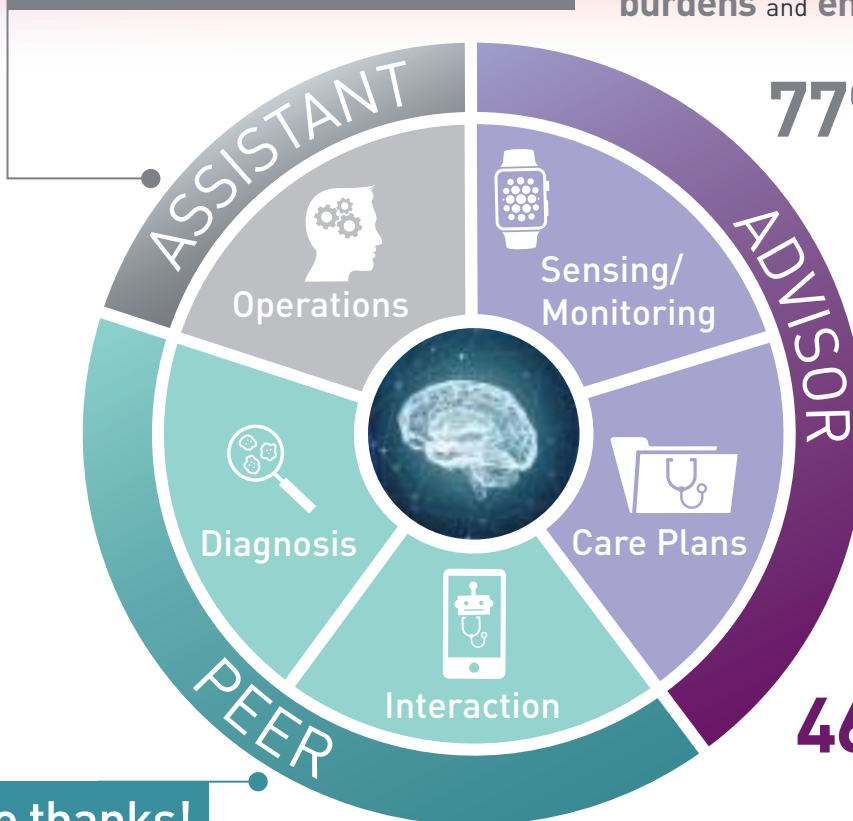
2018 RESEARCH

ZS research has found that patients and doctors are growing more comfortable with AI

ZS recently spoke with 400 patients and 400 doctors, as well as IDN executives and payers, to find out what these healthcare stakeholders think of AI's potential role in care delivery and to set a benchmark for where the U.S. healthcare ecosystem's appetite for AI currently stands. It's no longer a question of when artificial intelligence will arrive in U.S. healthcare delivery. AI is already here—albeit mostly in back-office functions. In fact, 80% of the doctors we surveyed are using some form of AI in their practice (and 26% are required to use AI). Here's what we learned from our 2018 AI in Healthcare study.

AI as an assistant? Sure!

Hospital executives and physicians are **outsourcing administrative burdens** and **emergency department operations** to AI



77% of physicians are supportive

63% of patients are supportive

Many doctors believe that AI can convert EHR data into valuable insights.

AI as an advisor? Maybe.

Physicians and patients hope that AI can **reduce medical errors** and **provide higher-quality care**

43% of physicians are supportive

46% of patients are supportive

Simultaneously, they're skeptical of AI's accuracy in the clinic.

AI as a peer? No thanks!

Physicians and patients have a **visceral and emotional reaction** to AI impacting the **doctor-patient relationship**

18% of physicians are supportive

20% of patients are supportive