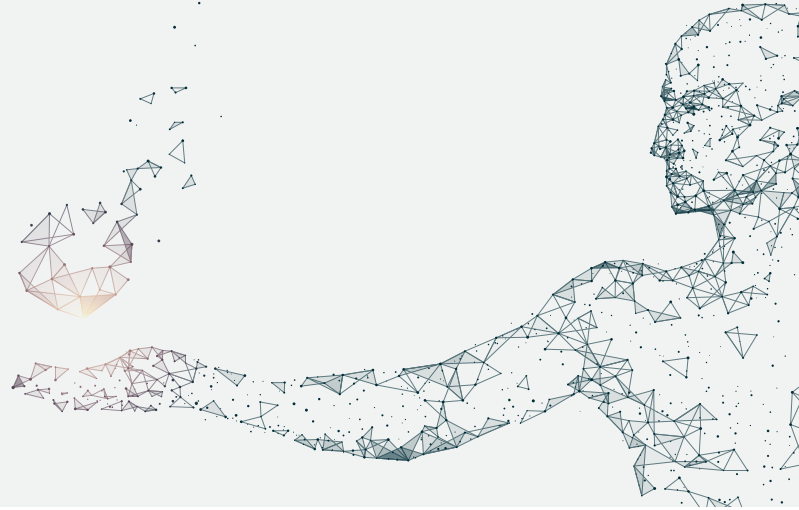


OptumIQ Annual Survey on AI in Health Care

FACT SHEET



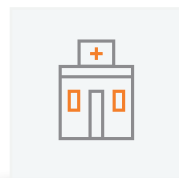
METHODOLOGY

A custom survey was sent to 500 senior health care industry executives.



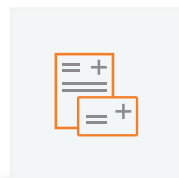
VP + C-level (CEO, COO, CFO, CTO, CMO)

Hospitals, clinics
& health systems



Life sciences
organizations

Health plans



Employers

Quotas set for statistical significance for 4 organization types: 1. Hospitals, including but not limited to ACOs and health systems; 2. Health plans/health insurance companies; 3. Life sciences organizations; 4. Employers, including but not limited to pharmaceutical, and medical device manufacturers.



Health industry leaders are optimistic about AI with more than three quarters responding they are actively implementing or have plans to implement an AI strategy.

- **94 percent** agree that AI technology is the most reliable path toward equitable, accessible and affordable health care.
- **75 percent** are currently in the process of, or are going to, implement an AI strategy.



A positive ROI can be seen in the steps ahead

- **91 percent** of respondents are confident their organization will see a full return on investment in AI technology or services.
- The average AI implementation is estimated to cost **\$32.4 million over five years**.
- **The majority (65 percent)** of respondents do not expect to see a ROI before four years with the average expected period being five years.



Hiring and training employees for AI is a top priority

- **92 percent** agree that hiring candidates who have experience working with AI technology is a priority for their organization.
- **45 percent** estimate that more than 30 percent of new hires will be in positions requiring engagement with or implementation of AI in the next 12 months.



Health organizations are investing first in automating business processes, such as administrative tasks or customer service (43 percent), followed by:

- Detecting patterns in health care fraud, waste and abuse (**36 percent**); and
- Monitoring users with Internet of Things devices, such as wearable technology (**31 percent**).

Methodology: The OptumIQ Annual Survey on AI in Health Care was conducted by Wakefield Research (www.wakefieldresearch.com) among 500 senior health care industry executives defined as those VP level+ working in the health care industry and includes C-level titles (CEO, COO, CFO, CTO, CMO), between September 12 and September 25, 2018, using an email invitation and an online survey. Results of any sample are subject to sampling variation.



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