Artificial intelligence adoption and investments growing rapidly among health industry leaders

An 88% increase in respondents whose organizations have implemented artificial intelligence (AI) compared to 2018.

Nine in 10 leaders are confident they will see a return on investment in AI sooner than previously expected — half say in less than three years. They also expect to invest more — representing an average industry net increase of $7.3 million compared to 2018.

AI initiatives are expected to streamline work and create more job opportunities.

$7.3 million
A deeper look at the 2019 survey findings:

A positive return on investment (ROI) will take less time than previously expected

- Half (50%) of respondents expect to see tangible cost savings resulting from AI investments in three years or less, compared to 31% in 2018.
- More hospitals (55%) and health plans (52%) expect to see a positive return in three years or less. Life sciences executives (38%) anticipate it taking five years or longer.

AI implementation is advancing

- Sixty-two percent report having implemented an AI strategy — an increase of nearly 88% compared to 2018 (33%).
- Twenty-two percent report being at late stages of AI strategy implementation.

A higher level of trust in AI for administrative over clinical applications

- High levels of trust in AI for both clinical and administrative tasks overall. When asked to rank specific applications, more administrative applications were selected (62%) over clinical applications (38%).
- Four out of five of the top-ranked applications were administrative.

Administrative process improvements top the list of investment priorities

- Fifty percent of organizations will invest first in automating business processes, such as administrative tasks or customer service.
- More than a third (36%) will invest in personalizing clinical care recommendations, such as drug therapies, and the same percentage (36%) also will invest in accelerating research for new therapeutic or clinical discoveries.

AI to create more employment opportunities and drive job growth

- Fifty-two percent of leaders expect AI to create more work opportunities.
- Eighty-seven percent agree that hiring candidates with experience in AI technology is a priority.
- Eighty-nine percent agree employees are not getting trained quickly enough to keep up with AI growth.
- Ninety-one percent estimate that 10 to 50% of new roles will require AI experience.

For additional insights on AI in Health Care, please visit optum.com/iq.
Methodology
A custom survey was sent to 500 senior health care industry executives.

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