

## Artificial Intelligence in Health Care

**Confidence is high among health care industry executives that AI technologies will drive more access and affordable care.**

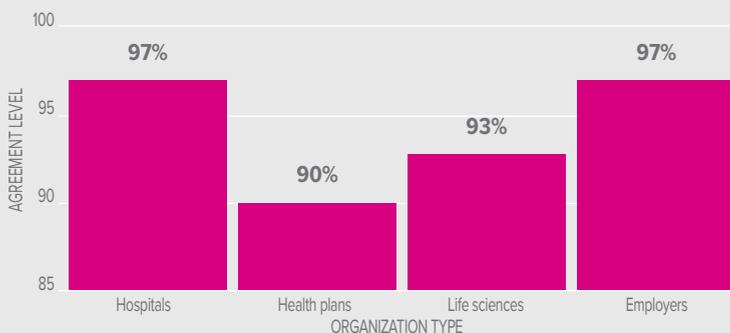
Across the health care industry, providers, payers and other stakeholders have been challenged to reduce costs while improving quality outcomes, the patient experience, and care. Increasingly, artificial intelligence technologies are seen as the solution that will help the industry achieve these goals and move toward a better future.

In fact, an OptumIQ Annual Survey of 500 senior health care leaders from health plans, hospitals, life sciences organizations and employers recently sought to better understand attitudes toward implementing AI in health care and the barriers to adoption. It found that many industry executives are optimistic about AI's potential and are already working to implement it into their organizations.

The expectations of how AI can benefit health care are high and at the same time some years ahead. However, as the survey data shows many organizations are taking measured steps forward to prepare for and realize the benefits of AI sooner than later. In fact, AI has already been effectively applied to help alleviate non-clinical tasks today. In many areas of hospital operations, AI promises to streamline and automate processes, freeing up clinicians' and caregivers' time to do what they do best—focus on human-to-human care. To learn more about how your organization can get started with AI, visit [optum.com/iq](http://optum.com/iq).

### The health industry is optimistic about and investing in AI

Ninety-four percent of respondents agree that AI technology is the most reliable path toward equitable, accessible and affordable health care.



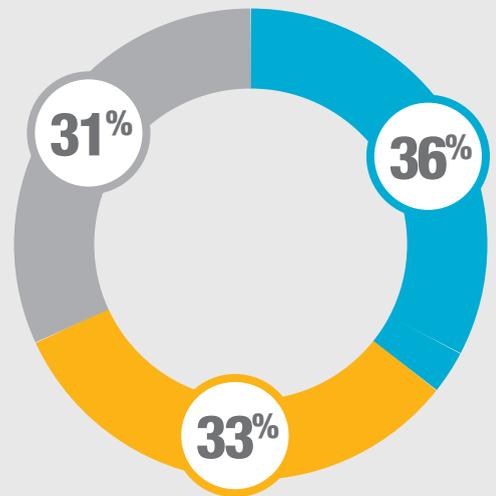
### Methodology

The OptumIQ Annual Survey on AI in Health Care was conducted by Wakefield Research ([www.wakefieldresearch.com](http://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 Sept. 12 and Sept. 25, 2018, using an email invitation and an online survey. Results of any sample are subject to sampling variation.

### Leaders agree that AI will transform how health care operates

Thirty-six percent of health care leaders expect AI will improve the patient experience; 33% anticipate AI will decrease per-capita cost of care; and 31% believe AI will improve health outcomes.

- Improve patient experience
- Decrease per capita cost of care
- Improve health outcomes



### KEY TAKEAWAYS

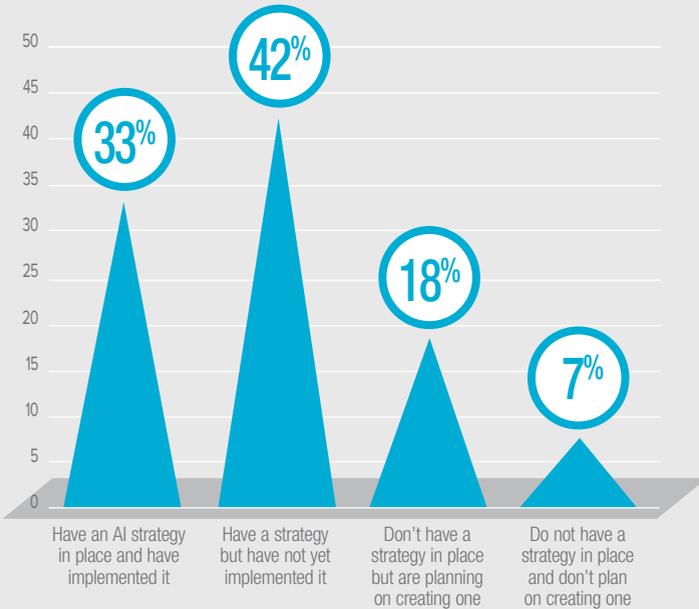
- The **health industry is optimistic about AI**, with the majority reporting they have begun or are planning to implement an AI strategy
- Many organizations see potential in AI, especially to **improve the patient experience**, but progress varies by the type of health organization
- Finding and **attracting AI talent** is and will continue to be a priority

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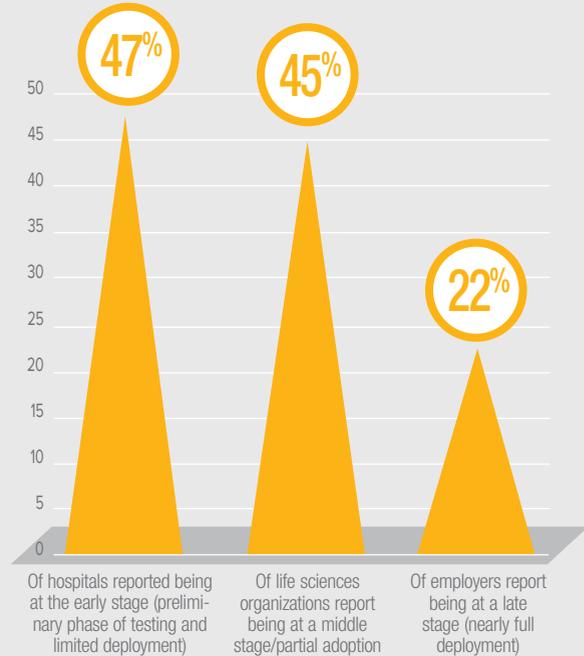


### AI is already in place, or being implemented, but progress varies

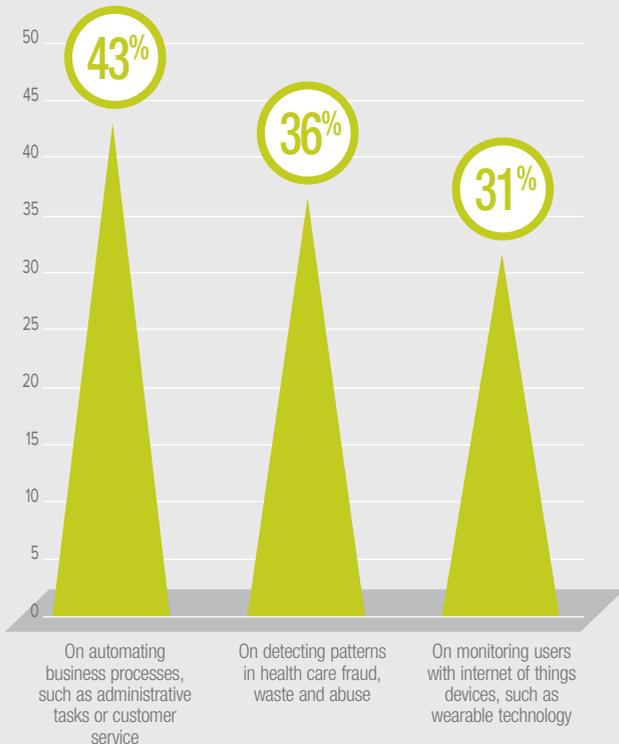
Seventy-five percent of respondents are currently in the process of or plan to implement an AI strategy. Almost half of hospital respondents (45%) reported having a strategy but have not implemented it yet. Of the total respondents:



### Implementation progress across the industry



### Health care leaders are investing in the first wave of AI implementation to solve immediate business problems



### Responders are confident they will see a Return on Investment (ROI), but not immediately

Ninety-one percent of respondents are confident their organization will see a full ROI in AI technology or services. Of that group, insurers and employer respondents were most confident, tied at 91% (confident and somewhat confident), while hospital respondents were somewhat less confident at 88% (confident and somewhat confident).

The majority (65%) of respondents do not expect to see an ROI before four years, with the average expected period being five years. On average, organizations expect to invest \$32.4 million over five years.

