
Will Health Systems Accelerate Their Use of AI to Overcome Challenges?



The Health Management Academy (The Academy) conducted a recent survey selecting executives to participate who have a strong familiarity with strategic decisions concerning AI solutions at their respective, leading health systems.

The survey highlighted that almost half of executives (47.5%) are certain their health system is currently using AI solutions for the workforce. Whilst 52.5% of executives reported their health system is currently considering AI solutions to assist the workforce.

Given the severity of healthcare workforce shortages, many executives are relying on AI solutions to fill gaps and improve productivity. Among the percentage of respondents who see their health system currently using AI solutions for the workforce, 84.5% expect a moderate to significant increase in the next three years.

The back office, which often includes revenue cycle, human resources and/or supply chain management, are areas typically proven to provide quick financial wins through cost savings. At least three-fourths of executives stated that their health system is using or will be considering AI for revenue cycle management.

Although only 15% of executives reported their health system uses AI for nursing, an overwhelming 82.5% of executives are considering this option to support their staff.

One executive stated, "we are prioritising where we can impact the biggest labor pain points. This is mostly in nursing".

There is an increasing level of interest in health systems using conversational AI, including chatbots. 27.5% of executives stated their health system currently uses conversational AI solutions, whilst 72.5% of executives agreed that their health system will be considering it.

Source: [The Health Management Academy](#)

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