

Trust in AI

Actions and attitudes
around AI adoption

**Healthcare professional
results overview**



Trust in AI: Healthcare professional results

AI could be a key tool to alleviate pressure on the global healthcare sector by facilitating early and accurate diagnosis, helping to treat patients more effectively and reducing workload by automating some tasks. Indeed, 62% of healthcare leaders anticipate AI being used to improve productivity and efficiency, a higher proportion than any other sector.

Yet across all elements of the International AI Maturity Index, the sector ranks last, scoring 1.33 overall. While the score is slightly raised by positive attitudes towards training, communication and safety, overall healthcare is strikingly behind.

Numerous factors may have influenced the results, including whether healthcare leaders were primarily thinking of automation tools and electronic health records, or medical technology and AI enabled devices when they answered the questions.

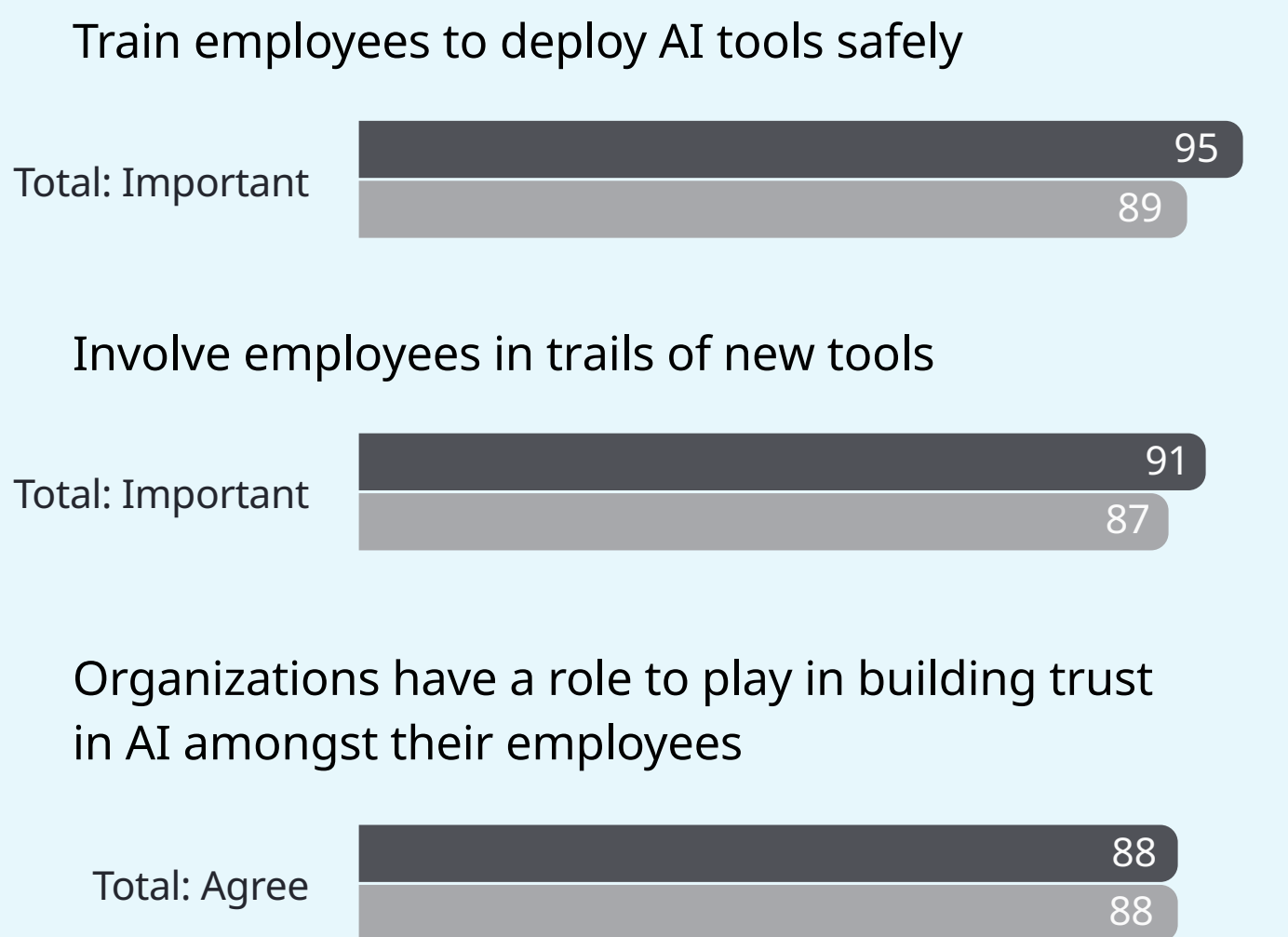
Nevertheless, it is notable that only 60% of healthcare leaders say their organization is investing in AI, compared to an average of 81%, with 46% saying their organization is not currently investing the right amount. Just 54% think their organization encourages the use of AI, compared to the 77% average, and only 16% say an AI strategy is in place, strikingly below the 44% average figure.

Anticipate the use of AI

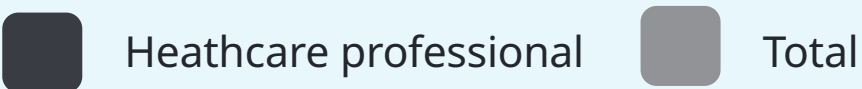


Response by sector %

Employee engagement



Response by sector %



Notably, only 60% of those in the sector have greater trust in AI now than a year ago – suggesting a way to go to build capacity and confidence amongst healthcare professionals.

The reasons behind these results are complex. Certainly, there are numerous barriers to adoption. Liability is key – if there is a mistake, who pays for it? Another consideration is the amount of personal data involved and the unclear regulatory landscape around this.

The nature of healthcare also complicates matters. While pharmaceutical companies tend to operate global models, individual healthcare systems differ widely between markets. And even within countries there are great disparities between hospitals and facilities. Finally, patient populations themselves differ, meaning AI trained on an algorithm relating to one population may not be as effective with another.

Healthcare delivery involves many different stages and teams. A small improvement in one area of treatment may have significant results, but it may not have a significant knock-on effect on the entire pathway. Similarly, technology adoption has not always been smooth in healthcare and AI could be seen as an additional source of stress in the short-term for under-resourced teams, even if there is recognition of the longer-term benefits. Likewise, healthcare professionals may not have the technology and device literacy needed to leverage the benefits of AI.



Perhaps most importantly, the goal in healthcare is improved delivery of diagnosis, treatment and care and there is no objective of offering healthcare without healthcare professionals. AI is an opportunity – but ultimately, the human perspective is critical, which may reflect the results of the research.

Interested in more insights? Explore the results with our interactive dashboard [here](#)



Angus Metcalfe,
Managing Director,
Global Healthcare, BSI

“AI’s potential to support more accurate diagnosis, improved and personalized care and alleviate workforce pressures could be transformational for healthcare delivery. Successful deployment will require clear communication and engagement across the profession and training and support to build understanding and confidence. Crucially, clinicians, nurses and others in the sector will need to be at the centre of that journey – deciding where and when to deploy AI tools and, just as crucially, when not to”



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