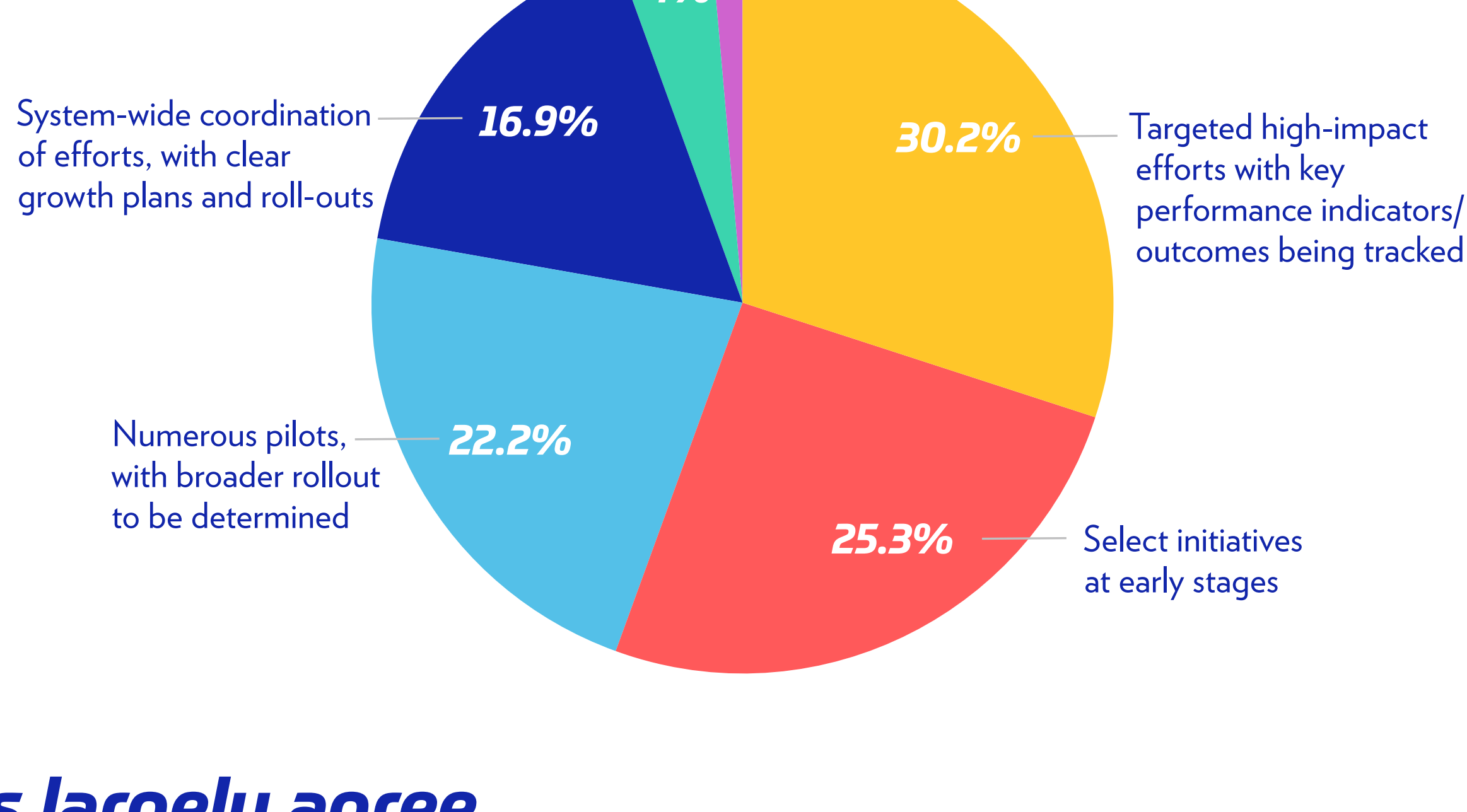


Digital Health

Digital health utilization has been propelled to new heights, creating opportunities and promising lasting impacts.

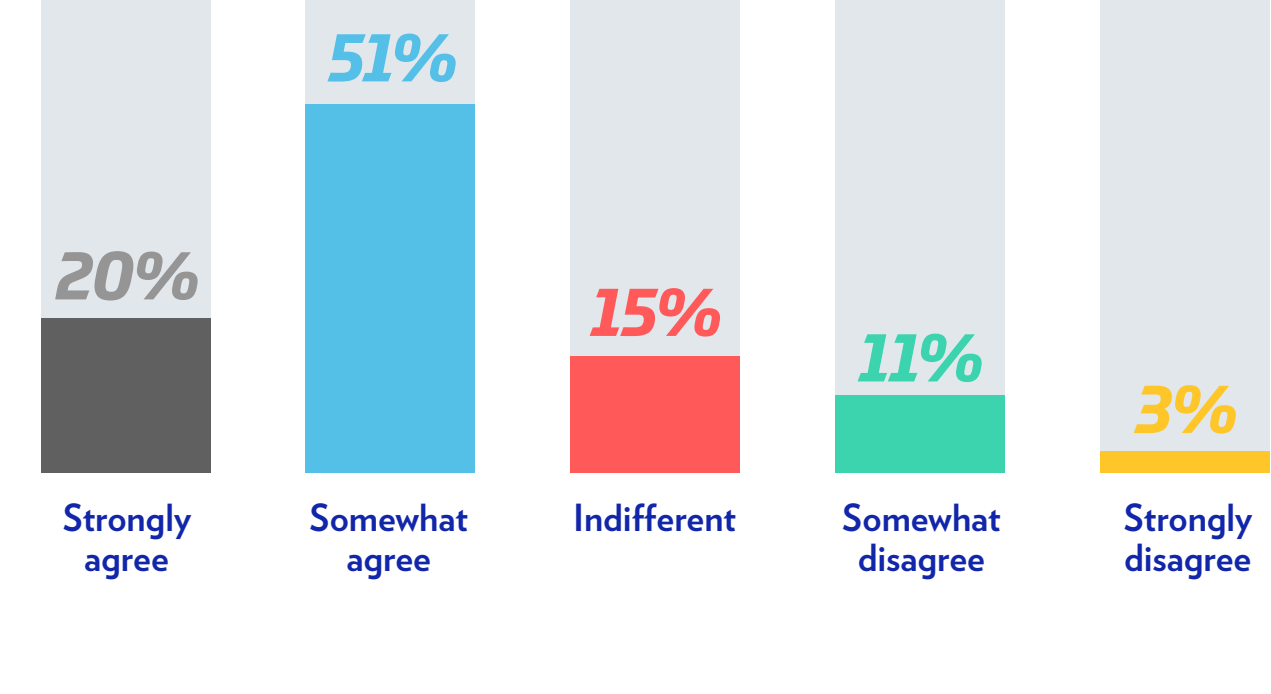
Most health systems have digital programs—but opportunities exist to accelerate and expand

Which best describes your digital health efforts to date?



Clinicians largely agree that digital health tools are here to stay

I will continue to use the digital health tools to the same or greater extent when the pandemic was over.



64% OF PAYERS REPORTED AN ACCELERATED ADOPTION OF DIGITAL HEALTH INITIATIVES COMING OUT OF COVID-19

Key focus areas:



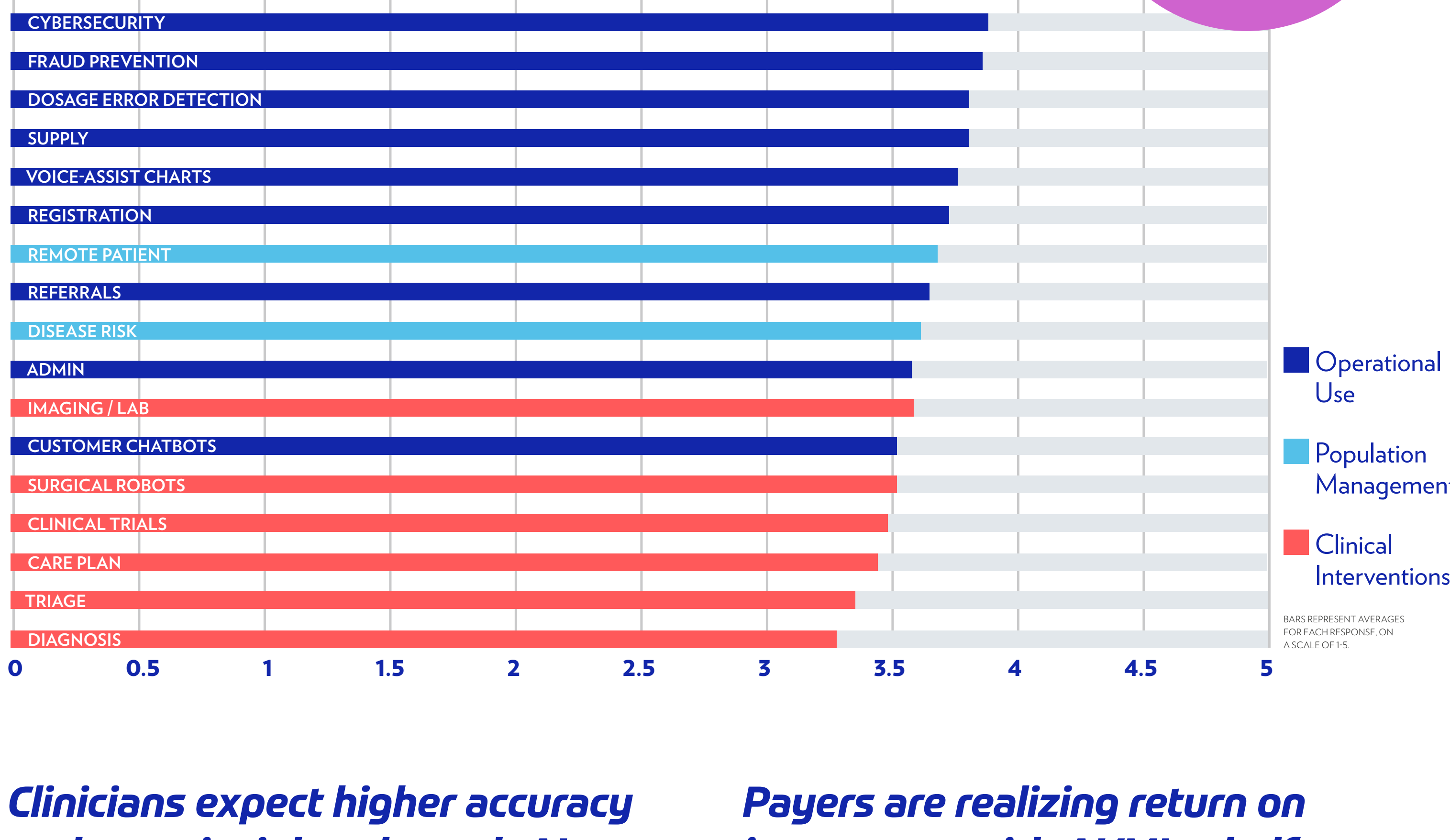
52% OF PATIENTS HAVE HAD AT LEAST ONE TELEHEALTH VISIT IN THE LAST 12 MONTHS

Artificial Intelligence and Machine Learning

Utilization of artificial intelligence (AI) and machine learning (ML) initiatives across healthcare is still relatively nascent, but stakeholders are beginning to pinpoint key benefits amid lingering reservations.

No consensus on AI/ML applications from health systems, but operations leads the way

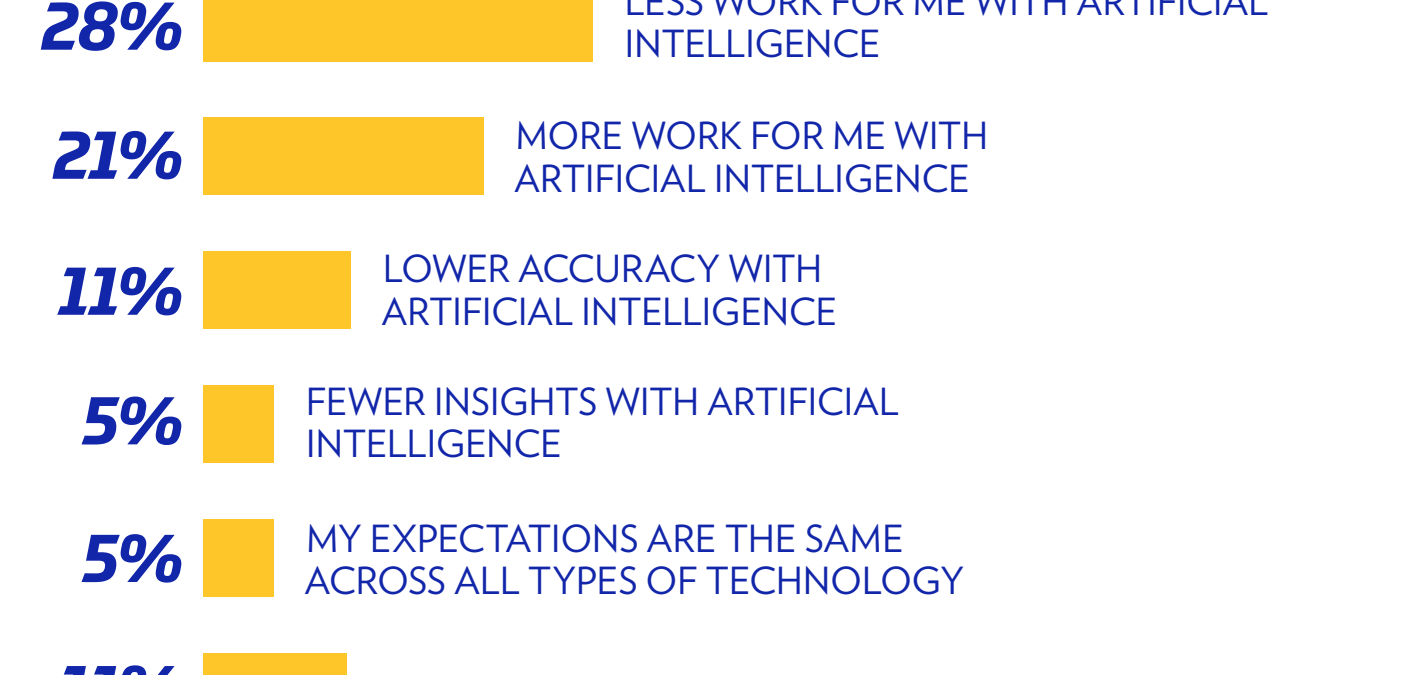
On a scale from 1–5, how would you rank the following scenarios as viable candidates for utilizing AI/ML in your organization?



68% OF HEALTH SYSTEMS BELIEVE INVESTMENTS IN AI/ML WILL NEED TO GROW TO MEET ENTERPRISE GOALS

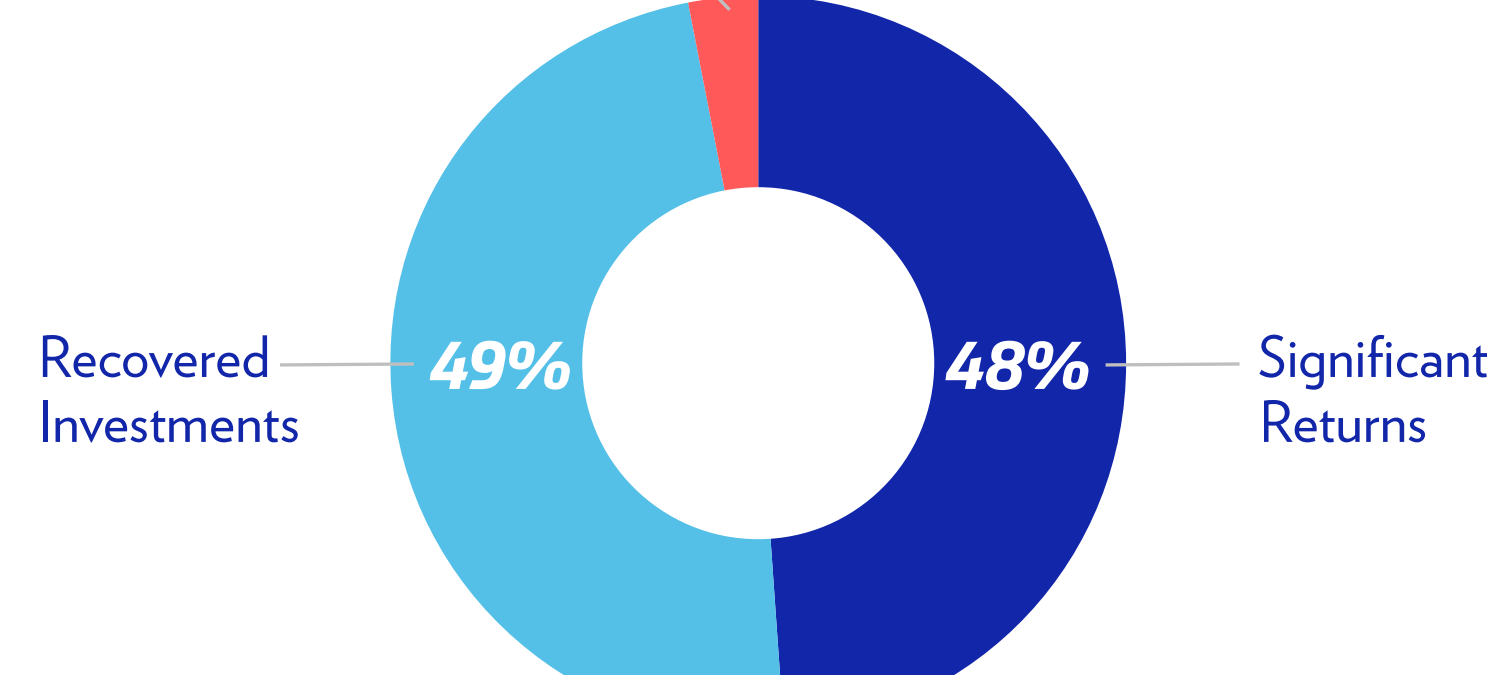
Clinicians expect higher accuracy and more insights through AI

What are your expectations regarding tools and software with artificial intelligence compared to expectations of traditional technology?



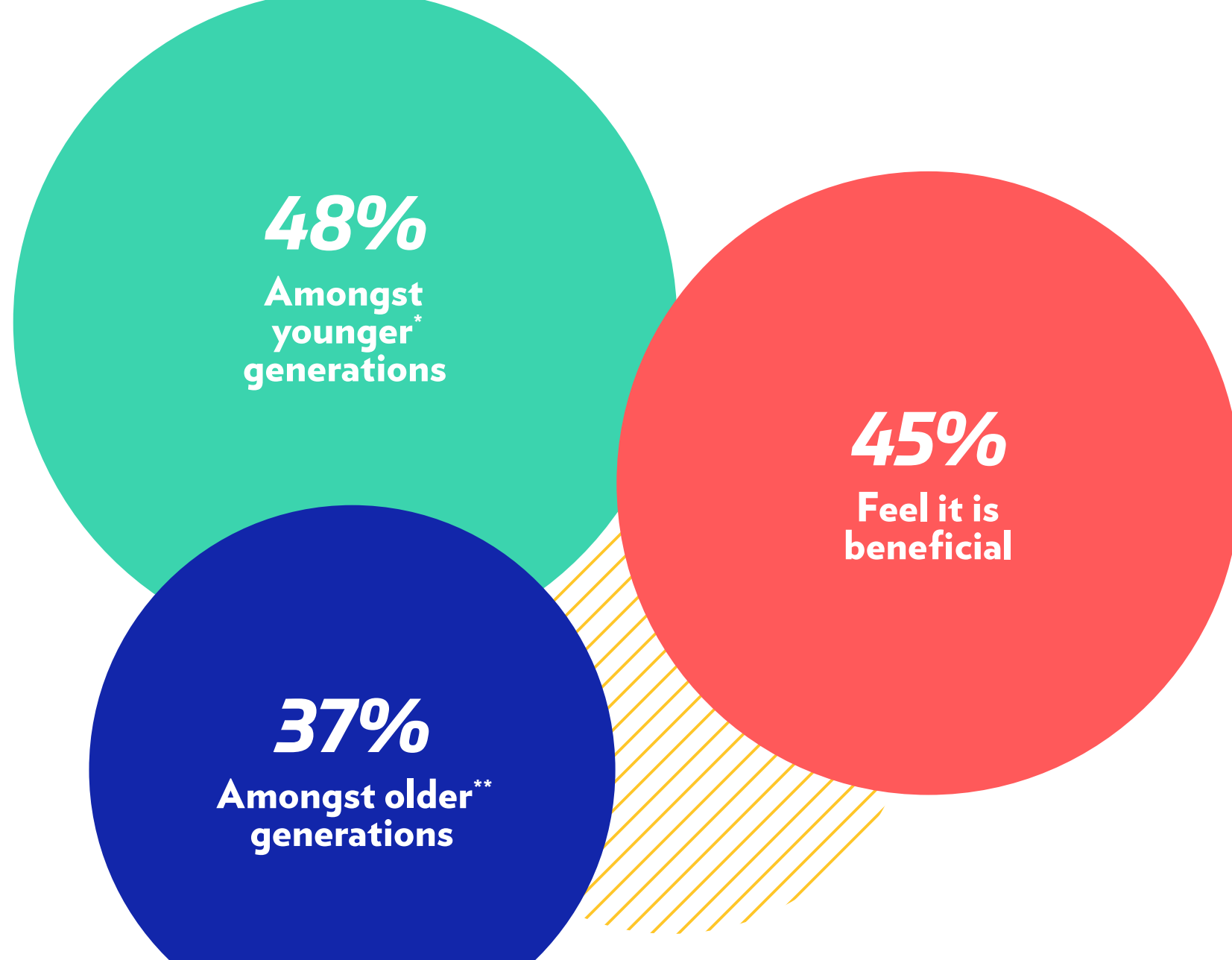
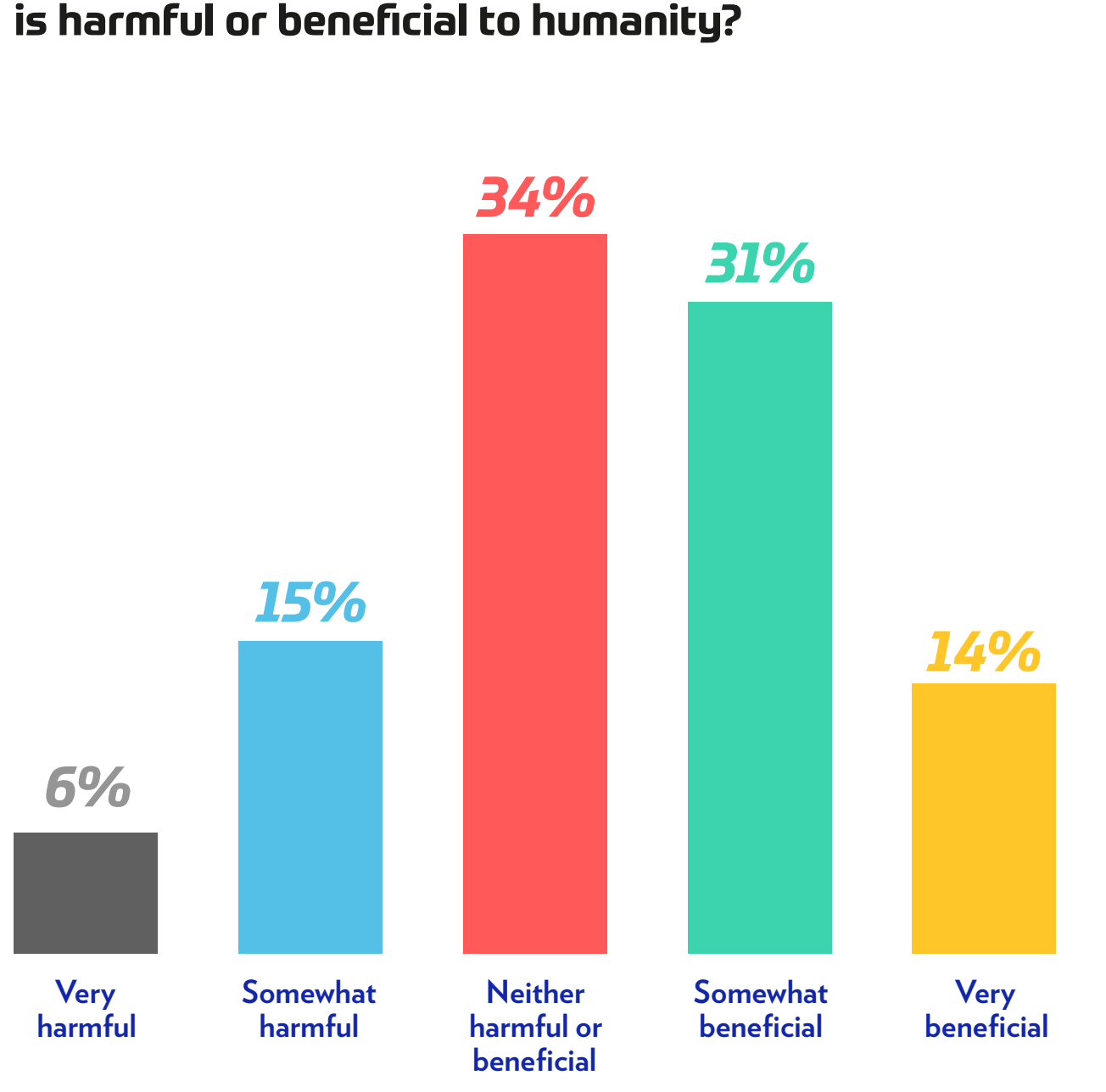
Payers are realizing return on investment with AI/ML—half saw significant return and almost everyone else broke even or better

What are your expectations regarding tools and software with artificial intelligence compared to expectations of traditional technology?



At a high level, AI/ML is seen as beneficial by 4 in 10 patients

Do you feel that artificial intelligence/machine learning is harmful or beneficial to humanity?

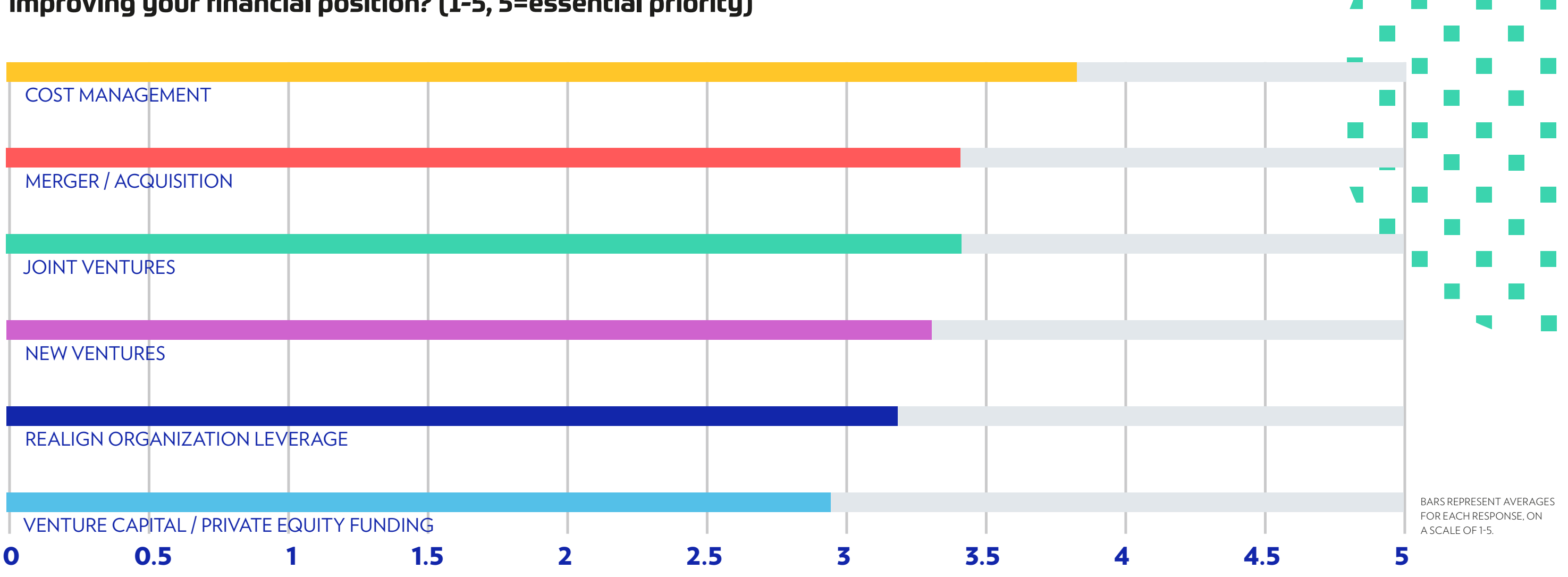


Financial Health

Stakeholders' perceptions of financial health, depend largely on their specific role within the healthcare hierarchy and how they view the impact of an aging population.

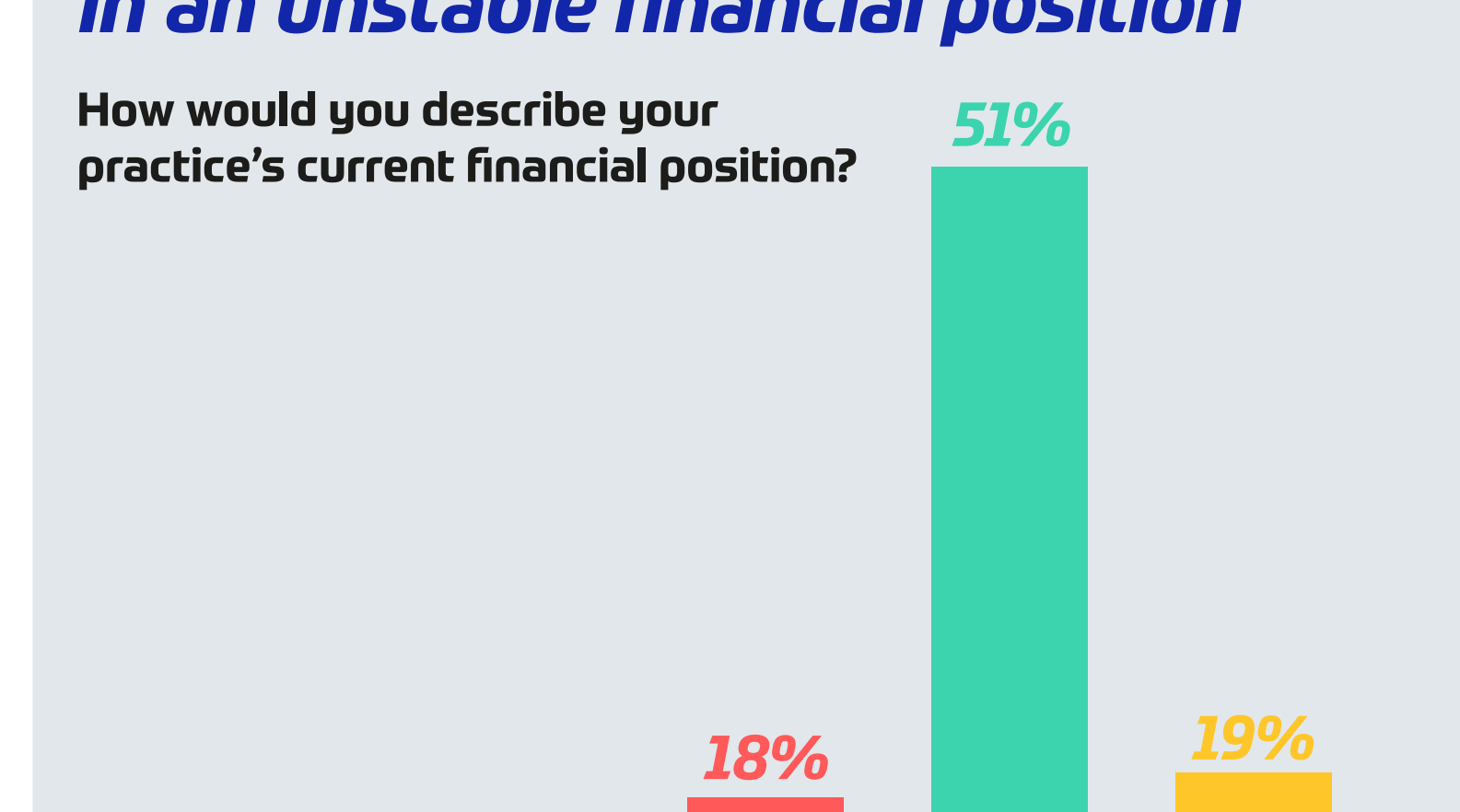
Cost efficiencies and partnerships are expected to help improve health systems' financial health

How much of a priority are each of (1-5, 5=essential priority)

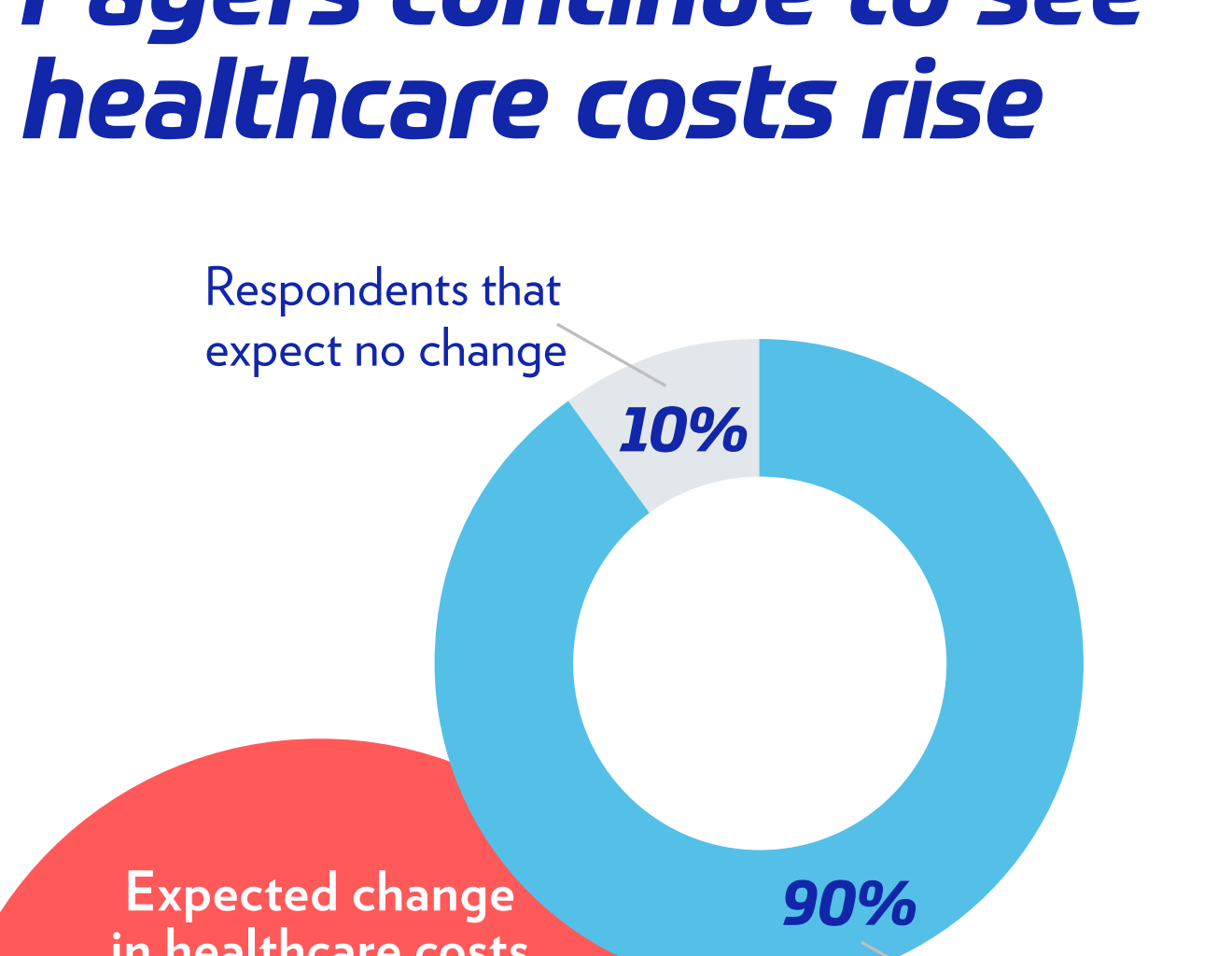


1 in 10 clinicians see their practices in an unstable financial position

How would you describe your practice's current financial position?



Payers continue to see healthcare costs rise



Some patient demographic groups appear more sensitive to healthcare costs

Healthcare costs in America are...?

