



The **Current State** of **AI Adoption** in Healthcare

First-Party Insights for Healthcare Leaders



Is the healthcare industry all in on AI?

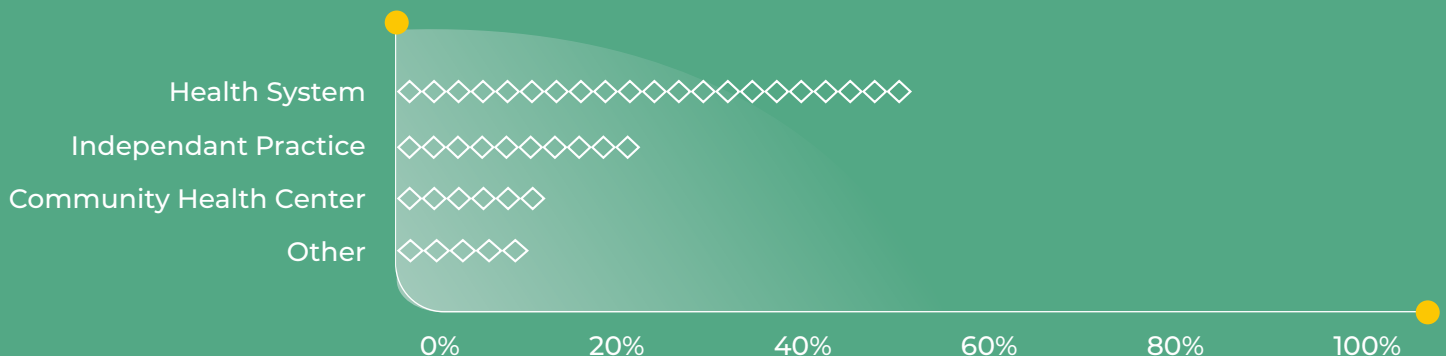
The acceleration of AI solutions is quickly shaping the future of healthcare. These tech-enabled tools have the potential to transform the industry with the promise of streamlining workflows, alleviating provider burnout, and elevating the quality of care.

Examining the current AI adoption patterns is a smart step forward for healthcare organizations seeking to stay at the forefront of quality care while addressing financial pressures. For those serving diverse populations, these tools may be a superpower to assist providers in creating better access to care.

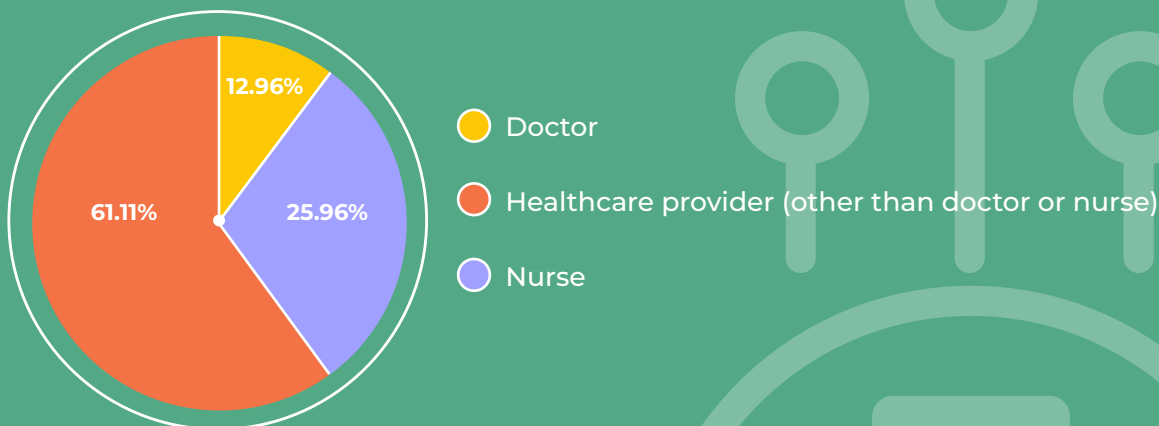
Recently, GLOBO conducted a survey exploring how healthcare organizations are implementing different AI technologies. We surveyed healthcare professionals about their experience and knowledge of using AI-powered tools.

A Look at Our Respondents

What type of healthcare facility do you work in?



Job Function



Let's explore the key insights:

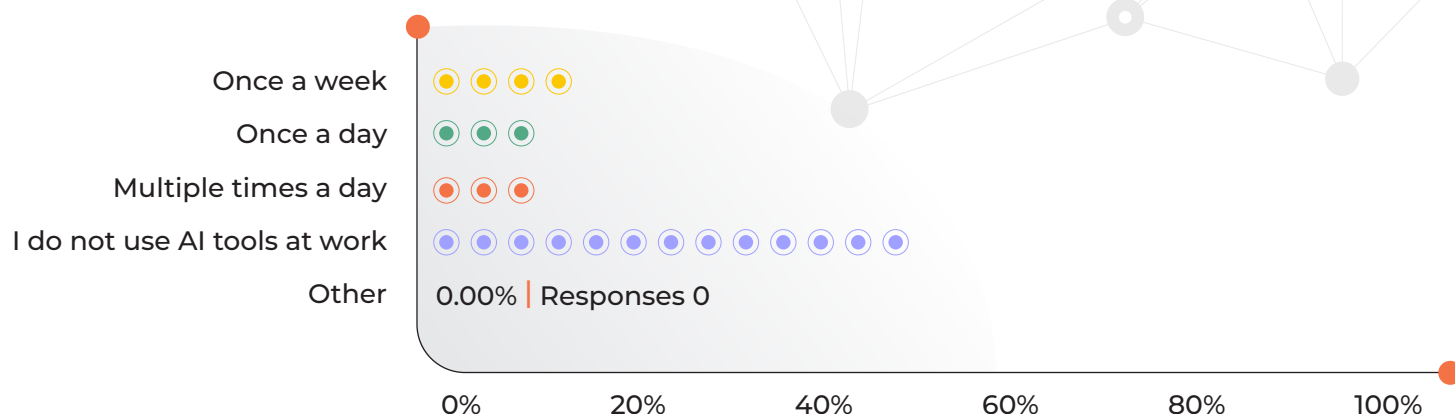
Current AI Adoption Remains in the Early Stages, yet Healthcare Organizations are Curious

The United States has over 4,500 startups that focus on AI in healthcare, 47 of which were founded since the start of 2025. Although new AI solutions are becoming rapidly available, implementing these tools is still in its infancy. Over half of the healthcare professionals surveyed do not use AI tools at work, while 46.3% use AI at varying frequencies from weekly to multiple times daily.

4,500+

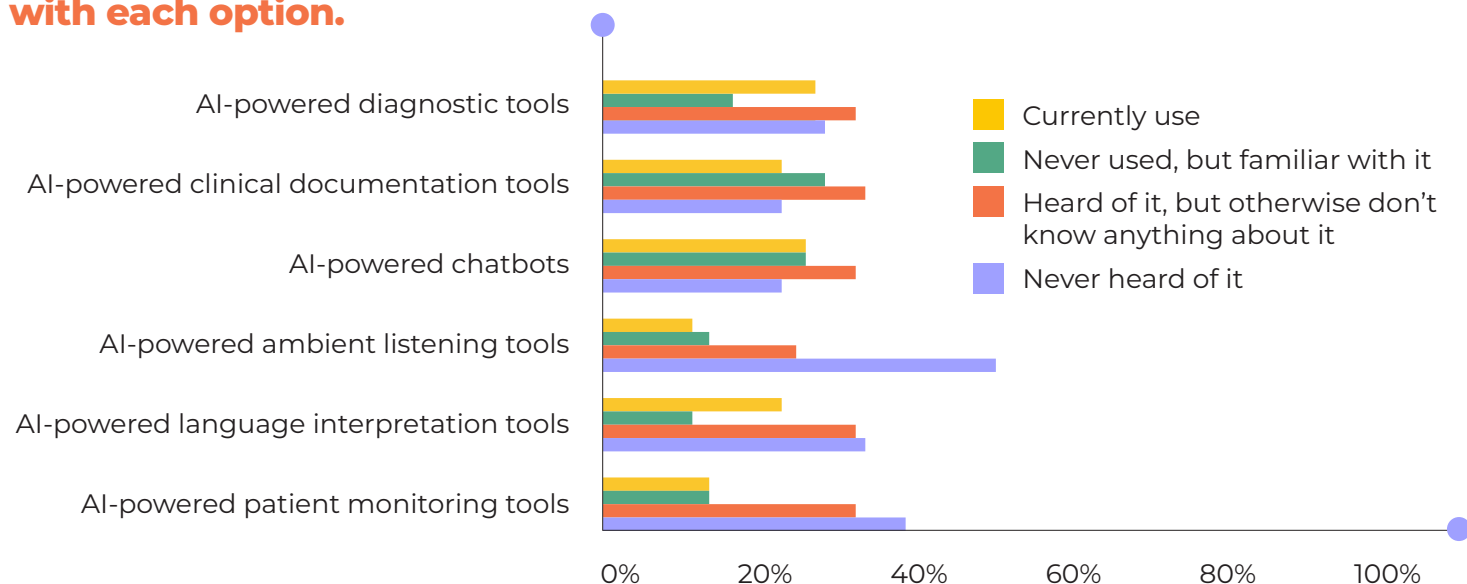
Number of AI in
healthcare startups
based in the U.S.

How often do you use AI tools while working at your facility?



Many providers showed varying levels of familiarity with AI solutions. Those who are experimenting with AI noted the use of diagnostic tools (25.9%), chatbots (24.1%), clinical documentation tools (20.4%), and language interpretation (20.4%) as the most widely used applications.

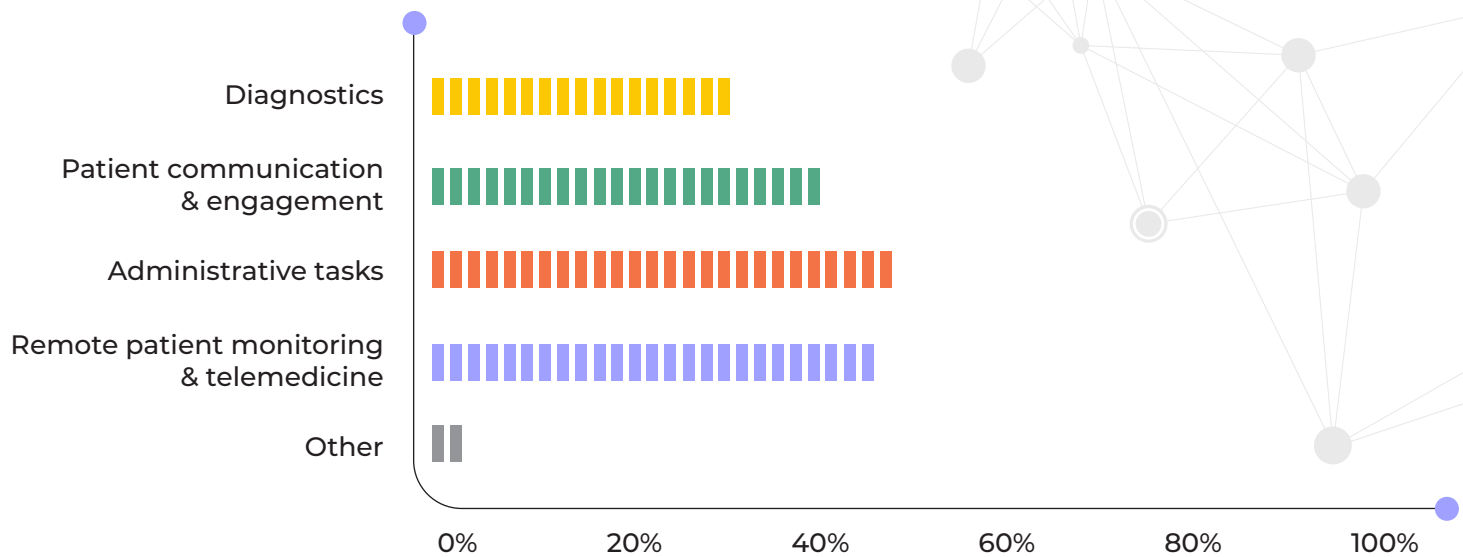
Below is a list of different categories of AI-powered tools used in healthcare. For each one, please indicate your level of familiarity with each option.



AI Could Boost the Patient Experience

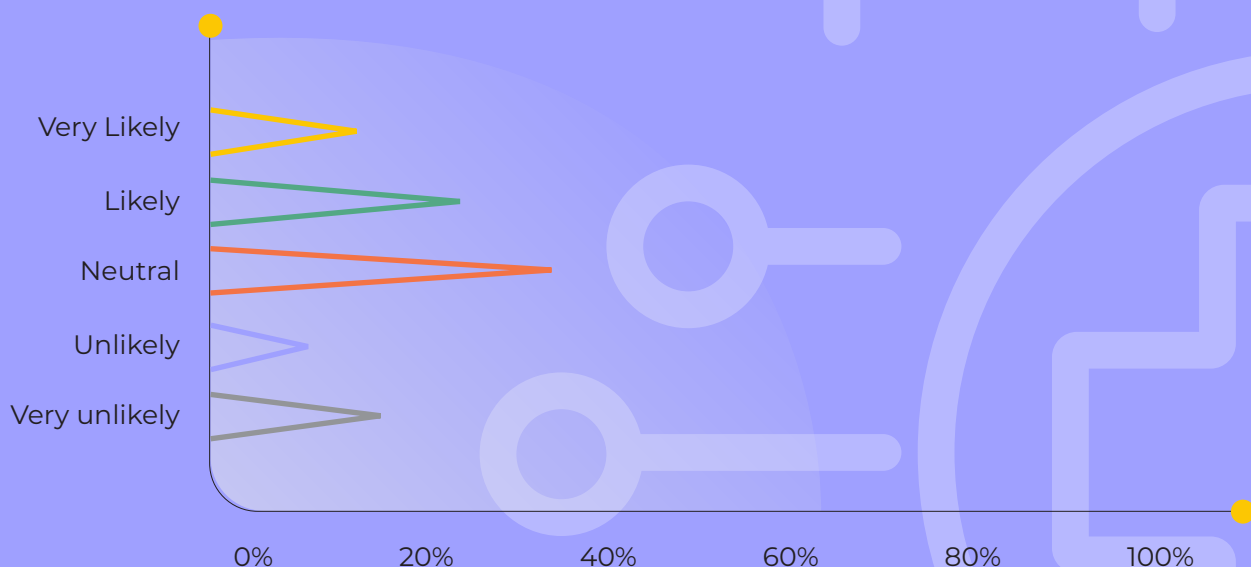
Patient communication and engagement ranked among the top three areas that could benefit from AI advancements, emphasizing the need for enhanced patient interaction solutions.

In your opinion, which areas of the patient experience could benefit the most from further AI advancements?



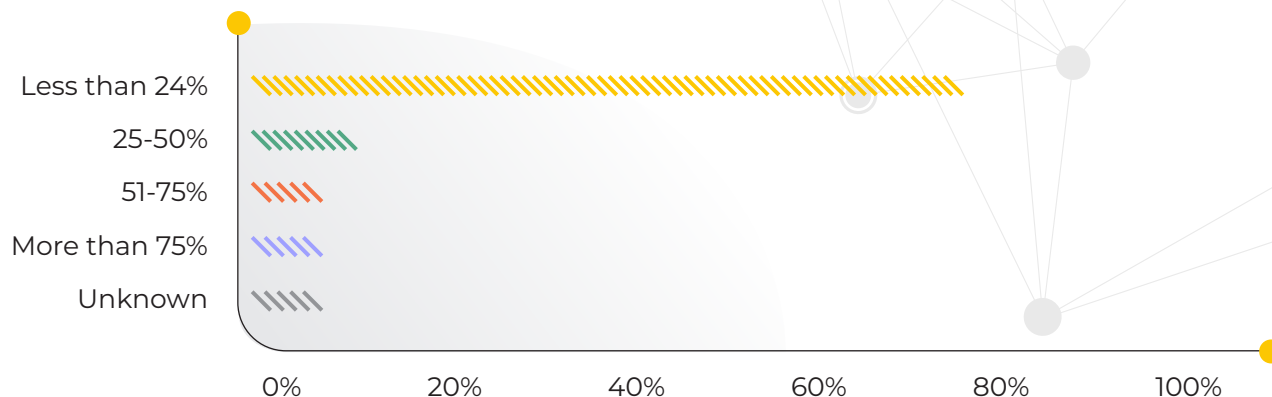
In fact, more than one-third of healthcare professionals believe their organization will be investing in patient engagement-focused technology within the next year. This signals that healthcare is placing greater emphasis on enhancing the patient experience.

How likely is your organization to invest in additional AI tools related to patient experience within the next year?



What does this mean for healthcare organizations with diverse patient populations? Although a majority of providers reported a smaller segment of patients require interpreting services, 16.6% provide services in communities where 25% or more of patients do need language assistance. As patient communication and engagement technologies evolve, this could be an opportunity to help address the needs of this growing patient community.

How many of your patients prefer to have an interpreter present during care?

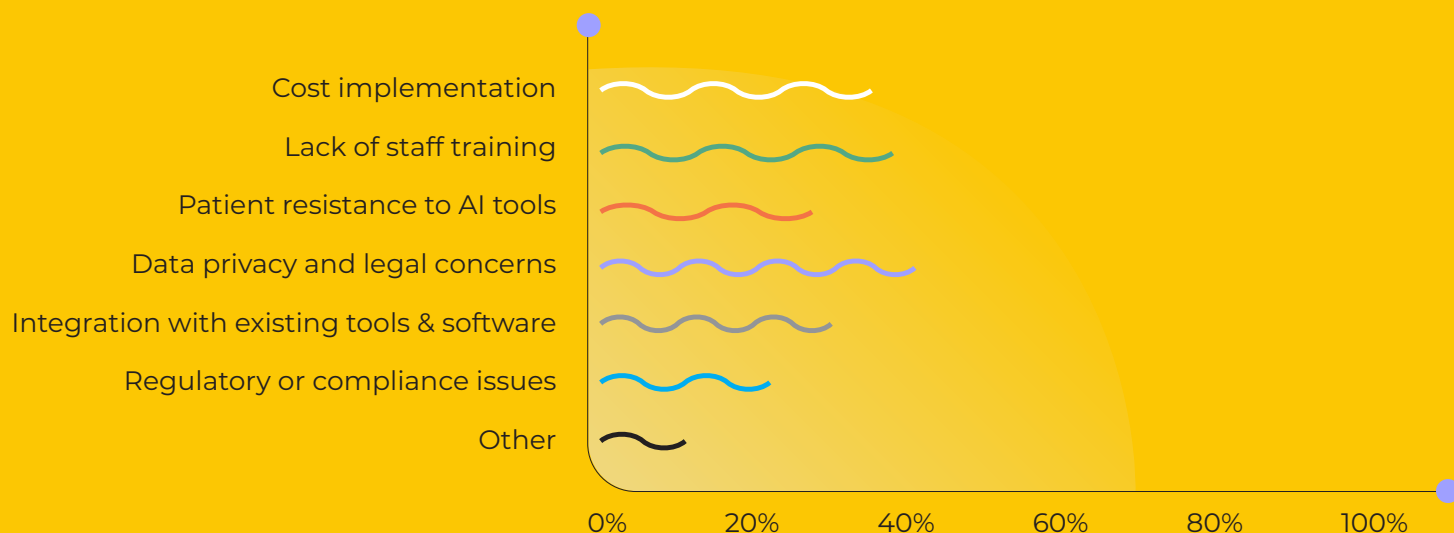


In fact, a surprising one-fifth of respondents are already using some form of AI-powered language interpretation tools, with an additional 11% familiar with the technology, but not yet implementing it. Although this advancing technology can increase efficiencies in some areas, health leaders must recognize that not all large language models (LLMs) are created equal. It's crucial for healthcare organizations to evaluate these applications with care to ensure that they don't interfere with providing high-quality, culturally competent care.

Concerns Over Data Privacy are Leading Barriers to AI Implementation

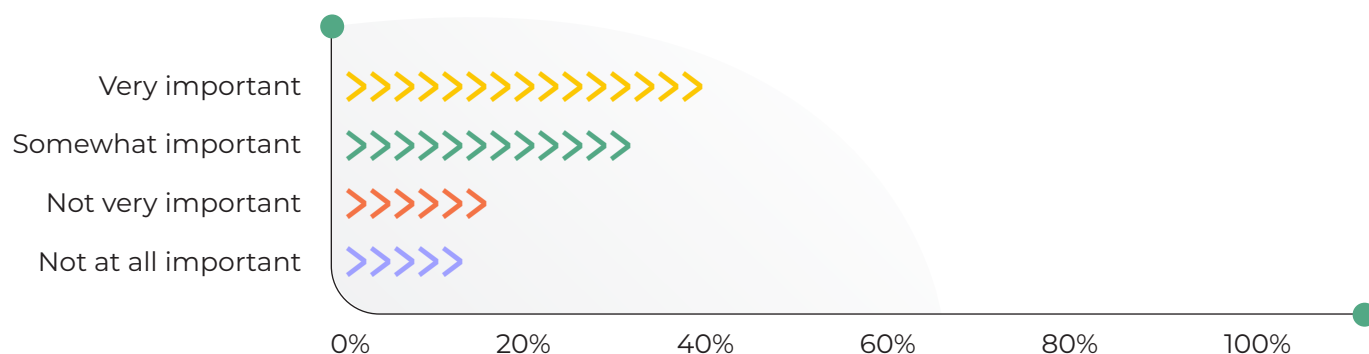
Data privacy and security risks are at the top of mind for many healthcare professionals, with over 40% reporting them as a major barrier to adoption. Close behind are concerns over the lack of staff training and costs related to implementing the technology across the organization.

What are the biggest challenges your facility has faced in adopting AI tools?



Another concern that could be a deal breaker when it comes to implementing AI: Will the solution integrate into electronic health record (EHR) systems? Over 68% of healthcare professionals ranked this as “somewhat” or “very important” as a critical barrier to adoption.

How important is it that these AI tools integrate with your facility's electronic health record (EHR) platform?



Slow and Steady Wins the Race

Will AI change the healthcare industry? Without a doubt. However, as these new tools become available, healthcare organizations are slowly and carefully integrating them into their systems. It's clear that several areas of care—from administrative tasks to patient experience—stand to benefit from AI-enabled tools. However, the industry still has a few reservations about going “all in” on AI.

About GLOBO:

At GLOBO, we're on a mission to transform patient communication. Our services facilitate meaningful interactions throughout the patient journey, improving health outcomes and strengthening trust between patients and providers.

As technologies advance, we envision a future for language access that leverages both human and technology-enabled solutions to improve experiences for healthcare organizations and their diverse communities.

Want to learn more about GLOBO's AI-enabled innovations? Request a briefing session with one of our language access experts [here](#).