Enterprise AI Adoption and Governance in Healthcare Organizations

Our annual survey of the state of Enterprise AI Adoption and Governance in Healthcare Organizations, as part of our CHIME Foundation membership.

- This survey aims to assess how AI-based solutions (e.g., Machine Learning, Image recognition, etc.) have been implemented or piloted in organizations, and to what extent organizations are integrating AI in their technology roadmap and overall business, clinical, operational, and financial objectives.

- The survey also aims to understand the governance structures in place, including the existence of AI steering committees and policies guiding AI-related decisions at the enterprise level.

- In addition, the survey explores the adoption of Generative Artificial Intelligence (Gen AI) within your organization, examining its applications in patient communication, clinical documentation, administrative tasks, and revenue cycle management.

- The survey also investigates an organization's readiness for AI, including the presence of required data models and IT infrastructure.

- Participants include a top public research university, a county hospital, a not-for-profit corporation, a global chain of healthcare and distribution business, a diversified healthcare delivery network, a leading New Jersey-based acute care provider, a top 100 ranked hospital, and more.

Over 60% of respondents say they are planning to include AI in their technology roadmap over near-mid term technology strategy

Our annual survey of the state of Enterprise AI Adoption and Governance in Healthcare Organizations, as part of our CHIME Foundation membership, points to a lack of any AI steering committee, AI/GenAI policy, or other governance in place for making AI-related decisions at an enterprise level.

Our key learnings from the survey include:

- Top three use cases for AI implementation includes

  - Radiology or medical imaging
  - Other clinical or clinical decision support
  - Administrative or operational

- Over 60% of respondents say they are planning to include AI in their technology roadmap over near-mid term technology strategy.

- AI in health systems are an integral part of their enterprise digital transformation with no dedicated Chief AI Officer.

- Top three goals of healthcare organizations from using GenAI are revenue growth, cost savings, and improving staff experience.

- Over 50% of respondents say they have minimal to significant gaps in the required data models and IT infrastructure to plan and implement AI/GenAI solutions in healthcare organization.
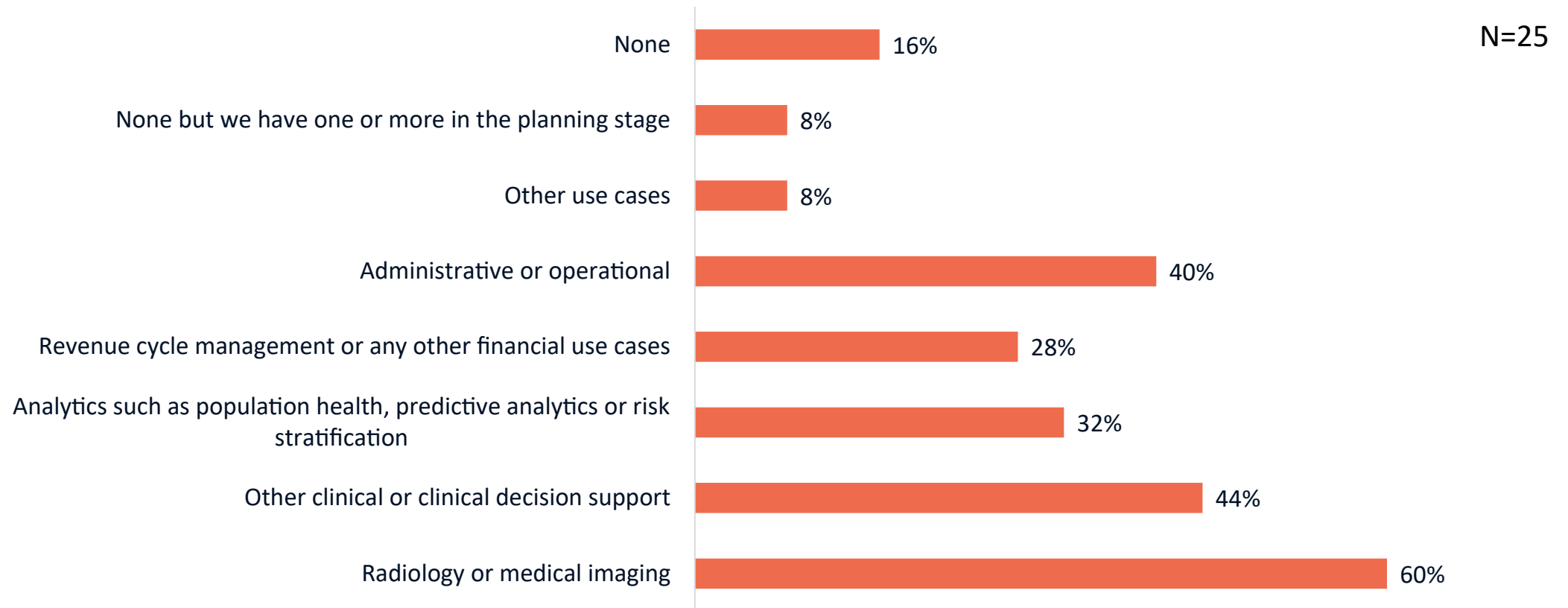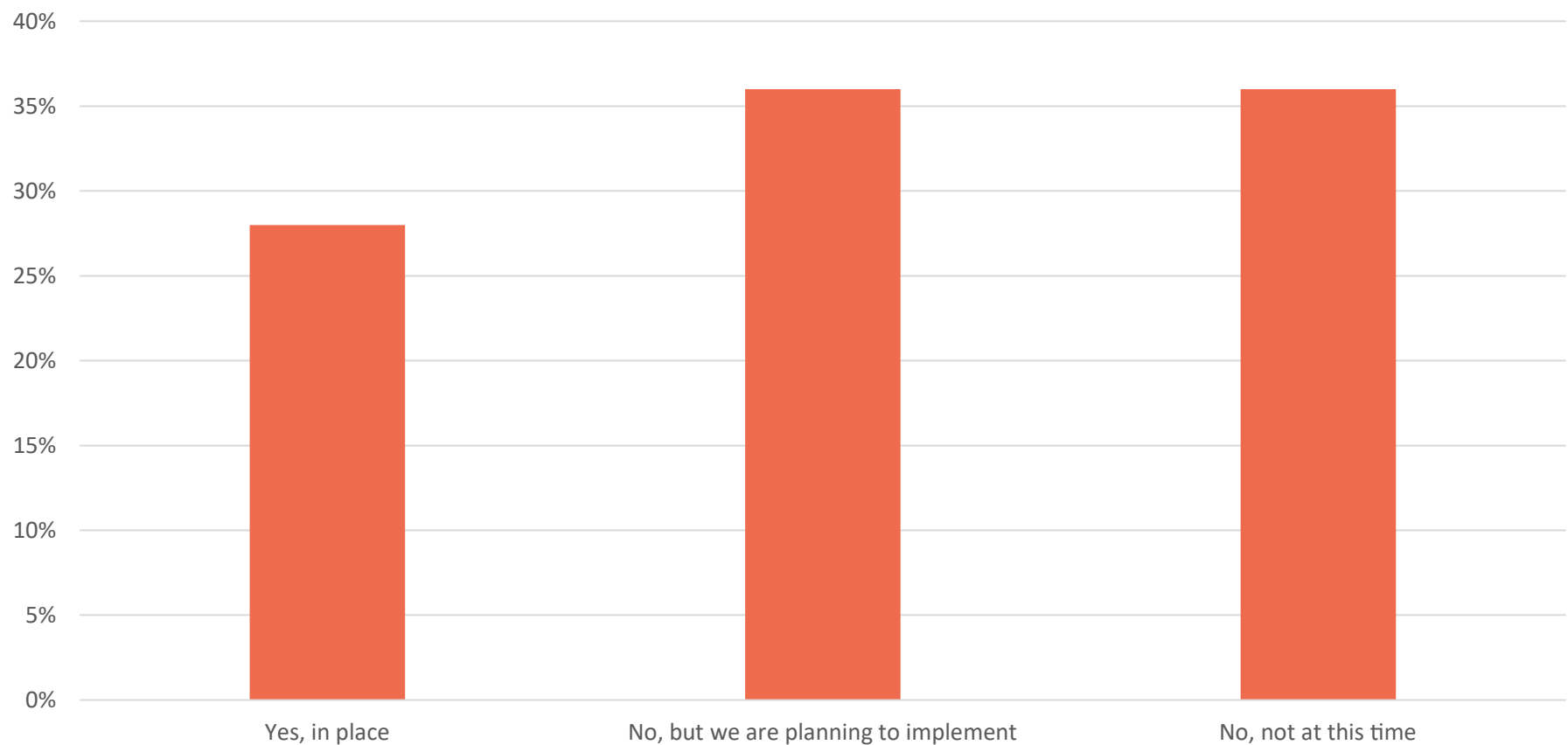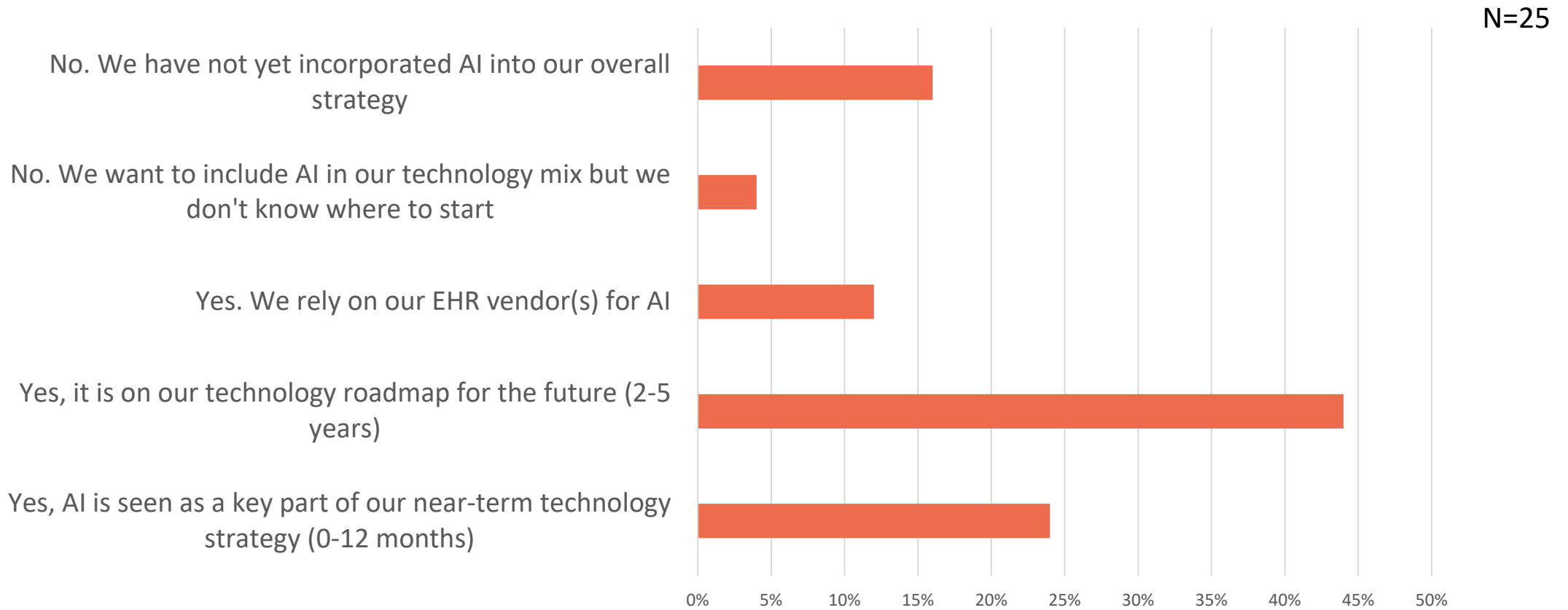
Q2. Does your organization have an AI steering committee, AI/GenAI policy, or other governance in place for making AI-related decisions at an enterprise level?
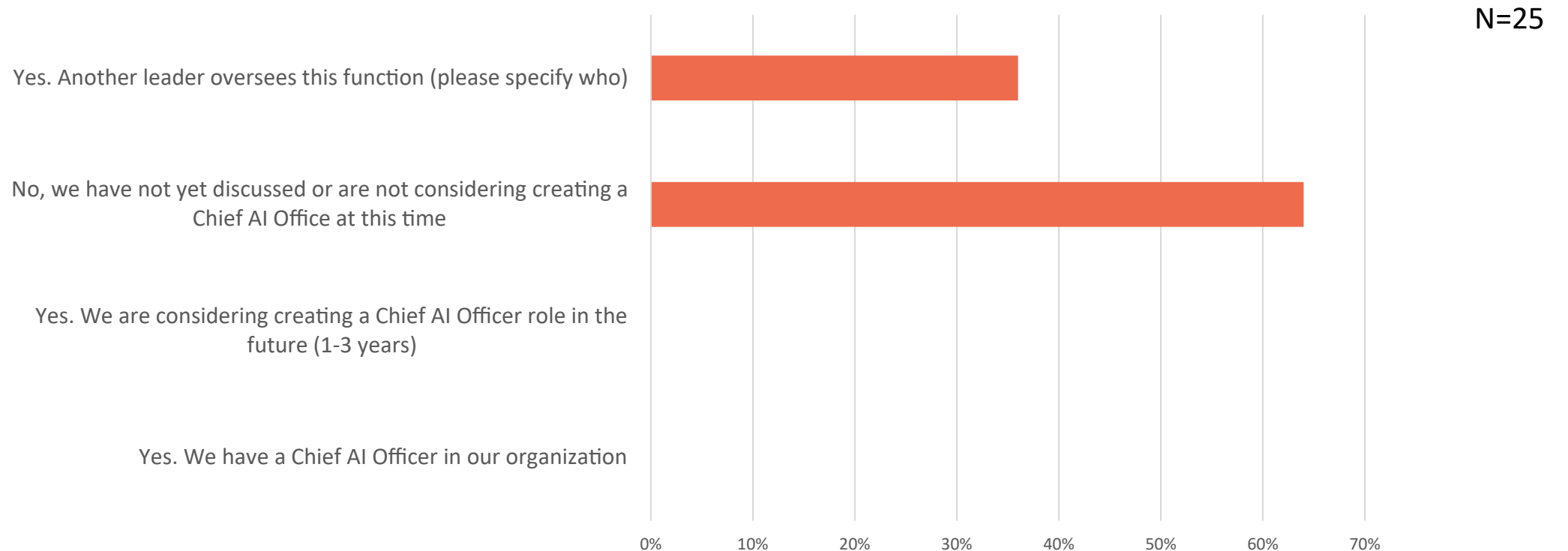
N=25

	Yes, in place	No, but we are planning to implement	No, not at this time
Percentage	28%	36%	36%

Has AI's use or potential use been integrated into your overall strategy as an enabler for your organization's business, clinical, operational and/or financial objectives and goals?

N=25

- No. We have not yet incorporated AI into our overall strategy
- No. We want to include AI in our technology mix but we don't know where to start
- Yes. We rely on our EHR vendor(s) for AI
- Yes, it is on our technology roadmap for the future (2-5 years)
- Yes, AI is seen as a key part of our near-term technology strategy (0-12 months)

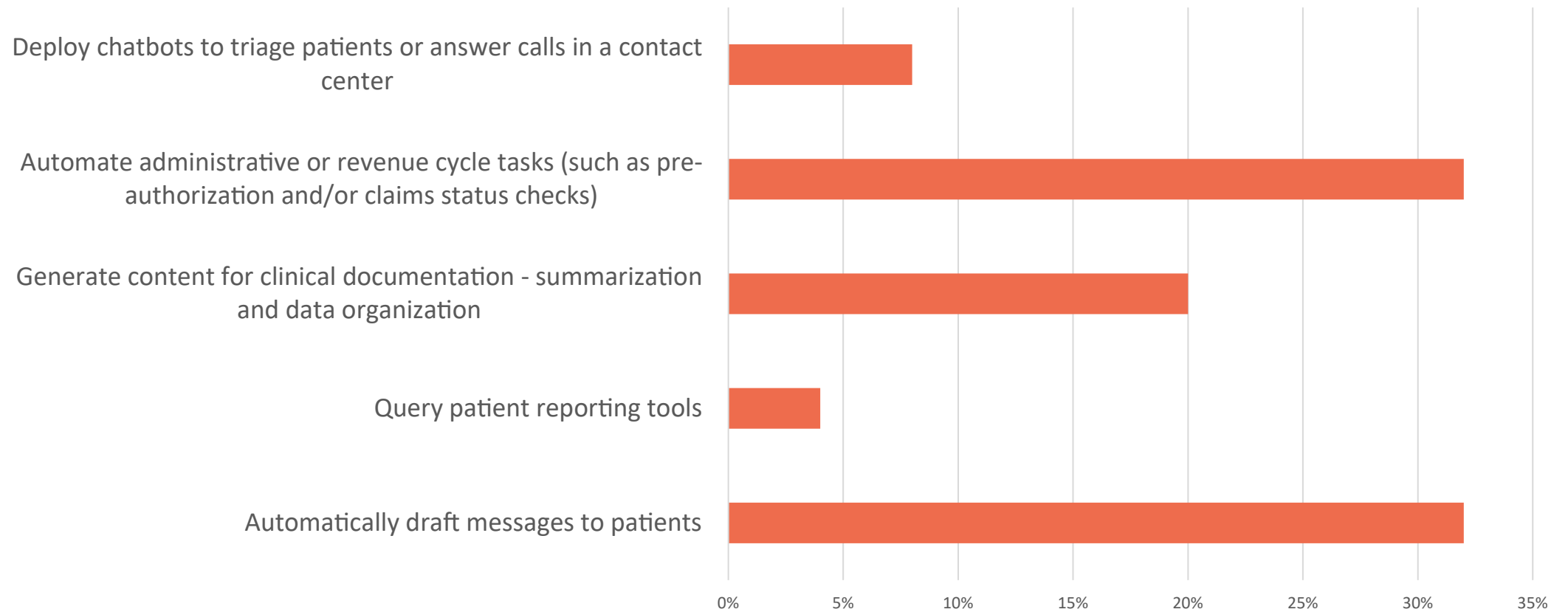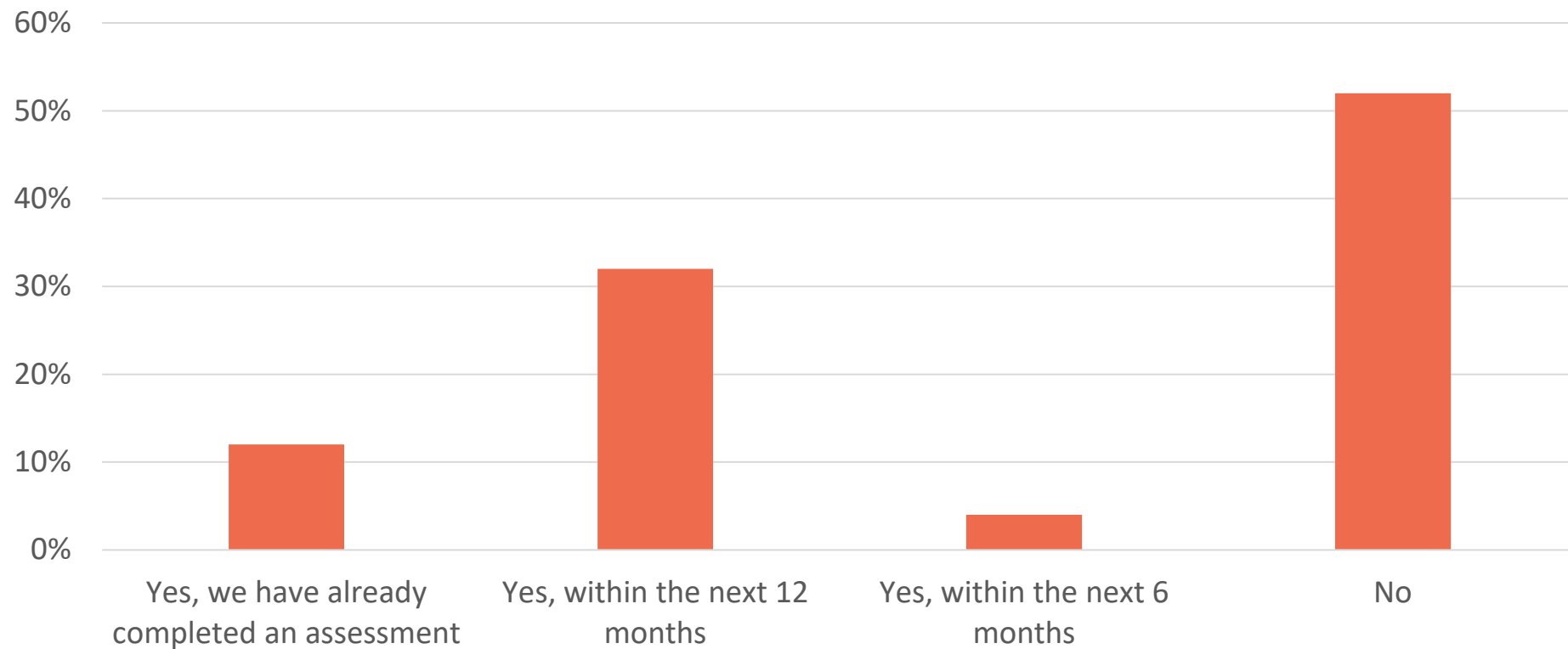0% 5% 10% 15% 20% 25% 30% 35% 40% 45% 50%

Q4. **Does your organization have a Chief AI Officer or any other AI leader to oversee data utilization, technology selection, collaboration across functions, ethical considerations, compliance with regulations, talent development and cost optimization?**

N=25

Yes. Another leader oversees this function (please specify who)

No, we have not yet discussed or are not considering creating a Chief AI Office at this time

Yes. We are considering creating a Chief AI Officer role in the future (1-3 years)

Yes. We have a Chief AI Officer in our organization

0% 10% 20% 30% 40% 50% 60% 70%

Q5. We are using GenAI to:

Deploy chatbots to triage patients or answer calls in a contact center

Automate administrative or revenue cycle tasks (such as pre-authorization and/or claims status checks)

Generate content for clinical documentation - summarization and data organization

Query patient reporting tools

Automatically draft messages to patients

0%   5%   10%   15%   20%   25%   30%   35%

N=25

Bar chart showing responses:
- Yes, we have already completed an assessment: 12%
- Yes, within the next 12 months: 32%
- Yes, within the next 6 months: 4%
- No: 52%

Which is your primary cloud platform partner? (Select all that apply.)

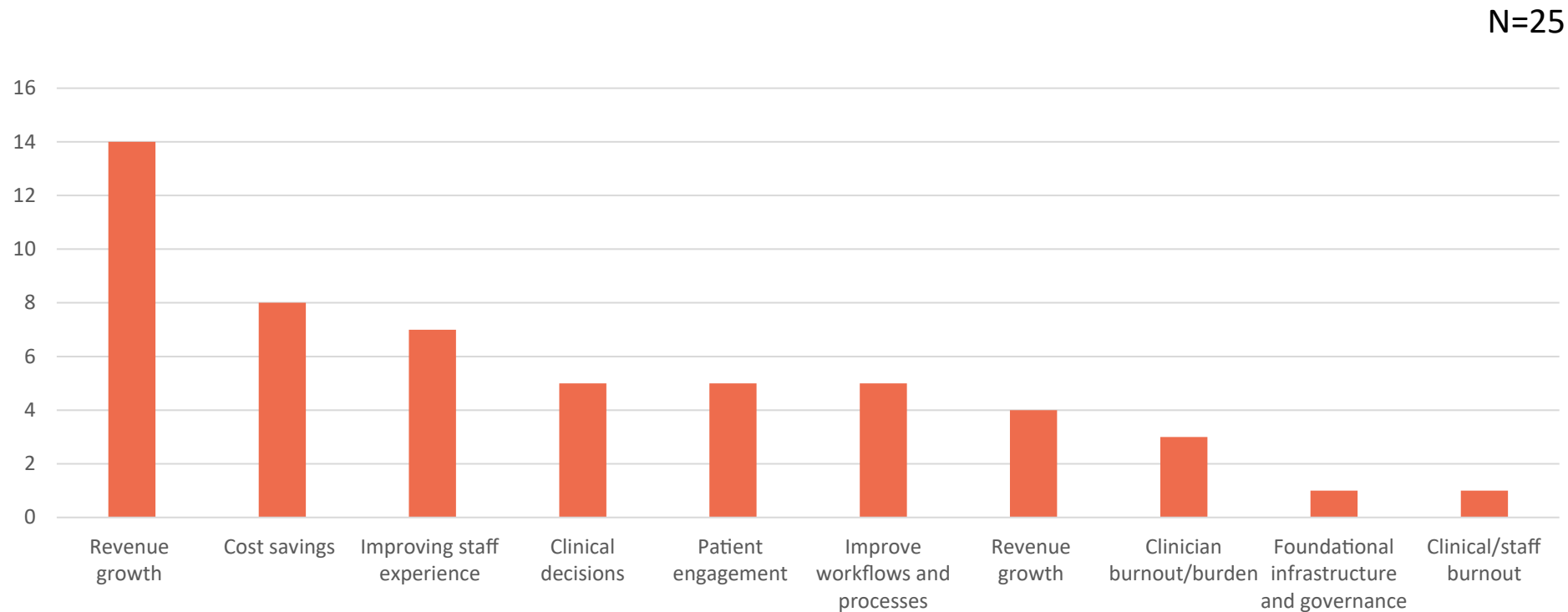N=25
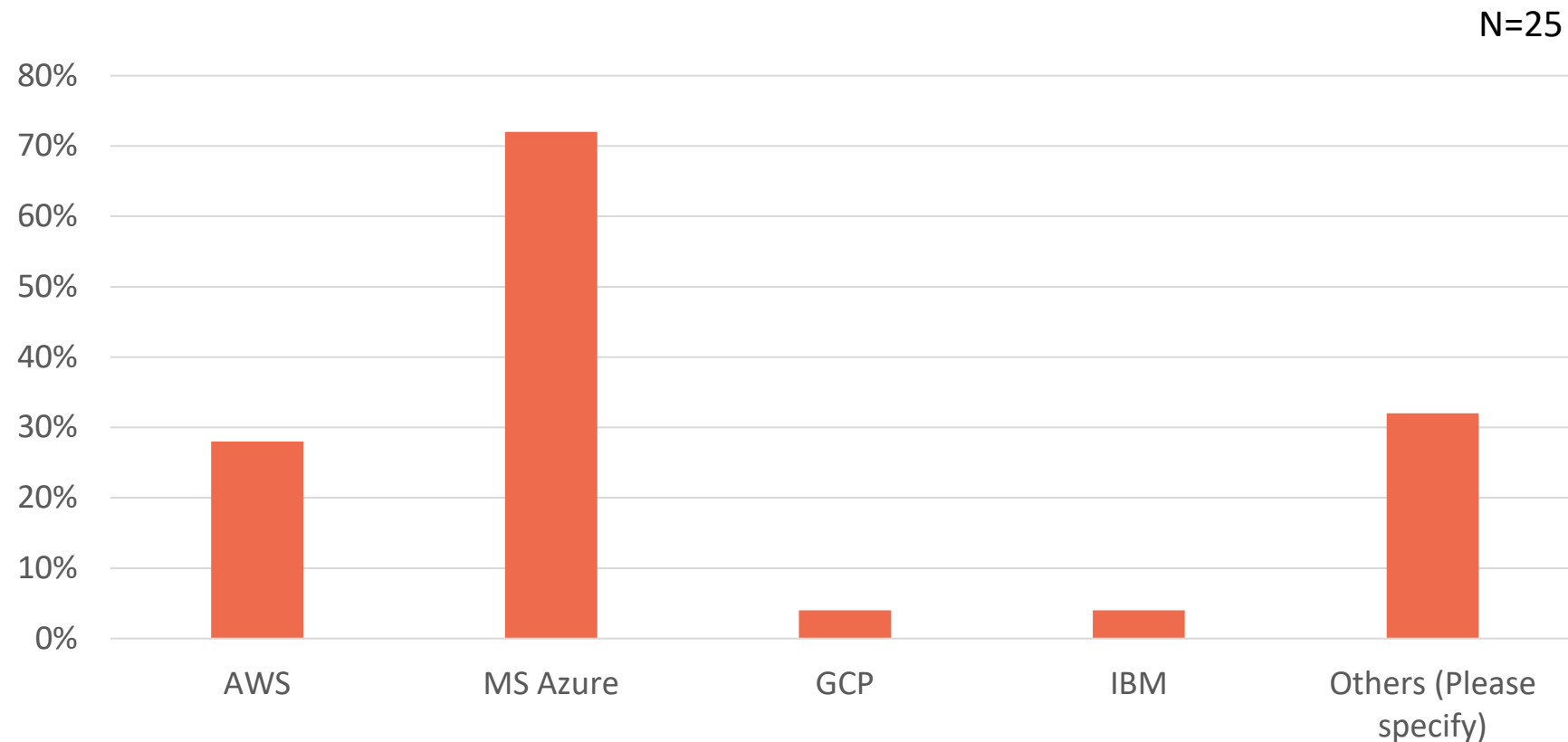
"
Most AI infrastructure is in our own datacenter

"
No primary cloud platform

"
None

N=25

"

There are opportunities across our organization. However, our focus is on the foundational infrastructure and governance.

"

Improving staff experience, cost savings, revenue growth

"

Improve clinical workflow, RCM , CDS

DigiM™

1

EHR as primary platform for digital engagement

- "< EHR vendor name> is our digital strategy"
- Focus on access functionalities e.g., appointment scheduling, real-time video consults
- IT-led, focused on technology enablement

2

Digital initiatives focused on expanding virtual care

- Telehealth, eVisits
- "Digital front doors"
- Patient communications
- Extend beyond native EHR capabilities for best-in-class solutions
- Led by IT and clinician leadership

3

Stand-alone digital health function

- Dedicated digital transformation leader (CDO) with budget for digital health programs
- Focused on improved patient experience and increased adoption
- Enhanced use of virtual care and remote monitoring models
- Increased use of data and analytics

4

Multi-year transformation strategy and investments

- Comprehensive, documented transformation roadmap
- Multiple strategic technology partnerships alongside EHR, leverage startup ecosystem
- Advanced data and analytics programs, chief data officer role
- Led by team of CXO's reporting to CEO

5

GAI Readiness and driving transformation

- Strategic planning around GenAI within DT strategy
- GenAI applications incorporated into key tasks, expanding usage
- GenAI policies developed with regular oversight
- Innovation, Development and Training efforts in place to drive usage and adoption

*Source: Damo Consulting maturity model framework

*To learn about Damo Consulting's DigiM™ digital maturity model framework, download our white paper.
*For more information on how your organization can leverage our digital maturity assessment, write to info@damoconsulting.net

Digital Transformation Advisory: Built On Deep Healthcare + Technology Expertise

Digital Transformation Advisory

Digital Strategy

DigiM™ Digital maturity assessment & benchmarking

Digital Roadmaps & business case

User experience design and journey maps

DAMO

Technology Strategy

Digital engagement: Telehealth, digital front doors

Virtual care: remote monitoring, home health

Foundational platforms : CRM, Cloud, Automation

Data , Analytics, interoperability

Partner Strategy

Vendor research & intelligence

Partner selection: RFI/RFP playbooks

Vendor management & governance

Execution Strategy

Digital governance & performance metrics

Solution design and business process analysis

Program management & governance

COE design and Interim staffing

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Damo Consulting provides digital transformation advisory services and software solutions to enable healthcare organizations navigate the technology-enabled transition to telehealth and virtual care. We bring deep industry knowledge, market insights and technology skills to design, develop, and implement enterprise digital roadmaps.

For more information,
write to us at
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We invite you to visit
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