

GE HealthCare study shows distrust and skepticism around AI in medical settings

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Study identifies the barriers to achieving a more human and flexible healthcare experience



GE HealthCare, a leading medical technology, pharmaceutical diagnostics, and digital solutions innovator, has released *Reimagining Better Health*, a qualitative and quantitative study that amplifies the perspectives and needs of people at the center of healthcare — patients and clinicians.

The study aims to help inform a path forward as stressors such as burnout, workforce attrition and patient backlogs test the resiliency of health systems. Participants were asked to answer questions pertaining to the healthcare system as a whole based on their personal experiences and observations.

Today, artificial intelligence (AI) technologies in healthcare are designed to improve patient experience and outcomes, automate tasks, and enhance productivity. While a majority of clinicians surveyed believe AI can support clinical decision making (61 percent), enables faster health interventions (54 percent) and helps to improve operational efficiency (55 percent), the study shows distrust and skepticism around AI in medical settings— without reference to specific products— is prevalent among all stakeholders.

Only 42 percent of clinicians overall indicate AI data can be trusted. In the US this number dips to 26 percent. Clinicians with more than 16 years of experience are even more skeptical of AI, with only 33 percent trusting the quality of AI data. Additionally, clinicians believe that while AI can help to reduce care disparities (54 percent), the technology is also subject to built-in biases (44 percent).

Further, a staggering 42 percent of clinicians surveyed reported that they are actively considering leaving the healthcare industry, according to the study. Additionally, 39 percent do not feel a sense of pride in their profession.