

2024 Hospital AI Patient Survey

Strong Support for AI & Video-Assisted Care

The integration of Artificial Intelligence (AI) and video-assisted care has been a topic of much speculation with regard to patient acceptance. A recent survey of over 500 prospective patients, primarily over 40, and many with hospital stay experience, reveals a more nuanced view of AI, video, and hospital care.

Patients are Aware of Staffing Challenges & Believe it is Impacting their Care

- 1 The survey highlights a critical patient concern related to hospital falls, primarily attributed to staffing levels - a factor difficult for hospitals to change swiftly. This concern is underscored by the fact that **79% of patients believe staffing level is the number one reason for high fall rates in the hospital** and 71% of respondents would only feel comfortable if the nursing ratio were 1:5 or better.

Video that Helps the Patient is Welcomed: Virtual Nursing & Family Collaboration

- 2 When discussing the use of video technology in hospitals, respondents showed a strong preference (73%) for virtual nursing applications. **This interest peaked even higher (79%) when the technology directly benefited them**, such as in facilitating remote visits with loved ones and care teams during hospital stays.

The Power of Specific AI Scenarios - AI + Video

- 3 The survey also revealed that when AI and video were linked to specific improvements in patient care, such as notifications about potential fall risks, prospective patients' enthusiasm matched that for family visits (79%). **This shows a clear preference for AI applications that are tangible and directly beneficial to patients.**

A Surprising Welcome for AI More Broadly

- 4 The survey found that nearly **70% of participants believe hospitals should use AI to look after patients.** These results show once patients understand examples of what AI can do to help, their acceptance of AI as a whole rises.
 - ▶ Their biggest concerns relate to how its use and the impact on the human aspects of care. 77% worried about over-reliance on AI by medical staff, and 64% concerned about reduced time with doctors and nurses. AI that continues or expands the human touch of care will address these worries and further the applications of AI in the hospital.

AI & Privacy: A Secondary Concern

- 5 Interestingly, while the privacy of data ranked as the third biggest concern, it was overshadowed by fears related to the human aspect of care. This suggests that while data privacy is important, it's the potential impact of AI on the quality of human interaction that is more pressing for patients.



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