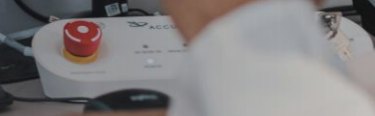ecosystm.

INDUSTRY VOICES
AI in Healthcare: Success
Stories & Insights

NOVEMBER 2024

Over the past year, Ecosystm has conducted extensive research, including surveys and in-depth conversations with industry leaders, to uncover the most pressing topics and trends. And unsurprisingly, AI emerged as the dominant theme.

Here are some insights from our research on the Healthcare industry.

Biggest AI Barriers in Healthcare

41% Data fragmentation & accessibility issues

38% Limited AI skills, expertise, or knowledge

33% Cost of implementation/ solution

Source: Ecosystm, 2024

Despite the challenges, Healthcare organisations are witnessing early AI success in these 3 areas:

1.

Diagnostics

2.

Care Management

3.

Operational Efficiency & Optimisation

Diagnostics

▶ **Image Analysis**
Analysing medical images (e.g., X-rays, MRIs) to detect diseases and abnormalities

▶ **Diagnosis**
Assisting clinicians in identifying and diagnosing diseases

▶ **Early Detection**
Detecting diseases at an early stage for more effective treatment

"Diagnostics is where our AI journey began – starting with image analysis for eye diseases, evolving to x-ray screening tools, and most recently, investing in digital stethoscopes for our doctors and nurses."

CLINICIAN LEADER

Care Management

CLINICAL DECISION SUPPORT

Providing clinicians with recommendations and insights to improve patient care

PERSONALISED TREATMENT PLANS

Personalising treatment protocols based on patient data and genetics

CHRONIC DISEASE MANAGEMENT

Monitoring chronic diseases over multiple years

"Clinical decision support isn't new, but AI has revolutionised it by enabling the system to send alerts and warnings proactively, rather than only when prompted."

CLINICIAN LEADER

Operational Efficiency & Optimisation

↗ **Supply Chain Management**
Optimising inventory and supply chain processes

↗ **Appointment Scheduling**
Automating appointment booking and management

↗ **Workflow Optimisation**
Streamlining workflows and improving efficiency of clinical staff

"Patient satisfaction extends beyond clinical outcomes. Aspects like shorter waiting times during appointments, the availability of medications, and automated responses to common queries significantly enhance patient satisfaction. These are areas where we have successfully implemented AI."

COO

For more Ecosystm Insights, visit

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