10th edition

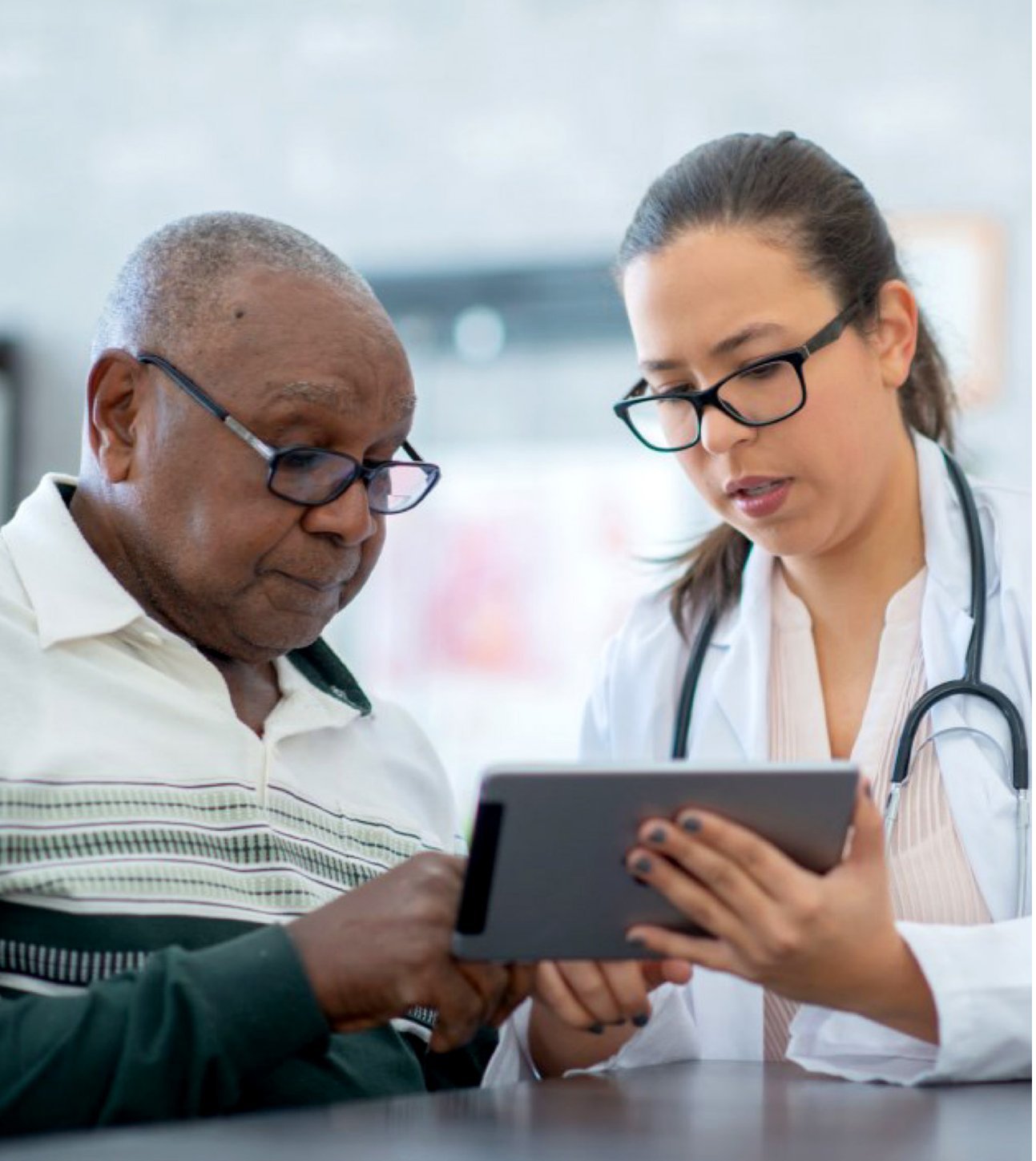
future health index 2025

Building trust in healthcare AI

Perspectives from patients and professionals

Global report

Commissioned by Philips



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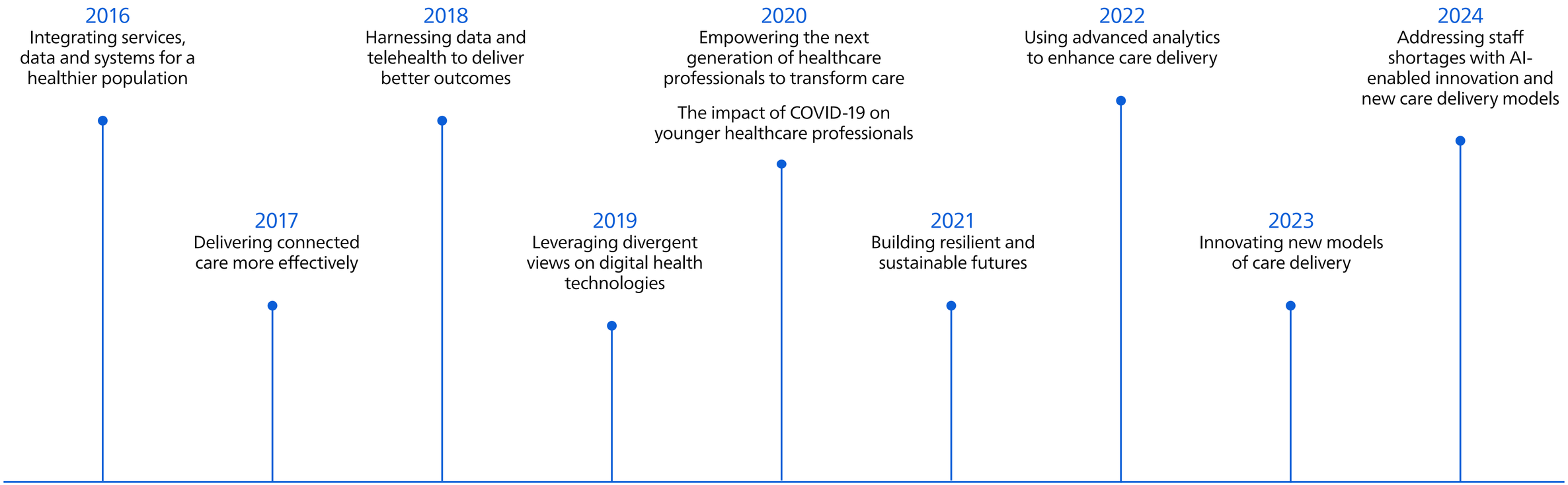
Ten years of the Future Health Index

Over the past decade, the Future Health Index has examined the role of technology in some of the biggest trends health systems have faced. Initially a benchmark of connected care adoption around the world, the Future Health Index has evolved to look at how technology can shape the future of health, based on the perspectives of healthcare leaders, professionals and patients in countries with varying demographics and health systems.



Foreword

Healthcare is at a crossroads. Staff shortages, skyrocketing costs, and systemic inefficiencies are stretching the system to its limits – and patients are feeling the impact. Our 2025 Future Health Index – the 10th anniversary edition of our global healthcare survey and the largest of its kind – shows that patients may wait almost two months or more for specialist care in over half the countries surveyed. Without decisive action, a projected shortfall of 11 million health workers by 2030 will leave millions without timely access to essential care.

Amid these challenges, artificial intelligence (AI) has emerged as a powerful accelerator – and perhaps our most compelling opportunity – to meet rising healthcare demands as populations age. Consider how quickly technology has evolved in the past five years and how far it could advance in the next five. We imagine that by 2030, AI could automate much of the 'silent' administrative work done by healthcare professionals, augmenting their clinical capacity significantly, without lengthening their workday.

Our survey shows healthcare professionals recognize AI's potential: not just to reclaim time lost to administrative tasks, but to diagnose diseases more precisely, reduce avoidable hospital readmissions, and improve patient outcomes. Complementing these findings, another study suggests broader adoption of today's AI technology could lead to savings of $200 to 360 billion in healthcare spending annually in the US alone.

Yet while AI is advancing fast, public trust is lagging behind. The 2025 Future Health Index reveals a critical gap: most healthcare professionals are optimistic about AI improving healthcare, yet many patients remain skeptical – especially when their health is on the line. And despite their optimism, most healthcare professionals still have important concerns about bias and liability. Without trust, the full promise of AI in healthcare cannot be realized.

Building trust requires a responsible, people-centered approach: one that puts collaboration at the heart of AI innovation. AI must enhance – not erode – the trusted relationships between patients and healthcare professionals. It must deliver tangible benefits, be anchored in robust safeguards, and operate within clear, consistent regulatory frameworks. Only then can AI earn the trust it needs to drive meaningful transformation in healthcare.

That doesn't mean slowing down AI innovation – it means accelerating it in the right direction, bringing life-saving AI solutions to more people, faster, while fostering trust. To achieve this, we must act together across disciplines, institutions and borders. Our report offers critical insights to drive that collaboration. We call on healthcare leaders everywhere to join us in translating insight into action, shaping a future where technology and trust go hand in hand to deliver better care to more people.

Shez Partovi
Chief Innovation Officer,
Chief Business Leader
Healthcare Informatics

Carla Goulart Peron
Chief Medical Officer

"As AI transforms healthcare, trust and innovation must go hand in hand to bring life-saving solutions to more patients and providers, faster – and with the right safeguards."

Research premise

This is the largest global survey of its kind, analyzing the priorities and perspectives of healthcare professionals and patients.

In its 10th edition, the Future Health Index 2025 investigates how artificial intelligence (AI) can empower healthcare professionals to deliver better care for more people.

This report highlights key challenges impacting healthcare professionals today, revealing their sentiments on the rise of AI and identifying critical gaps that must be addressed to enhance their confidence in integrating AI into patient care.

We also examine the patient perspective, assessing their comfort with AI in healthcare and identifying opportunities to strengthen their trust in technological advancements.

For this year's Future Health Index, we conducted proprietary quantitative research involving over 1,900 healthcare professionals and over 16,000 patients across 16 countries.

16 countries

1,900+ healthcare professionals

16,000+ patients

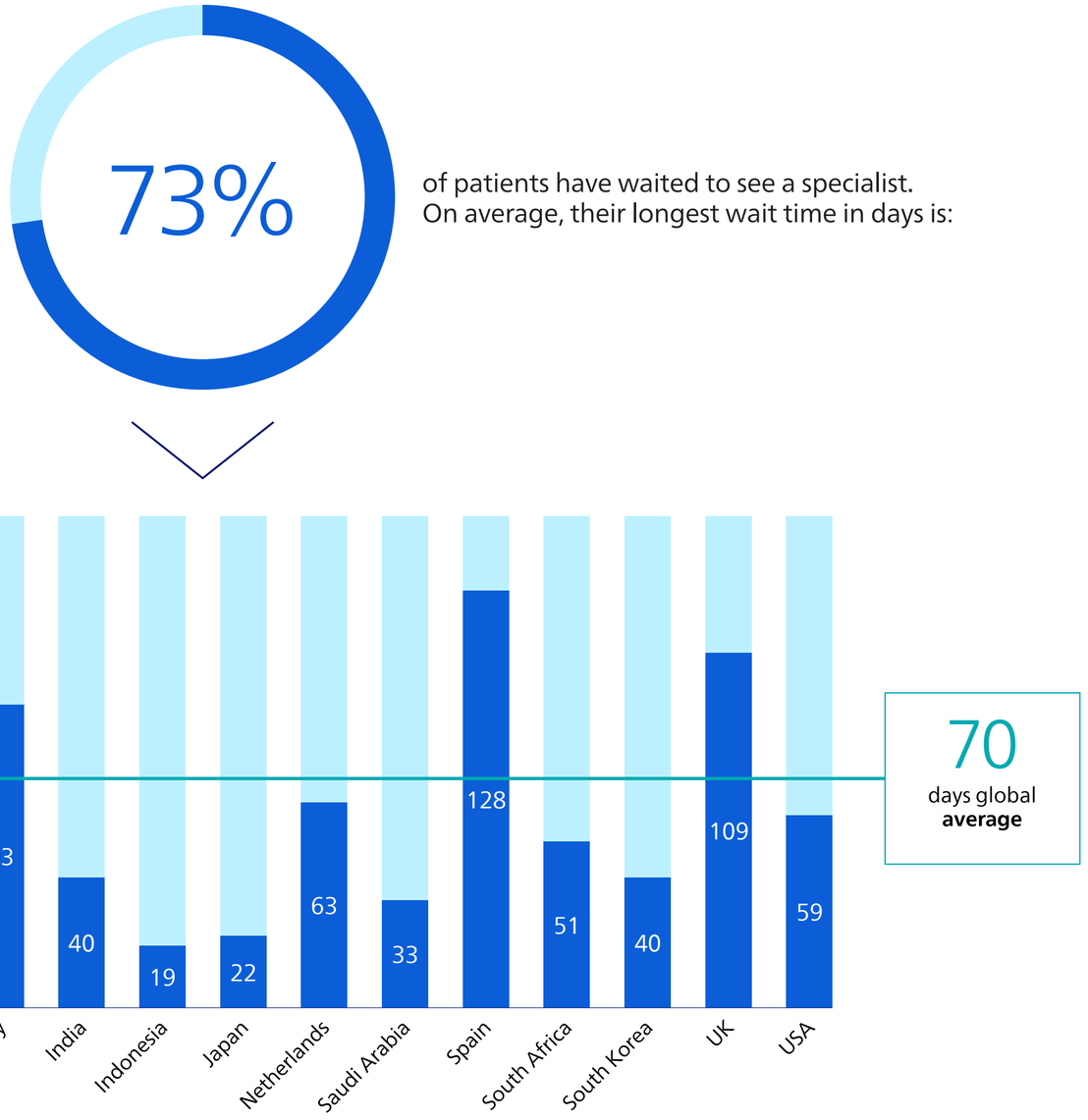
1 The power of AI to transform healthcare

Healthcare systems are struggling with growing demand, rising costs, and staff shortages. Our survey highlights how delays in care put patient health at risk while inefficiencies drain valuable time from healthcare professionals. AI is already helping address these challenges – but its full potential remains untapped.

The clock is ticking: how care delays threaten patient health

Aging populations, rising chronic diseases, and a widening gap between patient demand and provider availability are putting increasing pressure on systems worldwide. Simply hiring more staff isn't a sustainable solution. Instead, healthcare systems are turning to AI to enhance the capabilities of healthcare professionals, strengthen capacity, and expand access to quality care.

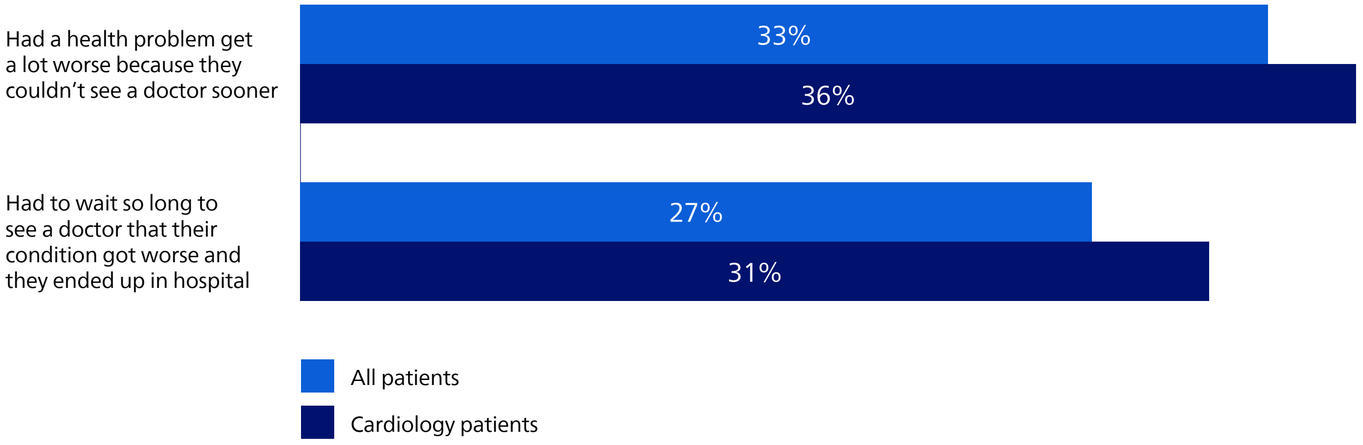
The need to transform healthcare delivery has never been more urgent. Last year's Future Health Index found that more than 3 in 4 healthcare leaders reported care delays due to staff shortages. This year's findings show that delays in patient care remain a global and critical issue. In more than half the countries surveyed, patients can be waiting almost two months or more for specialist appointments, and in Canada and Spain, waits can be up to four months or longer.



These widespread delays in care have very real consequences for patients. Globally, a third (33%) of patients report worsening health due to not seeing a doctor sooner, and more than 1 in 4 have even ended up in the hospital because of long waiting times.

Patients in need of heart care – where time is often critical – are even more impacted by delays. They are not only significantly more likely to have to wait to see a specialist, but also wait, on average, 20% longer for an appointment than other patients. These longer wait times may help explain why cardiology patients are significantly more likely to report worsening health or hospital admission due to delays in care.

Wait times lead to worsening health, especially for cardiology patients



Lost hours, lost care: the burden on healthcare professionals

While patients anxiously wait for care, healthcare professionals often lose valuable time to frustrating inefficiencies – pulling them away from what drew them to medicine in the first place: helping patients recover and providing comfort and support (cited by 60% and 55%, respectively, as a source of joy and purpose).

Data inefficiencies are among the top frustrations for healthcare professionals, draining valuable time and energy that could be better spent on patient care.

More than 3 in 4 healthcare professionals report losing clinical time due to incomplete or inaccessible patient data, with a third losing over 45 minutes per shift. That adds up to 23 full days per healthcare professional lost each year*. This highlights the urgent need for AI and digital technologies to simplify data management and make up for lost time.

77%

of healthcare professionals have lost clinical time due to issues with incomplete or inaccessible patient data

34%

of these healthcare professionals are losing 45+ minutes of clinical time per shift

This equates to:

4+ working weeks

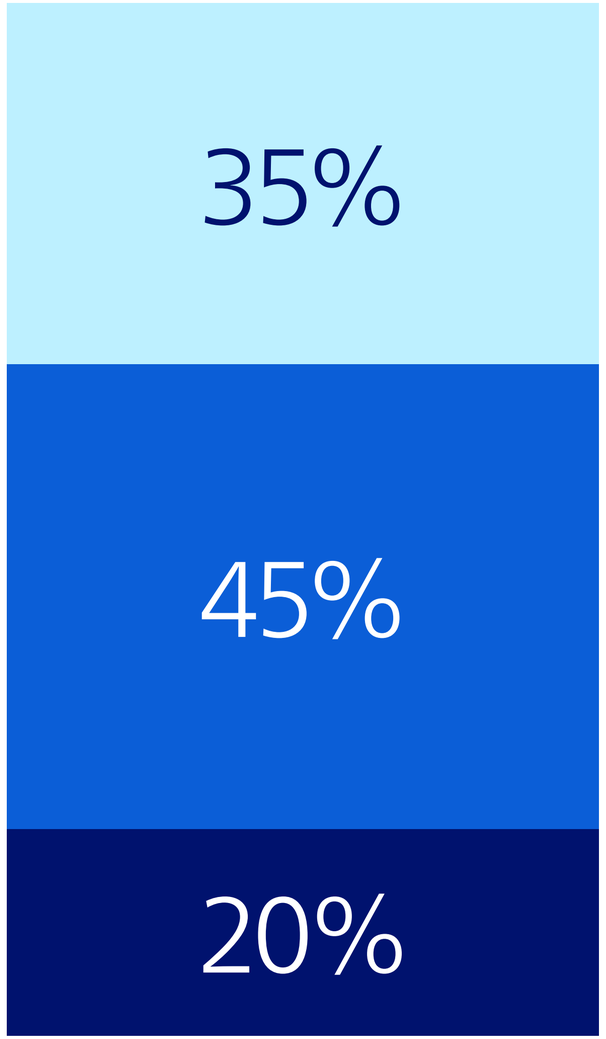
lost in a year per healthcare professional

*Based on an eight-hour shift, working 250 days per year. This amounts to 187.50 hours lost per healthcare professional on average.

As healthcare professionals continue to struggle with accessing the data they need, the weight of administrative burdens only grows heavier. Our survey reveals that more than one-third of healthcare professionals now spend less time with patients and more on paperwork compared to five years ago, while only 20% have the chance to spend more time with those they care for.

This shift is taking a heavy toll on their wellbeing: healthcare professionals who spend less time with patients than five years ago feel significantly more stressed compared to their peers. With staff shortages in healthcare projected to keep growing, addressing administrative inefficiencies is essential for retaining current staff and ensuring the quality of care remains high.

Healthcare professionals losing patient time to admin



I now spend less of my time with patients and more of my time on administrative tasks

I continue to spend the same amount of my time with patients and on administrative tasks

I now spend more of my time with patients and less of my time on administrative tasks

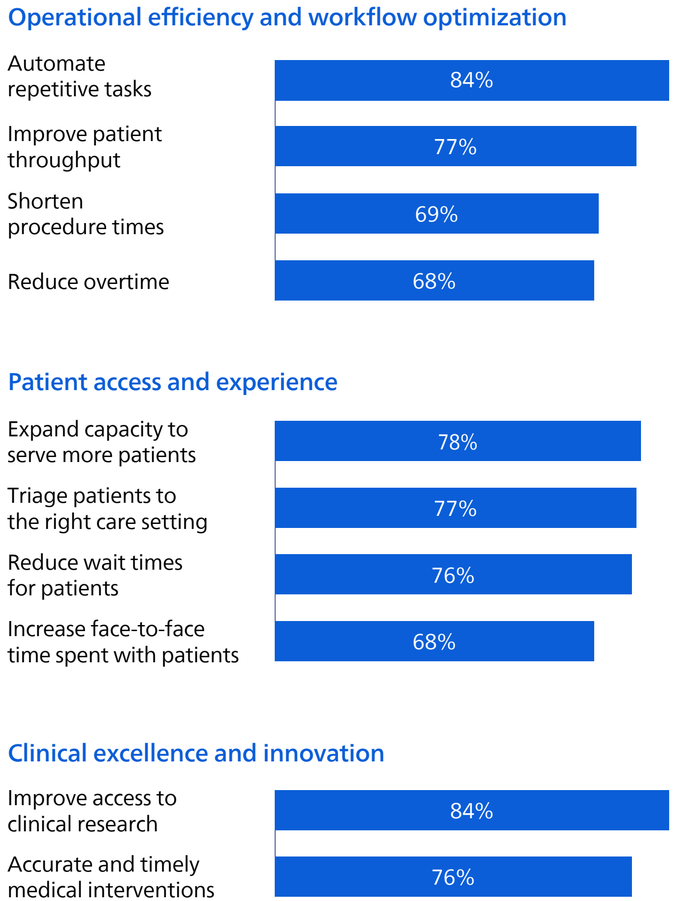
Delivering better care for more people with AI

Healthcare professionals believe that, when implemented correctly, AI can help them reclaim valuable time by automating repetitive tasks and shortening procedure times. They also expect it will allow their departments to expand capacity, serve more patients, get patients to the right care faster, and reduce wait times – while also cutting down on overtime for overstretched healthcare professionals.

Healthcare professionals also see AI as a tool for upskilling less experienced staff. With specialist staff in short supply – particularly in underserved rural and urban areas – AI can support less experienced staff, helping them perform at higher proficiency levels and improving access to quality care.

Recognizing the urgency of addressing care delays and inefficiencies, healthcare professionals warn of the opportunity costs of not adopting AI more quickly. They worry that slower implementation could lead to missed opportunities for early intervention (46%), increased clinician burnout from non-clinical tasks (46%), and a growing backlog of patients (42%).

How healthcare professionals say AI can positively impact their department



"AI offers clear, immense potential across multiple stages of clinical practice. In enhancing diagnostic accuracy and efficiency, I see huge value in AI for image analysis – particularly in interpreting complex cardiovascular imaging and identifying abnormalities that might otherwise be missed by the human eye. AI will enable faster data processing, and I'm sure will reduce administrative burdens on clinicians. This will allow me to dedicate more time to patient care."

Jose Zamorano
Chief of Cardiology at the University Hospital Ramón y Cajal in Madrid

From sick care to health care: AI's transformative potential

AI is already streamlining healthcare, but its greatest impact may be in preventing the need for some types of care altogether. As chronic disease rates rise and costs soar, governments and healthcare systems aim to shift from reactive to proactive care models.

Efforts are underway to expand the reach of patient care and detect health issues or deteriorating conditions earlier. In the 2024 Future Health Index, we found healthcare leaders invested in a wide range of remote patient monitoring solutions to support many clinical areas.

This year's findings show healthcare professionals are embracing this shift. They believe AI-powered predictive analytics and remote monitoring can reduce avoidable hospital admissions and save lives through earlier interventions. At the same time, they recognize that for these new care models to work, patients need to be on board with AI and digital technologies – and, as the next chapter reveals, that's where the real challenge may lie.

82%

of healthcare professionals say AI and predictive analytics could save lives by enabling early interventions

75%

of healthcare professionals say digital health technologies – including AI and predictive analytics – will reduce hospital admissions in the future

How AI can rein in healthcare costs

Advancements in healthcare AI are not only saving time and improving patient outcomes – they can also help control healthcare spending, which was a staggering Consistency: 17.6% of GDP in the US in 2023, and continues to rise in many countries worldwide. In the US, cardiovascular diseases alone account for more than $400 billion per year in direct medical spending and indirect costs, such as lost productivity.

By predicting hospital readmissions, AI enables timely interventions for high-risk patients, preventing costly rehospitalizations. AI can further reduce costs by automating administrative tasks, optimizing procedure scheduling, and cutting unnecessary medical expenses. It has been estimated that in the US, wider adoption of AI could lead to savings of 5-10% in healthcare spending.

2 The trust gap in healthcare AI

For AI to gain widespread adoption in healthcare, trust is essential. Most patients and healthcare professionals are optimistic about AI, but patient comfort with the technology still lags. Healthcare professionals have their concerns too – revealing critical trust gaps that must be addressed to deliver on the technology's full potential.

Healthcare professionals are optimistic about AI. Patients? Not yet

Despite AI's rapid advances and potential, its adoption and impact in healthcare hinges not only on technological progress but also on building trust and acceptance with healthcare professionals – and, critically, the patients they serve.

Public trust in AI is not a given, especially against the backdrop of growing institutional skepticism and concerns over data privacy and security. For example, a study published earlier this year in the US found that most adults don't trust healthcare providers to use AI responsibly and without harm.

In line with these findings, our survey reveals that healthcare professionals are significantly more optimistic about AI's potential to improve healthcare compared to patients, with an average gap of 20 percentage points. This gap is even larger among patients 45 and over, increasing to 25 percentage points.

This highlights a critical challenge that healthcare leaders, policymakers, and industry players must address to maximize the benefits of AI without undermining patient trust and acceptance.

79%

of healthcare professionals are optimistic that AI could improve patient outcomes

59%

of patients are optimistic that AI can improve healthcare

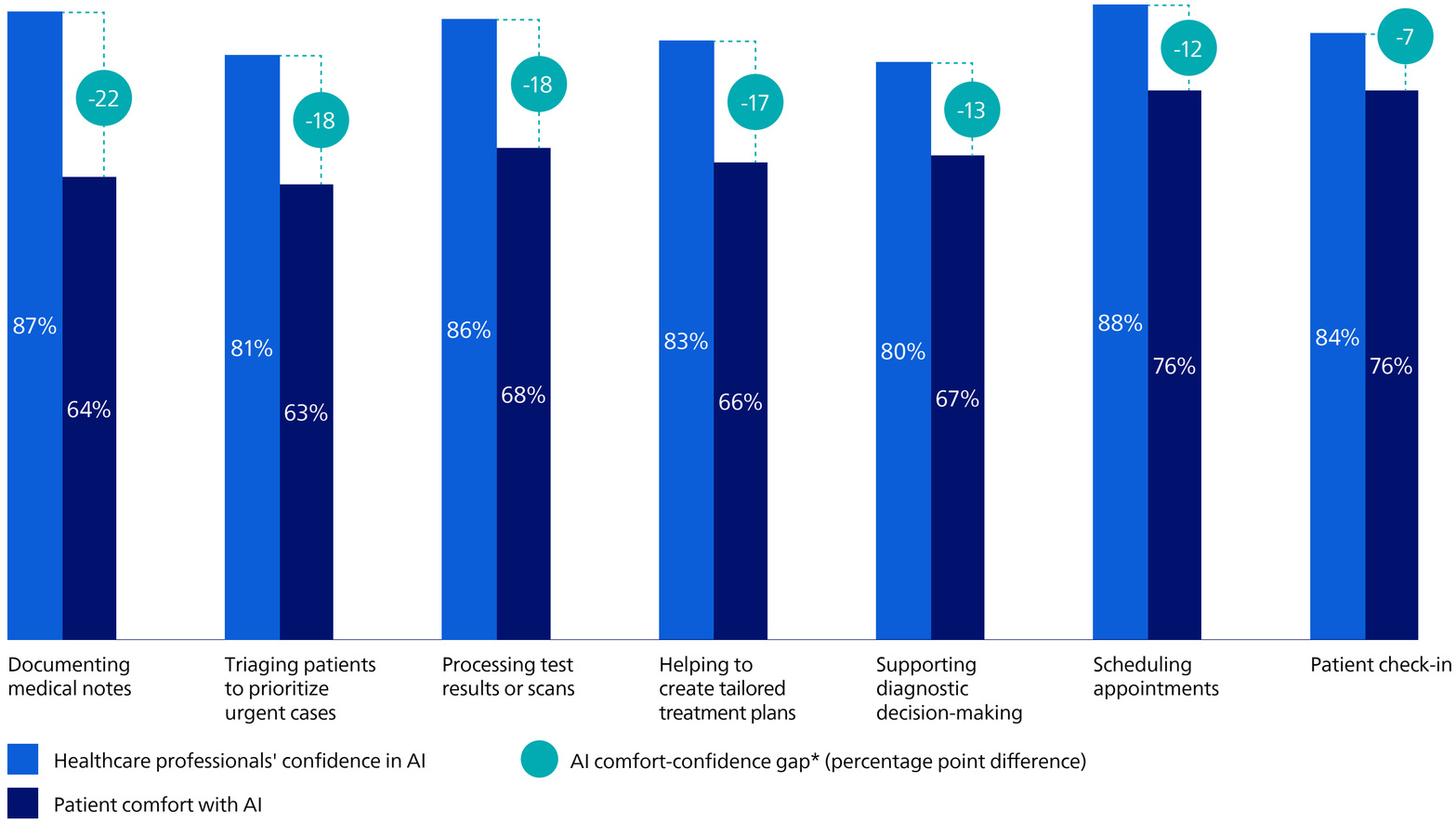
Patient comfort with AI drops as clinical stakes rise

The trust disparity between healthcare professionals and patients comes into sharper focus when examining specific AI applications in patient care. While healthcare professionals generally express high confidence in the use of AI, patients are more reserved. Their comfort with AI varies significantly across different uses, showing that trust is not one-size-fits-all.

Most patients welcome the use of AI for administrative tasks such as making appointments or checking in. However, their comfort with AI drops – and the gap with healthcare professionals grows – when its use shifts into clinical areas and health risks rise.

Patients are not quite ready to trust AI with writing their medical notes either – a hesitation that likely reflects the sensitive nature of information shared in the patient-clinician relationship. In contrast, healthcare professionals' confidence in AI easing this aspect of their workload is among the highest across all applications.

AI comfort-confidence gap between patients and healthcare professionals



* Due to rounding, gap numbers may appear +/-1 point compared with percentages in bars

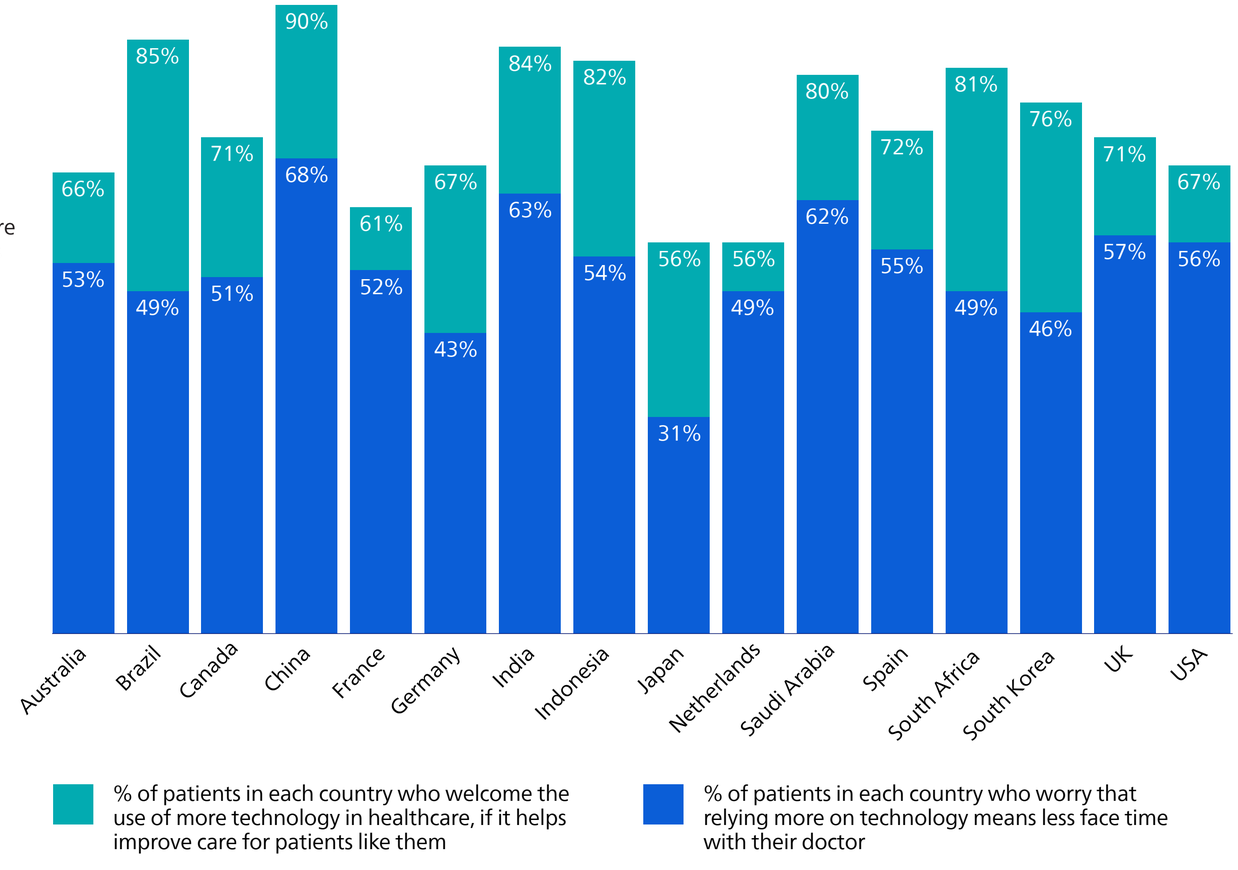
Patients worry that AI removes the human touch

73%

of patients welcome the use of more technology in healthcare, if it helps improve care for patients like them

52%

of patients worry that relying more on technology means less face time with their doctor



Patients' concerns about AI go beyond the risk of errors when their health is at stake. Many also worry about the broader impact of digital technologies, fearing they could make healthcare feel less personal.

While the majority of patients support increased technology use if it improves access to care and benefits patients like them, half are concerned it could reduce face-to-face time with their doctor. This concern is evident across all age groups and countries.

New tech often falls short for healthcare professionals

Patients aren't the only ones with concerns. While healthcare professionals are broadly optimistic about AI's potential, they remain critical of how useful new digital health technologies, including AI, are in everyday practice.

Despite 69% of healthcare professionals being involved in developing these technologies, only 38% feel they are designed with their needs in mind. This highlights a significant gap in translating clinical needs into practical solutions that seamlessly support their daily workflows.

7 in 10 healthcare professionals are actively involved in the development of new technologies at their organizations

4 in 10 healthcare professionals believe new technologies are designed to meet their needs

The workflow problem holding AI back

One major reason many AI and digital health applications fall short in clinical practice is poor workflow integration, which has been shown to be one of the biggest barriers to AI adoption. Take radiologists, for example: they work in high-pressure, complex environments, often juggling multiple software applications across several screens. If AI tools require them to manage yet another application, the result may be increased workload rather than improved efficiency. To truly support healthcare professionals and enhance productivity, AI algorithms must integrate smoothly into existing systems, minimizing the need for task-switching.

Who’s responsible if AI gets it wrong?

Another persistent concern among healthcare professionals is: who’s responsible if an AI system makes an error in diagnosis or treatment? With issues like hallucinations in generative AI systems compromising accuracy and reliability, our survey findings suggest that uncertainty over legal accountability remains a significant concern.

In fact, more than 3 in 4 are are either concerned or unsure about the issue of liability. There is a lack of clarity around the extent to which they may be held responsible compared to, for example, the developer or institutions.

In addition, a majority of healthcare professionals are worried about data bias in AI widening existing disparities in healthcare outcomes.

76%

of healthcare professionals are concerned or unclear about liability for AI

61%

of healthcare professionals are concerned about data bias in AI applications widening health disparities

3 Bridging the trust gap

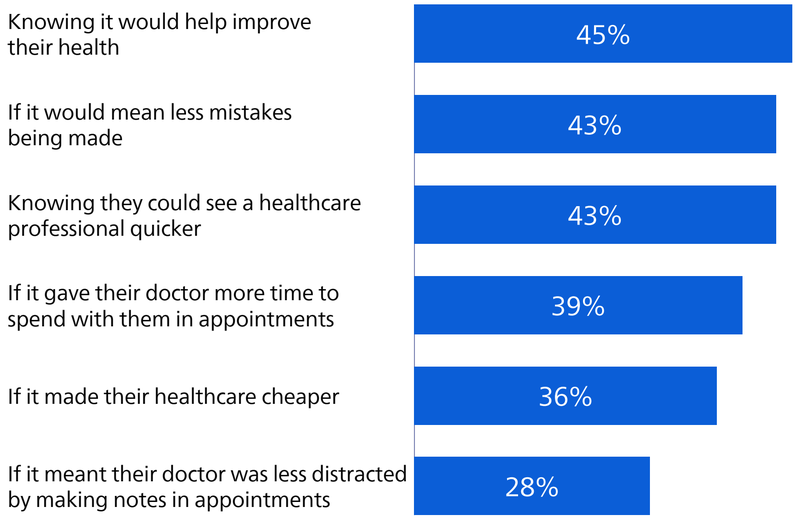
What will it take to strengthen trust in AI among both patients and healthcare professionals? Our findings offer clear pointers that can help pave a path toward more effective and trusted AI integration in healthcare – ultimately improving patient outcomes and the overall care experience.

Patients open to AI – if it improves and humanizes care

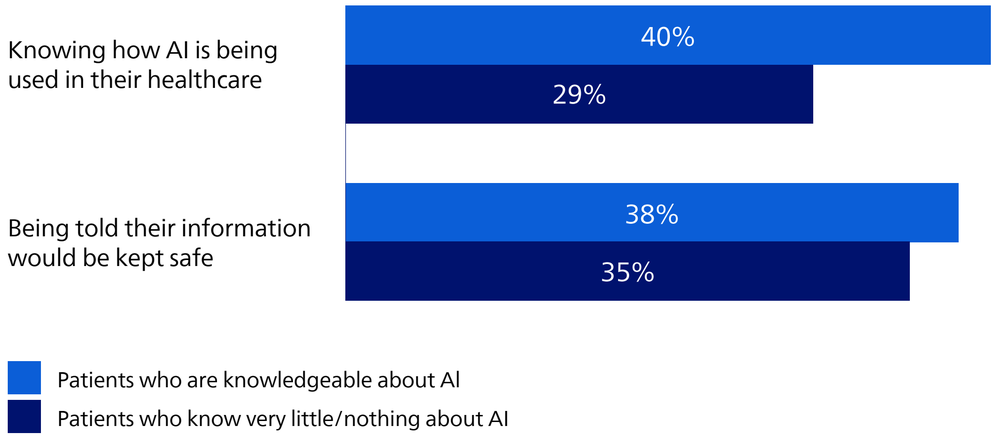
To understand what would make patients feel more positive about AI in healthcare, we asked them directly. Their response was clear: they want AI to work safely and effectively – improving their health and reducing errors.

Patients are also more open to AI when it frees up doctors for personal interactions, easing their fears of a less human healthcare experience as technology becomes more prevalent. Used correctly, AI has the potential to make healthcare more personal, not less – and that's exactly what patients are asking for.

AI benefits that make patients feel more positive about it



What patients need to feel comfortable with AI use in healthcare



The knowledge paradox: AI-savvy patients seek stronger reassurance

Unsurprisingly, patients in our survey who feel more knowledgeable about AI tend to be more comfortable with its use. However, these patients also seek stronger assurances – whether it's about understanding how AI is used or about the safety of their data. This suggests that familiarity with AI technology in itself doesn't necessarily decrease worry – in fact, it can amplify it.

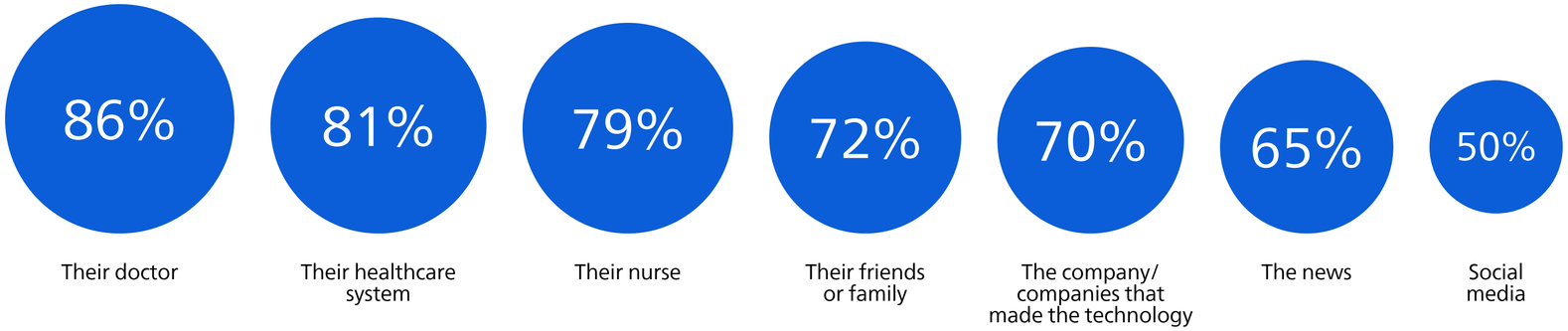
Knowledgeable patients may be more aware of AI's potential benefits, resulting in higher comfort levels, but they're also more conscious of its risks and limitations, leading to a stronger demand for transparency and control.

Patients trust healthcare professionals more than any other source on AI

When it comes to healthcare AI, who do patients trust? Our findings show that patients, regardless of their level of knowledge about AI, prefer to receive information and reassurance from their doctors, healthcare systems, and nurses rather than from news outlets or social media.

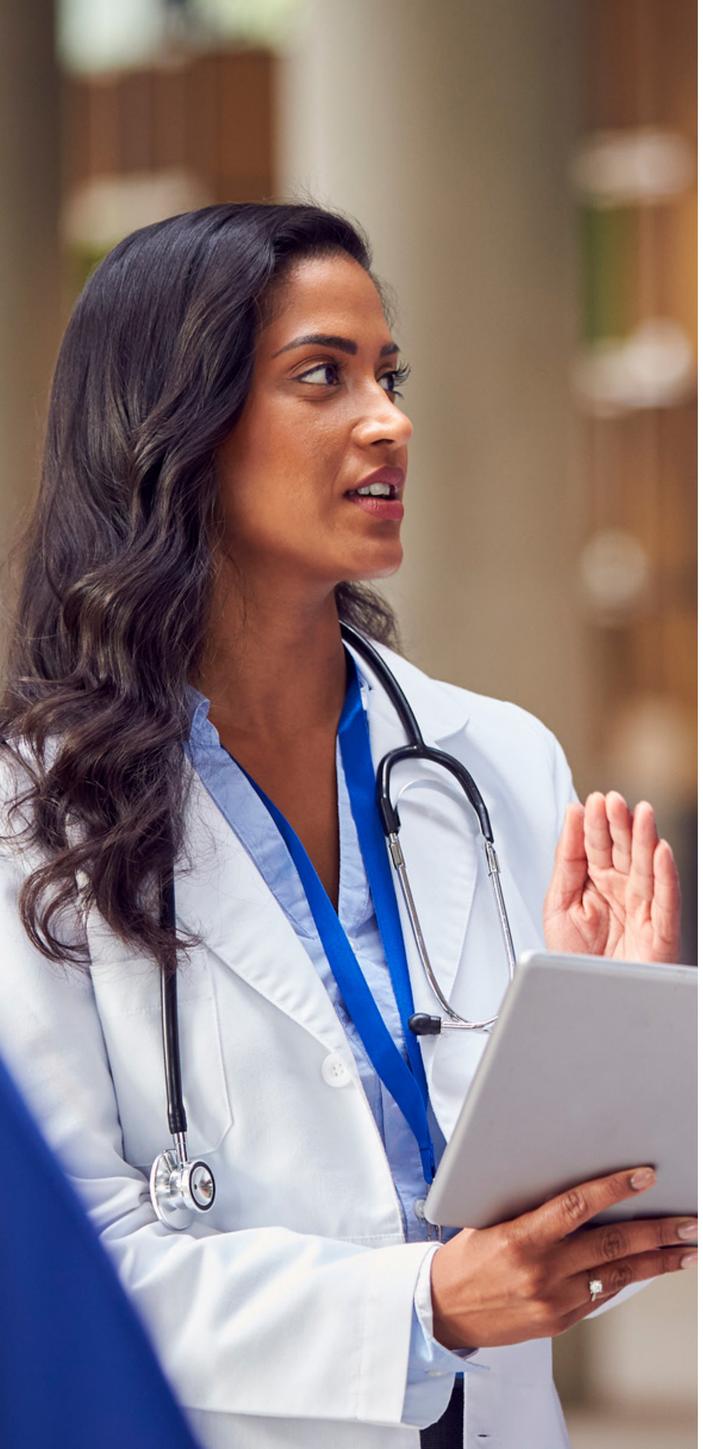
This preference underscores the vital role that healthcare professionals play in building patient trust in AI. By leveraging their established relationships and credibility, healthcare professionals can guide patients through the integration of AI in their care, mitigating concerns and fostering comfort in the use of these technologies.

Patients are more comfortable with AI in their care when informed by:



In doctors and nurses we trust

While skepticism toward institutions is growing, our survey findings reveal that patients still place high trust in doctors. Only 10% of patients reported experiencing a lack of trust when visiting their doctor for a health issue. This mirrors a 2024 Gallup poll in the US, which found that, despite an overall decline in public trust, healthcare professionals remain among the most trusted professions, with nurses holding the top spot. Similarly, another recent study showed high trust in doctors as reliable sources of health information, which suggests they can play a key role in helping patients understand how AI is used in their care.



Healthcare professionals call for clear guardrails

What's needed to further strengthen clinicians' trust in AI? Our survey highlights key factors, including the need for clarity on legal liability, clear guidelines for AI usage and limitations, and scientific evidence of its effectiveness. Healthcare professionals also call for ongoing monitoring and evaluation of AI systems to ensure continued effectiveness.

Interestingly, reassurance about job security ranks lowest on their wish list, suggesting that healthcare professionals largely view AI as a valuable enhancement to their skills rather than a threat to their profession. Their overall sentiment is clear: with the right guardrails in place, the future of AI-enabled healthcare is bright – offering the potential for improved care, efficiency, and better patient outcomes.

What healthcare professionals need to build trust in AI

- **38%** Clarity on legal liability when using AI
- **38%** Clear guidelines for AI usage and limitations
- **37%** Scientific evidence supporting effectiveness
- **36%** Continuous monitoring and evaluation of AI systems
- **33%** Reassurance about data security
- **33%** A reliable IT/support helpdesk
- **32%** Transparency about the basis of AI recommendations
- **26%** Addressing data bias and data quality issues
- **23%** Reassurance for staff about job security

Recommendations

How to build trust in healthcare AI with patients and professionals?

1. Put people first in AI design

AI must be designed around the needs of both patients and healthcare professionals. Involving the right stakeholders from the beginning and throughout the process is essential for building trust and acceptance. Solutions should seamlessly support patient health routines and integrate into healthcare workflows and IT infrastructures, creating a frictionless experience for healthcare professionals and improving patient outcomes.

2. Enhance human-AI collaboration

AI's true potential lies in enhancing healthcare professionals' abilities and empowering patients and caregivers to manage health and well-being. While AI agents may handle certain tasks autonomously, human supervision remains essential when health is at stake. Healthcare professionals play a critical role in building patient trust through transparent communication about the role of AI, supported by comprehensive training starting from the beginning of their education.

3. Demonstrate efficacy and fairness

Both healthcare professionals and patients want assurance that AI works as intended, while regulators require evidence that it meets safety and performance standards. Consistent performance across relevant patient groups and clinical contexts is essential, along with safeguards against bias to support non-discriminatory outcomes. Using representative, high-quality data sets during development and validation can help mitigate biases and ensure fair outcomes for every patient.

4. Enable innovation with clear guardrails

To accelerate the delivery of potentially life-saving AI to patients, regulations should evolve to balance speed of innovation with safeguards that protect patients and build trust. Global harmonization of regulatory frameworks can reduce complexity and enable faster access to innovation without compromising on patient safety. Approaches like regulatory sandboxes can enable the responsible development and monitoring of AI, while maintaining consistent application of medical device regulations.

5. Build strong cross-sector partnerships

In healthcare, no one can go at it alone. Close collaboration across all ecosystem players – including healthcare organizations and professionals, patient groups, payors, policymakers, regulators, researchers and the health tech industry – is crucial for driving innovation and creating solutions that meet stakeholder needs and build trust. Aligned goals and incentives, including payment models, are essential to focus on what matters most: improving the health and well-being of patients and healthcare professionals.

Appendices

Research methodology

Two quantitative surveys* were carried out by Accenture Song, the world's largest tech-powered creative group employing a methodology of online (CAWI) surveying.

The surveys were conducted from December 2024 to April 2025 in 16 countries (Australia, Brazil, Canada, China**, France, Germany, India, Indonesia, Japan, Netherlands, Saudi Arabia, Spain, South Africa, South Korea, the United Kingdom and the United States).

Survey 1:

1,926

healthcare professionals participated in a 15-minute online survey

- Healthcare professionals were a mix of doctors (including surgeons), nurses and physician assistants
- Respondents worked across a range of specialities in private and public health systems

Survey 2:

16,144

patients aged 18+ participated in a 10-minute online survey

- Respondents were broadly representative across age and gender within their specific countries
- 99% of respondents had seen a doctor in the last two years

Where relevant, the surveys were translated into the local language. In some instances, certain questions needed to be adjusted slightly for relevance within specific countries. Care was taken to ensure the meaning of the question remained as close to the original English version as possible.

In both instances – healthcare professionals and patients – sample sizes were weighted to ensure representative results at the global level.

* Two separate surveys were conducted, but for ease, data is referred to as coming from a 'survey' in the report.

** Survey data is representative of Mainland China only and does not include Taiwan or Hong Kong.

Weighting is a statistical technique used to adjust the sample data to ensure it accurately represents the larger population. This process is vital when certain groups are over- or under-represented in the sample compared to their actual proportions in the population.

- **Enhances accuracy:** Weighting corrects any biases that may arise due to unequal sample sizes across markets
- **Ensures representation:** It ensures that the insights obtained reflect the demographics and characteristics of the entire population more accurately
- **Allows comparability:** By weighting the data, we can make fair comparisons across different markets and demographics, leading to more reliable conclusions

*** Estimated margin of error is the margin of error that would be associated with a sample of this size for the respondent population in each country.

The below tables show both the unweighted and weighted sample sizes as well as the estimated margin of error*** at the 95% confidence level.

Please note that this report utilizes weighted data for both healthcare professional and patient surveys to provide insights that are representative across the diverse markets analyzed.

Healthcare professionals survey:

Market	Unweighted	Weighted	Estimated margin of error (percentage points)
Total (Global):	1,926	1,600	+/-3.5
Australia	106	100	+/-13.8
Brazil	102	100	+/-13.8
Canada	101	100	+/-13.8
China	200	100	+/-9.7
France	102	100	+/-13.8
Germany	100	100	+/-13.8
India	200	100	+/-9.7
Indonesia	100	100	+/-13.8
Japan	100	100	+/-13.8
Netherlands	102	100	+/-13.8
Saudi Arabia	106	100	+/-13.8
Spain	102	100	+/-13.8
South Africa	100	100	+/-13.8
South Korea	100	100	+/-13.8
UK	105	100	+/-13.8
USA	200	100	+/-9.7

Patient survey:

Market	Unweighted	Weighted	Estimated margin of error (percentage points)
Total (Global):	16,144	16,000	+/-1.1
Australia	1,002	1,000	+/-4.3
Brazil	1,006	1,000	+/-4.3
Canada	1,037	1,000	+/-4.3
China	1,036	1,000	+/-4.3
France	999	1,000	+/-4.3
Germany	989	1,000	+/-4.3
India	1,017	1,000	+/-4.3
Indonesia	1,005	1,000	+/-4.3
Japan	1,004	1,000	+/-4.3
Netherlands	977	1,000	+/-4.3
Saudi Arabia	1,065	1,000	+/-4.3
Spain	1,000	1,000	+/-4.3
South Africa	1,003	1,000	+/-4.3
South Korea	1,000	1,000	+/-4.3
UK	997	1,000	+/-4.3
USA	1,007	1,000	+/-4.3

Glossary of terms

Artificial intelligence (AI)
An AI system is a machine-based system that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments. Different AI systems vary in their levels of autonomy and adaptiveness after deployment.

Artificial intelligence (AI) algorithms
AI algorithms instruct a computer on how to make decisions, execute a function, or perform some other task independently.

Artificial intelligence (AI) hallucinations
Responses produced by AI systems that are misleading, inaccurate or nonsensical but are presented as fact.

Automation
The use of technology and software solutions to perform tasks and processes with limited human involvement. It may involve the application of digital tools, machines, and computer systems to streamline and optimize various aspects of healthcare delivery, administration, and management.

Data
Used here to refer to a variety of clinical and/or operational information amassed from numerous sources including, but not limited to, electronic medical records (EMR), medical devices and workflow management tools.

Data bias
A flaw that occurs when certain elements of a dataset are missing, underrepresented or overrepresented.

Digital health technology
A variety of technology that transmits, shares, and/or analyzes health data. The technology can take a variety of forms, including, but not limited to, home health monitors, digital health records, equipment in hospitals/healthcare facilities, and health or fitness tracker devices.

Generative AI
AI systems that can create original content in response to a user's prompt or request.

Healthcare leader
A C-suite or senior executive working in a hospital, medical practice, imaging center/office-based lab, or urgent care facility who is a final decision-maker or has influence in making decisions.

Healthcare organization
The hospital or healthcare facility for or in which the healthcare professional works.

Healthcare professional
Individuals who are directly involved in providing healthcare services to patients (including doctors, nurses, surgeons, specialists, technologists, technicians, etc.).

Out-of-hospital care
Medical services provided outside of traditional hospital settings, such as at home, clinics, ambulatory care centers, or other community locations, either in person or virtually.

Patient throughput
The efficiency at which a patient moves through a healthcare facility from arrival to discharge.

Predictive analytics
A branch of advanced analytics that makes predictions about future events, behaviors, and outcomes.

Remote patient monitoring
Technology that remotely tracks and diagnoses the health of patients.

Specialist
A doctor or other healthcare professional who is trained and licensed in a specific area of practice. Examples of specialists include oncologists (cancer specialists) and cardiologists (heart specialists).

Staff
This refers to all employees within a healthcare organization, including healthcare professionals, IT, financial services, administrative support, facilities, etc.

Workflows
A process involving a series of tasks performed by various people within and between work environments to deliver care. Accomplishing each task may require actions by one person, between people, or across organizations – and can occur sequentially or simultaneously.

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The Future Health Index is commissioned by Philips. In its 10th edition, the Future Health Index 2025 investigates how innovative technologies, particularly AI, can empower healthcare professionals to deliver better care for more people. Two quantitative surveys were carried out among over 1,900 healthcare professionals and over 16,000 patients in 16 countries (Australia, Brazil, Canada, China, France, Germany, India, Indonesia, Japan, Netherlands, Saudi Arabia, Spain, South Africa, South Korea, the United Kingdom and the United States). The surveys were conducted from December 2024 to April 2025.