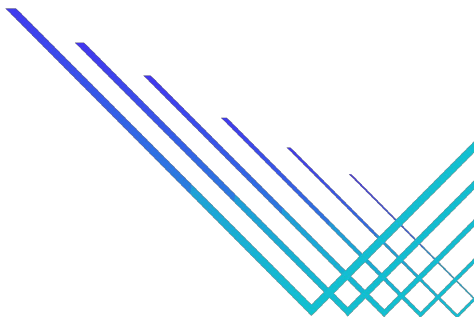


TO: Interested Parties
FR: Morning Consult on behalf of United States of Care
DT: June 24, 2024
RE: AI in Healthcare Poll Results



Background: Morning Consult ran a survey, on behalf of US of Care, focused on adults’ knowledge of and preferences for the use of artificial intelligence (AI) in healthcare. The results show that, while adults are generally skeptical of the use of AI by healthcare providers, the more adults know about or use AI tools themselves the more comfortable they become with AI being used in a healthcare setting. Health equity in the age of AI is a key concern among adults, with adults recognizing the impact AI could have in care for vulnerable populations. Voters believe regulation of AI in healthcare is an important priority at the state and federal levels.

Methodology: This poll was conducted between May 30 - June 2, 2024 among a sample of 2,517 adults. The interviews were conducted online, and the data were weighted to approximate a target sample of adults based on age, gender, race, educational attainment, region, gender by age, and race by educational attainment. Results from the full survey have a margin of error of plus or minus 2 percentage points.

KEY FINDINGS ON THE USE OF AI IN HEALTHCARE

While most adults (68%) prefer their physician to use AI tools in a healthcare setting, the majority (59%) prefer the use of AI in a limited way, i.e. sparingly or occasionally. Only a small percentage of adults (9%) prefer their physician use AI tools extensively. And one-third of adults (33%) prefer their physician doesn’t use AI tools at all. Preference for the use of AI tools in healthcare increases as adults’ knowledge of and use of AI increases.

When asked about specific tasks AI could assist with in a healthcare setting, one-third to one-half of adults are comfortable with each of the following use cases¹ of AI in their own personal healthcare delivery. Comfort with a healthcare provider using AI intelligence for their personal healthcare delivery increases as knowledge and use of AI increases, as does the perspective that healthcare providers should be required to inform patients when they are using an AI-powered tool. See Table 2.

Table 1. Comfort with the Use of AI Tools Within a Healthcare Setting¹

Very + Somewhat Comfortable	Adults	High Knowledge of AI	High AI User
Record your conversation during an appointment to help take notes and complete necessary documentation	49%	67%	63%
Communicate test results to you via chatbots	47%	65%	62%
Review your medical images or scans	47%	68%	63%
Analyze your medical data and history to receive a summary of your medical background	49%	68%	64%
Determine a treatment plan for a healthcare issue you are experiencing	41%	63%	56%
Determine which medication will best treat a healthcare issue you are experiencing	40%	62%	55%
Assess your health condition and determine if you need care from a healthcare provider	40%	62%	54%
Determine a diagnosis for a healthcare issue you are experiencing	37%	60%	51%
Help perform surgical procedures	33%	54%	46%

¹See Table 1: Comfort with the Use of AI Tools Within a Healthcare Setting

KEY FINDINGS ON THE USE OF AI IN HEALTHCARE

Table 2. Requirements to Inform Use of AI Tools Within a Healthcare Setting¹

Requirement to Inform	Adults	High Knowledge of AI	High AI User
Review your medical images or scans.	69%	79%	80%
Analyze your medical data and history to receive a summary of your medical background.	68%	75%	78%
Determine a diagnosis for a healthcare issue you are experiencing.	67%	77%	77%
Determine a treatment plan for a healthcare issue you are experiencing.	67%	78%	78%
Record your conversation during an appointment to help take notes and complete necessary documentation.	67%	78%	78%
Determine which medication will best treat a healthcare issue you are experiencing.	67%	79%	78%
Assess your health condition and determine if you need care from a healthcare provider.	67%	75%	78%
Help perform surgical procedures.	65%	74%	73%
Communicate test results to you via chatbots.	65%	74%	75%

HEALTH EQUITY IN THE AGE OF AI

Thinking about the impacts of AI in healthcare on health equity, adults are divided on whether or not AI will increase or decrease bias in the healthcare system, specifically when it comes to care for people of color, rural populations, people with low-income, people who identify as LGBTQ+, people with disabilities, people with mental health concerns or addiction, and people in certain age groups.

Among those who believe AI will decrease bias in the healthcare system, adults cite reasons like a lack of human bias in AI (40%), a lack of bias towards a patient's characteristics (38%), and the accuracy of AI (24%).

Conversely, those who believe AI will increase bias in the healthcare system cite reasons like human judgment is needed in medicine (34%), AI reflects human biases (25%) or bias in programming (27%), data/privacy concerns (31%), data entry errors (25%), and providers using AI to reinforce their own biases (25%).

Table 3. Impact of AI on Bias in the Healthcare System²

Increase Bias	Adults	Decrease Bias	Adults
People with low income	25%	People with low income	18%
People with mental health concerns	25%	People with mental health concerns	17%
People with addictions	25%	People with addictions	17%
People in certain age groups	25%	People in certain age groups	16%
People with disabilities	24%	People with disabilities	17%
People of Color	23%	People of Color	18%
Rural populations	22%	Rural populations	15%
People who identify as LGBTQ+	20%	People who identify as LGBTQ+	18%

² Not all options displayed. See full toplines for all options.

KEY FINDINGS ON THE USE OF AI IN HEALTHCARE

THE NEED FOR FEDERAL REGULATION

Over one-third of voters (43%), including Democrats (41%), independents (47%) and Republicans (41%), believe AI in healthcare isn't regulated very well. But, voters want to see state- (66%) and federal-level (66%) policymakers make the regulation of AI in healthcare a top or important priority. Over half of voters (63%) across party lines believe AI in healthcare should be more regulated by policymakers.

Voters believe it is appropriate for Congress to oversee the use of AI in healthcare in a variety of ways, including protecting patients' privacy and data (77%), mitigating risk for inequities for vulnerable populations (69%), oversight of AI technology developers (71%), and promoting innovation (66%).

Table 4. Voters Support Congressional Oversight of the Use of AI in Healthcare

Extremely Appropriate + Somewhat Appropriate	Registered Voters	PID: Dem (no lean)	PID: Ind (no lean)	PID: Rep (no lean)
Protecting patients' privacy and data	77%	82%	76%	74%
Requiring transparency into how the AI developer sector and healthcare sector is using technologies with respect to patients' healthcare experiences	75%	78%	75%	73%
Ensuring agencies like the FDA, NIH, and others implement safeguards and processes for AI use in healthcare devices, diagnostics, medications, etc.	74%	78%	71%	71%
Oversight of AI technology developers and companies	71%	75%	69%	68%
Mitigating the risk of AI causing greater inequities in healthcare for vulnerable populations	69%	77%	65%	62%
Authorizing new resources and funding to enable federal regulators to build new capacities to conduct greater oversight, technical assistance, and promote policymaking for uses of AI in healthcare.	69%	77%	65%	63%
Promoting innovation and technological advancement to enable new AI capabilities in healthcare	66%	73%	59%	62%

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