



READINESS  
REPORT

kyndryl

*Healthcare  
Readiness  
Report*

2025



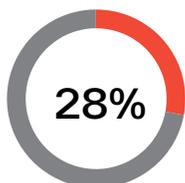
## Introduction

Healthcare embraces innovation in some areas – MRIs, robotic surgery, and data-driven drug discovery have transformed the field – yet lags noticeably in others. Many hospitals still run on aging IT systems and fragmented electronic health records, creating inefficiencies and gaps in patient data that slow care and frustrate clinicians.

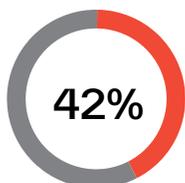
The reasons for this disconnect are multi-faceted. The rules and regulations that govern healthcare records are complex and stringent, creating friction to innovation. There is also a reluctance to experiment in an industry where the consequences of failure are high. “First, do no harm” isn’t just a maxim for physicians, but for healthcare IT departments as well.

But healthcare’s relationship to IT is changing. It’s being pulled toward wider adoption by improved technology and the promise of better patient outcomes. But it’s also being pushed, by a demand to reduce costs and overhead, by frustrated patients and providers, and by the need to upgrade aging systems.

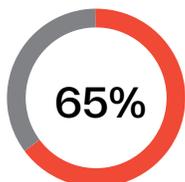
For healthcare organizations ready to upgrade their technology infrastructure, there have never been more or better options. New cloud configurations allow real-time data sharing and analytics, while electronic records can now pass seamlessly between once-siloed systems. AI is poised to reshape hundreds of healthcare roles, easing administrative burdens for clinicians while streamlining cumbersome processes. And AI is already part of the drug discovery process, from optimizing clinical trials to mining existing molecular data to find new uses for existing compounds.



28% of healthcare leaders feel completely ready to manage external business risks (vs 31% all-industry average)



42% of healthcare leaders report their organization’s culture moves too slow in decision-making (vs 39% all-industry average)



65% of healthcare leaders don’t believe their IT is ready to manage future risks (vs 60% all-industry average)

## In the coming year, Kyndryl forecasts:

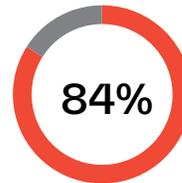


**AI will give clinicians the one resource they desperately want: time.** As healthcare becomes more complex, and as aging populations demand more care, clinicians are stretched like never before. In a [global survey conducted by Philips](#), three out of four physicians report losing valuable clinical time due to incomplete patient data, with a third saying data issues can cost them 45 minutes per shift. That adds up to 23 days a year lost to data inefficiency, at a time when patients are waiting an average of 70 days to see a specialist.

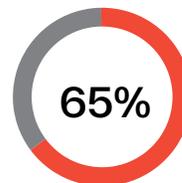
By employing AI agents, doctors and nurses will be able to instantly retrieve patient data across different healthcare systems, eliminating a significant pain point. Ambient AI will be able to monitor patient visits and generate organized notes, allowing physicians to focus on patients, not screens. And by harnessing patient data, AI can flag potential risks, such as a drug interactions clinicians might have overlooked.



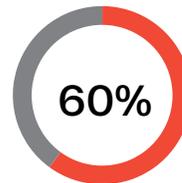
**Digital twins will shift from niche experiments to essential planning tools.** Hospitals are among the most capital-intensive organizations in the world, where a single miscalculation in future demand can leave a system with costly unused capacity – or dangerous shortages. In 2026, digital twins will increasingly take the guesswork out of this planning. These advanced modeling systems can ingest hundreds of variables, from population-level public-health data to patient-flow patterns and staff behaviors, to simulate everything from the need for a new cancer center to how different floor plans affect bottlenecks in daily operations. As financial pressure and patient volumes rise, health systems will turn to digital twins as a strategic necessity rather than a futuristic experiment.



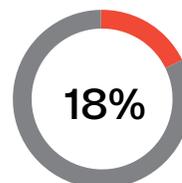
in healthcare think AI will completely transform job roles and responsibilities at their organizations this year (vs. 87% all-industry average)



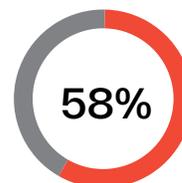
in healthcare have made changes to their cloud strategies in response to geopolitical pressures, including data sovereignty regulations (same as the all-industry average)



of healthcare leaders feel more pressure to prove ROI on their AI investments vs. a year ago (vs. 61% all-industry average)



of mission-critical healthcare networks, storage, and servers are at end-of-service, according to Kyndryl Bridge (vs. 25% all-industry average)



in healthcare say innovation is delayed by foundational tech-stack issues (vs. 57% all-industry average)

## Deeper dives

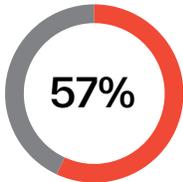
AI and geopolitics are upending longstanding business and tech conventions. Organizations need to solve for five tech and talent challenges or be left behind.

As part of the broader 2025 Kyndryl Readiness Report, the following insights were surfaced from 337 Healthcare leaders, with data from Kyndryl Bridge, the company’s AI powered business platform. Here’s what it found:

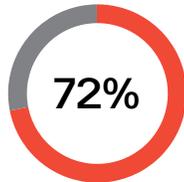
IT infrastructure is foundational to resiliency, and across the healthcare industry businesses are making upgrades to mitigate future risk and become more agile.



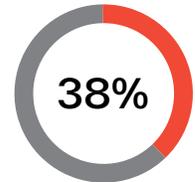
Cloud adoption has surged, unlocking new value and accelerating growth for businesses across the globe – but organizations are reporting new challenges from both legacy infrastructures designed by “accident” and an increasingly fragmented regulatory environment.



57% in healthcare say they arrived at their current cloud environment by accident rather than by design (vs. 56% all-industry average)



72% in healthcare say they are increasingly concerned about geopolitical risks associated with storing and managing data in global cloud environments (vs. 75% all-industry average)

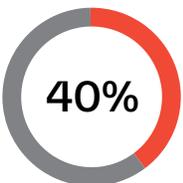


38% are investing in data repatriation, or moving data back from cloud environments to internal infrastructure (vs. 41% all-industry average)

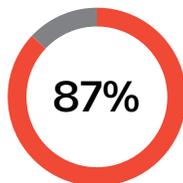
People and culture are at the center of organizations as they adopt and realize efficiencies driven by AI implementation. Technology does not exist in a vacuum, and for organizations to benefit from new tools, they also need to mature their people and processes to adopt them. Workforce trust in new technologies and processes makes a significant difference between organizations that are ready and those that lag behind.

The challenge is urgent: 9 in 10 leaders across all industries believe AI will completely transform roles and responsibilities at their organizations within the next year. Yet, many worry their workforce may lack the skills, both technical and human, needed to fully seize these opportunities.

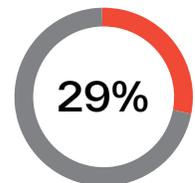
Healthcare organizations anticipate complete role transformation due to AI, though many workers are not currently leveraging the technology.



40% of technical employees in healthcare, and over half of non-technical employees, are not using AI on a weekly basis, posing opportunity for further adoption

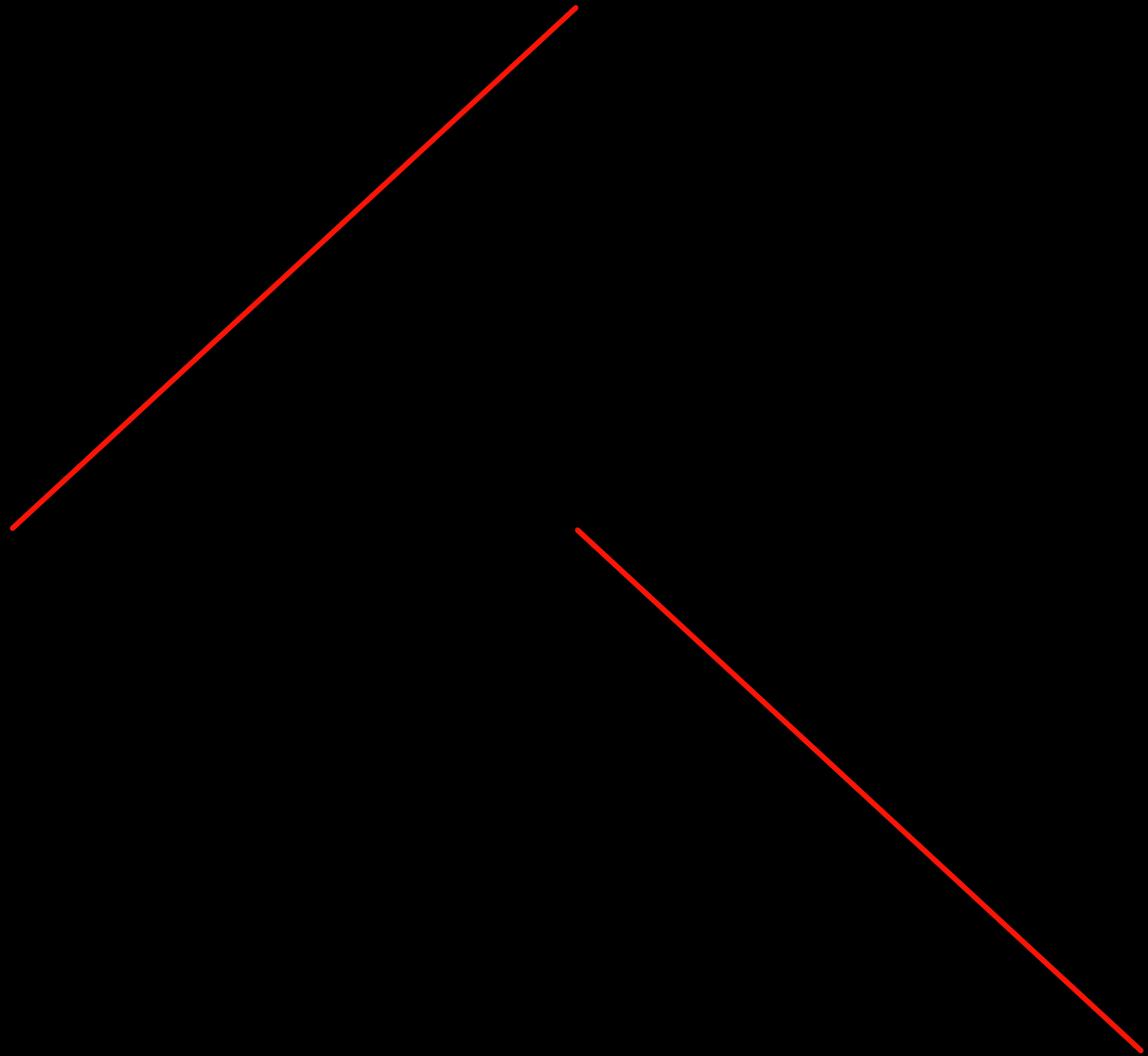


87% are less likely than those in other industries to actively recruit individuals with expertise in key emerging technologies (vs. 91% all-industry average)



29% in healthcare have increased their AI investments over the past year (vs. 33% all-industry average)

Source: [2025 Kyndryl Readiness Report survey](#)



This report was not printed.

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