

How are shadow AI tools used in healthcare?

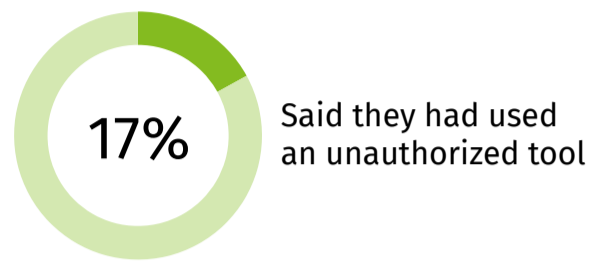
A Wolters Kluwer Health survey of healthcare providers and administrators assessed the usage and perceived risks of shadow AI tools in the workplace.

What is “shadow AI”? Shadow AI occurs when employees use unapproved AI-powered tools across an organization. As a result, leaders lack insight into usage, increasing risks to security, data breaches, and—in healthcare—patient safety.

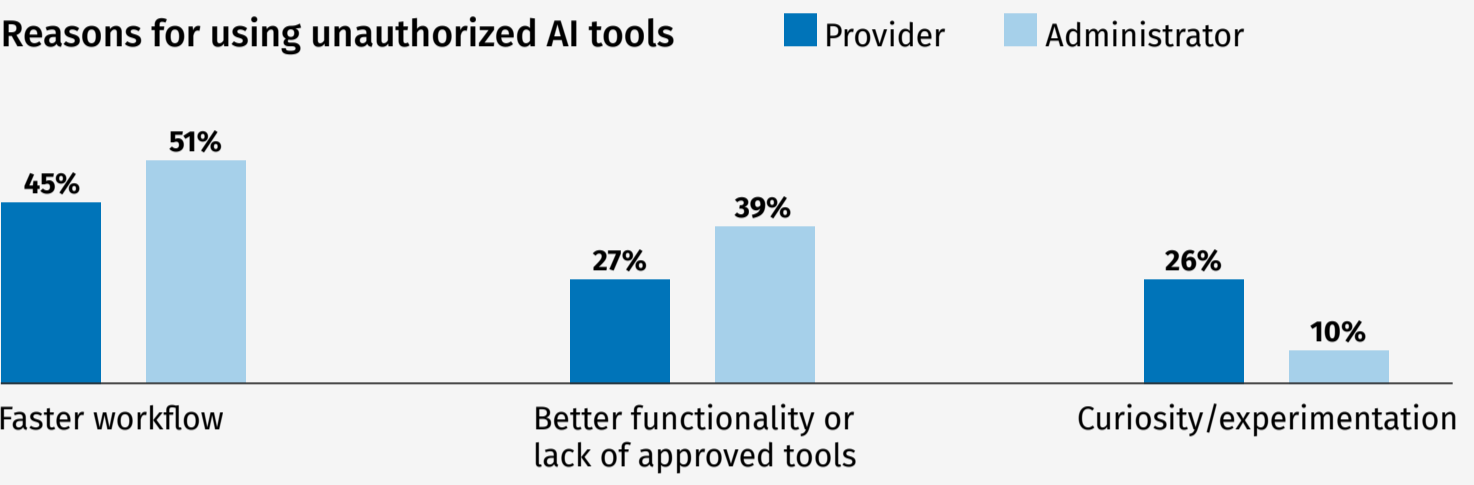
\$7.42M USD – Average cost of AI security breaches for the healthcare industry in 2025¹



How are unapproved AI tools used in organizations?



Reasons for using unauthorized AI tools



What are some of the top risks posed by AI?

Overall AI risks, ranked

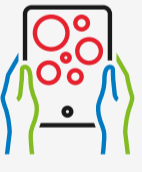
- 1 Patient safety
- 2 Privacy
- 3 Data breaches
- 4 Inaccurate outputs
- 5 Regulatory compliance
- 6 Lack of transparency in sources
- 7 Bias
- 8 Deskilling

Top-ranked AI risks by providers

- 1 Patient safety
- 2 Inaccurate outputs
- 3 Privacy

Top-ranked AI risks by administrators

- 1 Patient safety
- 2 Privacy
- 3 Data breaches



Concern about bias in AI tools, top 3 rankings

- Less than 5 years of practice: 21%
- 5-19 years of practice: 27%
- 20+ years of practice: 42%



Concern about deskilling, top 3 rankings

- Less than 5 years of practice: 34%
- 5-19 years of practice: 22%
- 20+ years of practice: 27%

AI in clinical decision support is more often used by advanced practitioners



Providers who responded: “I never use AI tools”

- Less than 5 years of practice: 16%
- 5-19 years of practice: 3%
- 20+ years of practice: 5%



Providers who used AI for clinical decision support

- Less than 5 years of practice: 31%
- 5-19 years of practice: 46%
- 20+ years of practice: 45%



“My biggest hope for AI in healthcare is that it can dramatically improve patient outcomes by making care more personalized, precise, and accessible. For instance, AI could help doctors detect diseases earlier and predict complications before they happen.”

VP of Quality Administrator, Health System, 5-19 years of experience

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1. IBM. Cost of a Data Breach Report 2025. Accessed December 2025. <https://www.ibm.com/reports/data-breach>
2. Online survey of hospital and health system providers and administrators conducted on behalf of Wolters Kluwer Health. N=518, comprised of 256 providers and 262 administrators. Conducted December 2025. Data on file.