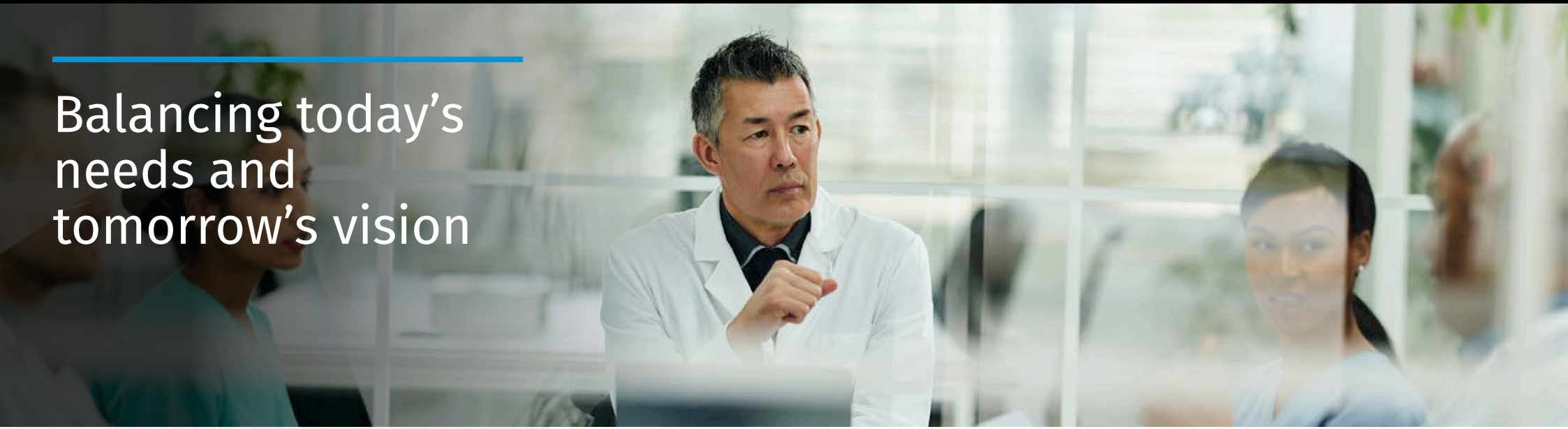
2025 Future Ready Healthcare Survey Report

Generative AI: Balancing today's needs and tomorrow's vision

Wolters Kluwer



Balancing today's needs and tomorrow's vision

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Foreword

Healthcare, innovation and technology have gone hand-in-hand since ancient times. Each invention and discovery, from the stethoscope to antibiotics to electronic health records, has expanded our ability to deliver effective and efficient care to patients (albeit with a few challenges along the way).

Now, as we enter the era of generative AI (GenAI), healthcare organizations are facing a paradigm shift of a magnitude not seen for generations. The possibilities to rethink the healthcare delivery process are endless – if leaders can successfully bring new solutions into the workflow.

In the 2025 *Wolters Kluwer Future Ready Healthcare Survey*, conducted by the independent marketing research firm Ipsos, we take a closer look at how organizations are approaching the implementation of GenAI across the care continuum. The report identifies organizations' top priorities and pressures, as well as their levels of preparedness to bring GenAI into existing workflows while leaving room for future growth.

In particular, we examine how GenAI can support workforce development: a key pain point in a time of ongoing shortages of qualified nurses, physicians, pharmacists, allied health professionals, and other essential healthcare personnel. We also explore why having a "workflow mentality" is critical to bringing GenAI to the areas where it will be most effective.

This report provides valuable insights and guidance for executive teams, clinical champions, policymakers, and Wolters Kluwer Health as we collaborate to bring the most effective GenAI tools and strategies to where they are needed most.

We also called upon individuals from Wolters Kluwer and beyond to comment on the topics and findings in the survey. Added throughout the report as "Expert Voices," we believe these perspectives add tremendous value to the ongoing discussion of these findings.

We hope this research offers actionable insights for the industry and organizational leaders as they build out their GenAI strategies and get ready for this next leap forward in the healthcare industry's technological history.

Greg Samios
CEO, Wolters Kluwer Health

Introduction

The healthcare industry is at an inflection point. Five years after the start of the pandemic, health systems, physicians, nurses, and other clinicians are still grappling to find a new equilibrium in a world forever marked by the stress, burnout, and widespread trauma of the COVID-19 experience. Against the background of these fundamental pressures, organizations are also facing rising concerns around financial sustainability due to economic and regulatory uncertainty, exacerbated by ongoing workforce shortages that threaten to impact patient safety and the consumer experience.

It's no wonder, then, that the advent of GenAI has been welcomed with such enthusiasm. With the promise of more intuitive, efficient, and cost-effective solutions for some of healthcare's greatest challenges, GenAI is poised to become a critical tool for helping organizations regain their footing.

Technology can certainly support organizations in the search for more effective ways to deliver high-quality services. But optimizing the flawed systems of today isn't the same thing as innovating to develop the ideal healthcare ecosystem of tomorrow.

If deployed effectively, GenAI can be more than just a bandage to stop the bleeding. It can support a truly visionary, holistic reinvention of the way that organizations interact with their data, with their patients, and with the community at large.

The question then becomes: do healthcare organizations understand and acknowledge this difference? Are they intentionally choosing to focus on the immediate needs of today versus the potential for tomorrow? How are they leveraging their limited resources to achieve their top priority goals right now, and how do they plan to do so in the future?

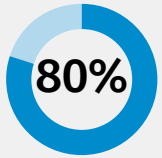
Key survey findings

To gain real-world insight into how organizations are viewing the GenAI revolution, Wolters Kluwer surveyed a panel of health professionals, including physicians, nurses, pharmacists, allied health professionals, administrators, and medical librarians.

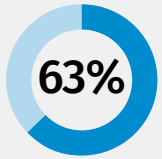
We found these five major themes:

- In early 2025, healthcare organizations are primarily focused on using GenAI to achieve administrative efficiencies to tackle immediate pressures on their financial and clinical sustainability, particularly around recruiting and retaining a qualified and satisfied workforce.
- However, organizations might not be as ready as they need to be. There's a notable disconnect between stated priorities (reducing administrative burdens, addressing staff shortages, and managing burnout) and reported readiness to use GenAI to solve these problems.
- Internal stakeholders are aligned on what's important now (addressing staff shortages and optimizing workflows) but are also eager to get to the next level of innovation by using GenAI to improve patient experiences, enhance clinical decision support, and support the implementation of newer care models and strategies.
- Despite enthusiasm, concerns and perceived risks remain, especially around privacy/security, overreliance on GenAI models before they're ready for prime time, and limited transparency into GenAI's reasoning capabilities.
- As a result, organizations may not have fully developed roadmaps for GenAI adoption, as evidenced by scattered knowledge and implementation of organizational policies at this stage of the adoption curve. This could actually stifle innovation and make it more challenging for organizations to build evidence and momentum for broader investments.

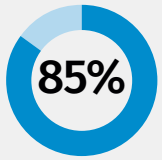
In this report, we will take a deep dive into how healthcare organizations are approaching GenAI implementation and how well their initial efforts are aligned with their current and future goals.



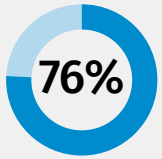
Number of respondents citing "optimizing workflows within departments and across practices" as a top organizational priority



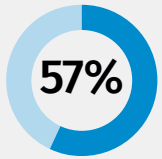
Number of respondents saying their organizations are prepared to use GenAI to optimize workflows within departments



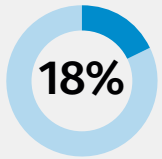
Number of respondents citing "recruiting/ retaining nursing staff" as a top priority



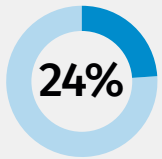
Number of respondents citing "reducing clinician burnout" as a top priority



Number of respondents who believe an overreliance on GenAI may erode clinical decision-making skills



Number of respondents who report being aware of published policies for GenAI use within their organizations



Number of respondents who believe GenAI onboarding and training allow staff to contribute more quickly

Look ahead: What's next

Five trends expected to have an impact on healthcare over the next three years:

Adapting to regulatory changes around healthcare policies and practices
More than three-quarters (76%) of respondents are concerned that swiftly changing regulations, including anticipated changes to Medicare and Medicaid at both the state and federal level, may have a broader impact on how they design and execute effective models of care.

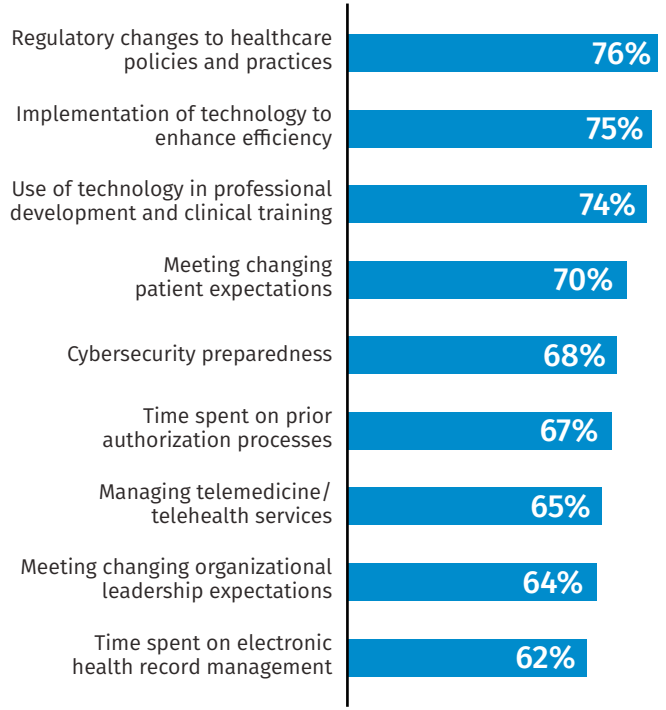
Training and retaining clinical professionals to maintain adequate staffing levels
74% of organizations recognize the potential to use technology in professional development and clinical training over the next three years, which could help mitigate the impact of ongoing shortfalls in nurses, physicians, and other care professionals. A similar number will use digital strategies to enhance efficiency, while 70% will focus more specifically on retention, not just recruitment, to solidify institutional knowledge and culture over time.

Reducing administrative burdens that take time away from patient care
As organizations engage in strategies to shore up their staffing, GenAI-driven technologies are likely to be part of the solution for longstanding workflow barriers, such as the burdens of prior authorizations (67%) and electronic health record (EHR) management (62%).

Leveraging technology to strengthen critical organizational competencies
Organizations are seeking easier and more effective ways to manage non-negotiable tasks, such as maintaining cybersecurity preparedness (68%) and supporting telehealth/virtual care programs (65%). Finding ways to integrate GenAI into these areas will be a primary focus over the next three years.

Meeting changing expectations, both internally and from the community
Consumerism is expected to become an even stronger driving force for change over the next few years, with 70% of organizations recognizing the need to respond to the changing needs of patients. A similar number (64%) are also anticipating heightened expectations from organizational leadership to produce measurable results.

What's impacting your healthcare organization over the next three years?



GenAI and the pursuit of workforce stability

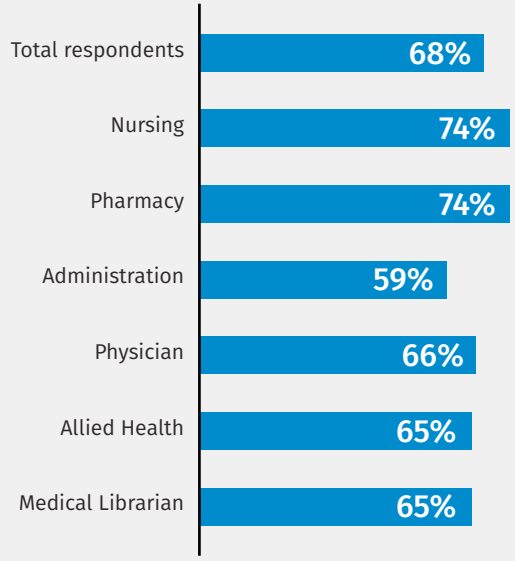
Above all, the survey revealed that healthcare organizations are focused on using GenAI tools to cope with the immediate pressures on their financial and clinical sustainability, including deepening workforce shortages.

With the latest data predicting the departure of 1.6 million nurses by 2029,[1] organizations have a strong incentive to execute initiatives that can help them maintain appropriate staffing levels in a rapidly evolving marketplace.

Not surprisingly, rising staffing costs are top of mind for survey respondents, as organizations will be competing more heavily for fewer available workers. According to the American Hospital Association, hospital labor costs increased by more than $42.5 billion between 2021 and 2023 to total $839 billion, which accounts for nearly 60% of the average hospital's expenses.[2]

Currently, 68% of respondents believe that staffing costs will remain their top financial pressure for the foreseeable future. Nurses and pharmacists expressed the most trepidation, with 74% of both groups worried about their talent budgets. Physicians and administrators were somewhat more confident, with only 59% of administrative respondents and 66% of physicians tapping staffing costs as a major concern, despite similarly dire forecasts for shortages of up to 86,000 physicians by 2036.[3]

Staffing costs top financial pressures identified by health professionals



Expert Voices

"The Future Ready Healthcare Survey report suggests that organizations are focused on using AI to enhance operational efficiency and support a strained professional workforce. Yet it also reveals headwinds for AI adoption including governance, workflow integration, and concerns about the use of GenAI for high-stakes domains like clinical reasoning."

Peter Bonis, MD
Chief Medical Officer
Wolters Kluwer Health

Survey respondents are expecting to use GenAI to address concerns across the spectrum of workforce development activities. Half of respondents (50%) believe GenAI will enhance their overall capacity for innovation. Nurses (54%), pharmacists (67%), and allied health professionals (68%) are particularly interested in leveraging technology to creatively address existing pain points for staff members, such as slashing the hours required to answer emails, organize data, and make decisions.

GenAI might also help ease pressure on staffing budgets by removing unnecessary roles from the org chart entirely. One pharmacist suggested that GenAI could reduce need for "middle management," while an allied health respondent said that GenAI might help trim costs on medical assistants and dedicated scheduling staff by automating some of their tasks.

Unsurprisingly, these groups are the most likely to see opportunities for GenAI to simplify workflow, with 41% of pharmacists and 47% of allied health professionals stating that new technologies will bring a reduction in administrative staffing needs.

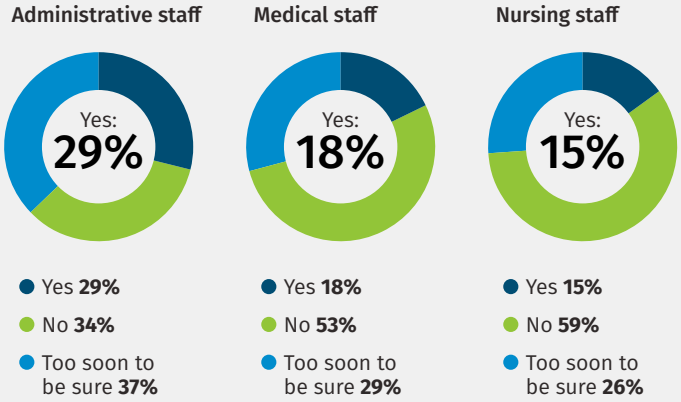
On the other hand, none of the categories of health professionals believed that GenAI will measurably reduce the need for physician or nursing staff, which provides a weighty counterpoint to lingering fears that artificial intelligence is designed to or capable of replacing their human counterparts and their clinical judgment.

Expert Voices

"Healthcare is positioned to see an outsized benefit from GenAI. Administrative overhead and coordination tasks are readily amenable to current generation GenAI without significant risks to the integrity of care."

Priti Choksey Shah
Chief Product & Technology Officer, Iodine Software

Will GenAI reduce the need for...



Nurses, pharmacists, and allied health professionals recognize the need for a steady pipeline of health professionals, and they are also among the most enthusiastic about using GenAI to grow the workforce. More than half of allied health professionals (56%), as well as similar numbers of nurses (49%) and pharmacists (48%), said GenAI can and should be used to expand collaboration with universities and showcase opportunities for professional development to combat limited capacity in nursing schools[4] and insufficient enrollment in pharmacy programs[5] which are threatening the supply of these professionals.

It is essential for healthcare organizations to pursue workforce stability before the situation gets even worse, and GenAI is shaping up to be a useful mechanism for achieving results. However, a longstanding problem for healthcare organizations is that they may not have the budget or capacity to complete a full overhaul of their digital infrastructure all at once. Leaders will have to be strategic about how, when, and where they deploy workflow-saving technologies to avoid cobbling together yet another patchwork of point-based solutions that don't work together to produce enterprise-wide results.

Exploring the nursing shortage

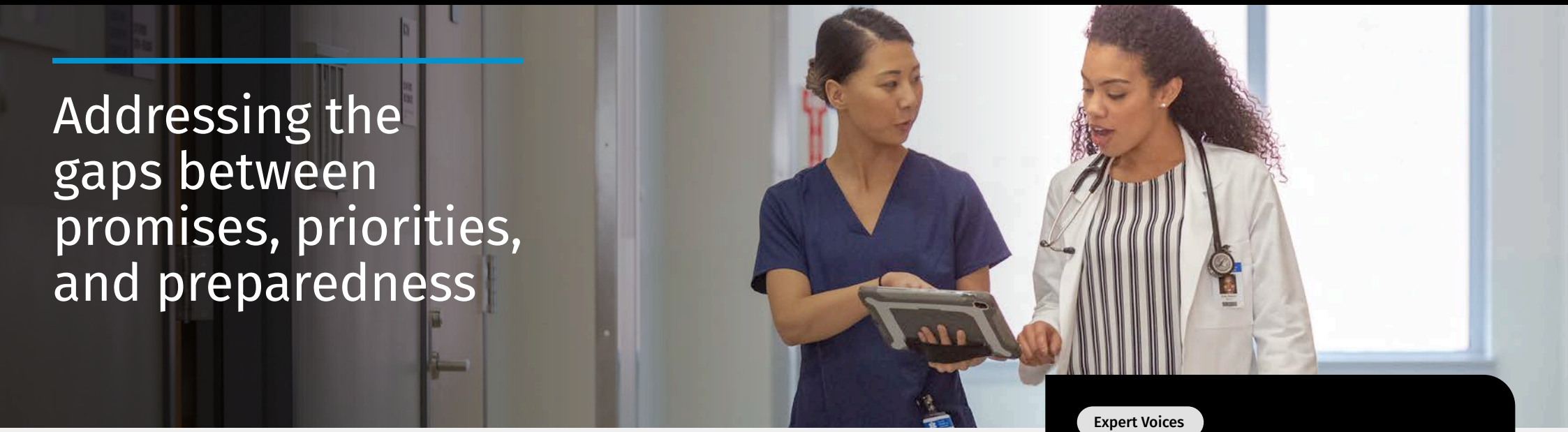
Experts agree that there simply aren't enough nurses to meet the nation's growing demands for healthcare,[6] and the implications of chronic staff shortages are being keenly felt in the clinical setting today.

When asked to rate the severity of the nursing shortage in their organizations, 53% of respondents said lack of qualified nursing staff was a notable issue. Not surprisingly, that number jumped to 67% of nurses themselves – and shrank to just 44% of administrators, illustrating a major disconnect between perceptions on and off the hospital floor.

Executive nursing leaders (CNOs and CNEs) highlighted a lack of qualified applicants (60%) and difficulties offering competitive compensation (63%) as their main barriers to maintaining adequate staffing levels, and nurses at the RN and LPN level tended to agree (50% and 53% respectively).

Overcoming these issues is complex and will require a strengthened academic-practice partnership, new solutions to quickly onboard and develop the nursing workforce, and retention strategies to encourage them to remain in the profession for the long term.

Addressing the gaps between promises, priorities, and preparedness



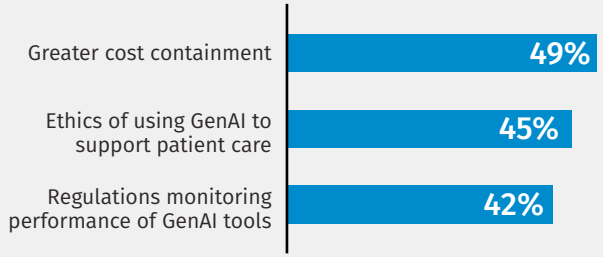
Healthcare organizations are already seeing a widening gap between what they hope to achieve and what they're ready to put into action, which may be a warning sign that they are more likely to focus on quick, immediate, small-scale wins instead of planning for a fully GenAI-enabled enterprise.

For example, 80% of respondents said that optimizing workflows within departments is a top priority, but just 63% said their organizations are actually prepared to do so.

And, while 85% of nurses believe it's crucial to recruit and retain nursing staff, just 57% are confident that they're ready to use GenAI to develop the right nursing talent.

Respondents also expressed uncertainty around their abilities to achieve greater cost containment (49% prepared), address the ethical concerns around GenAI utilization (45% prepared), and adapt to potential regulations around performance monitoring of GenAI (42% prepared).

Readiness to address these upcoming trends in GenAI over the next three years

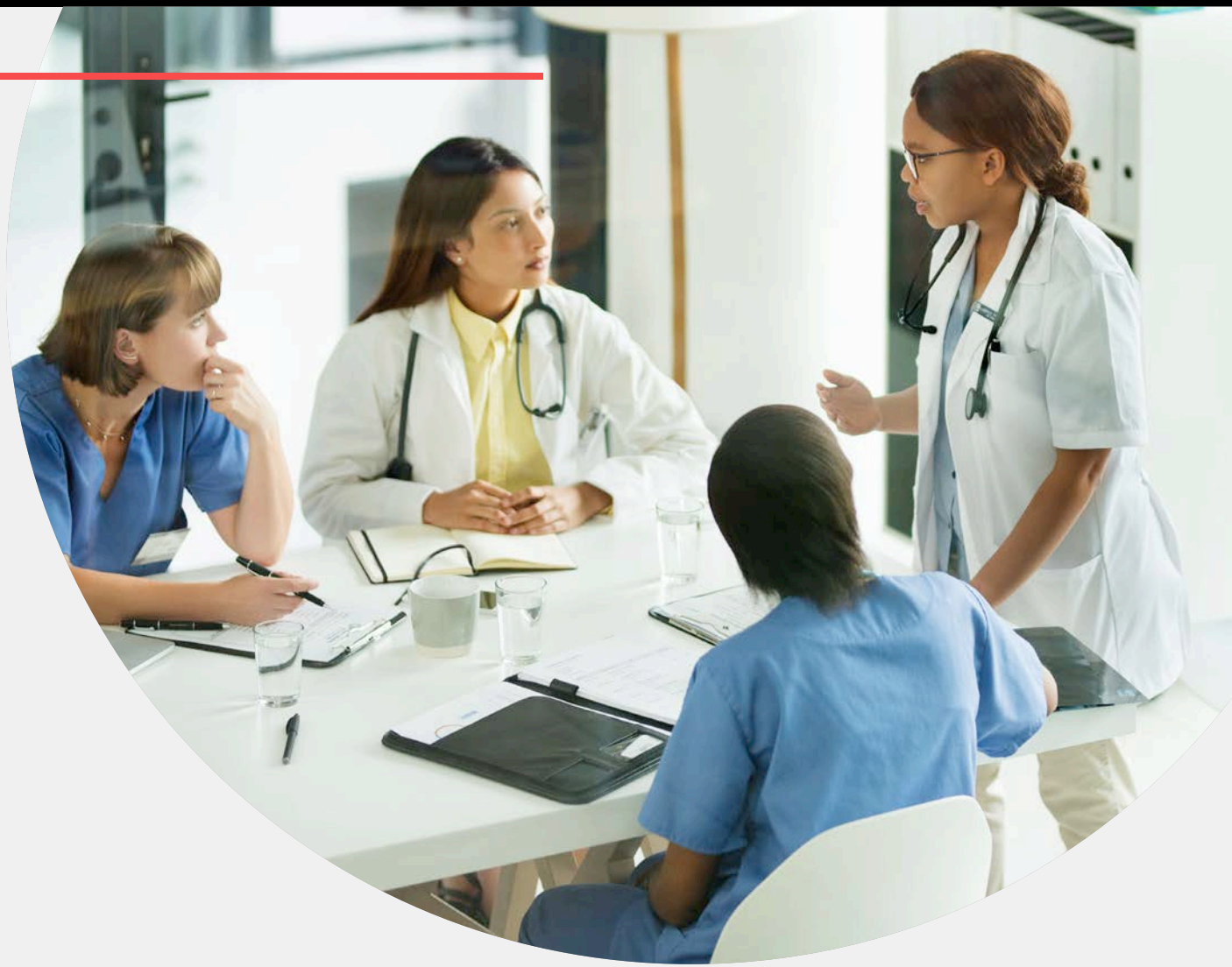


With such notable disconnects between wants and readiness, it will be important for leaders to find the places within the organization most likely to succeed with initial implementations that can be strategically expanded over time.

Expert Voices

"Gen AI delivers durable value only when it is welded to a mapped workflow rather than bolted on as another point solution. The Future Ready Healthcare Survey report shows that many organizations are still looking to build end-to-end process visibility with GenAI. So, the first job is old-fashioned problem-solving: documenting bottlenecks, clocking baseline process times, and codifying decision points. Once that plumbing is clear, GenAI can be inserted where it removes a real unit of waste—whether it is automating prior authorization, easing EHR management or operationalizing administrative workflows—instead of creating yet another dashboard no one opens. Healthcare organizations must follow the workflow or risk cosmetic wins that evaporate at scale."

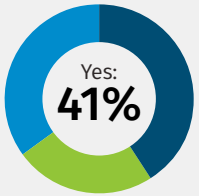
Matthew Crowson, MD
Director of Digital Innovation, Health Research
Wolters Kluwer Health



Nursing teams and pharmacies might be an effective place to start. Throughout the survey, nurses and pharmacists consistently self-identified as the most ready and willing to see how GenAI can work for them. Just over half of pharmacists (52%) and 45% of nurses agreed that GenAI will be effective for reducing burnout, likely by cutting down on repetitive non-clinical tasks, assisting with documentation, managing communication, and generally streamlining the care process.

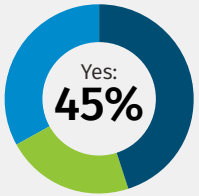
Can GenAI reduce clinician burnout?

Total



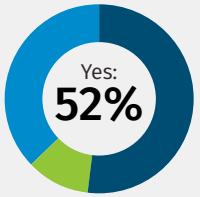
- Yes **41%**
- No **24%**
- Too soon to be sure **35%**

Nursing



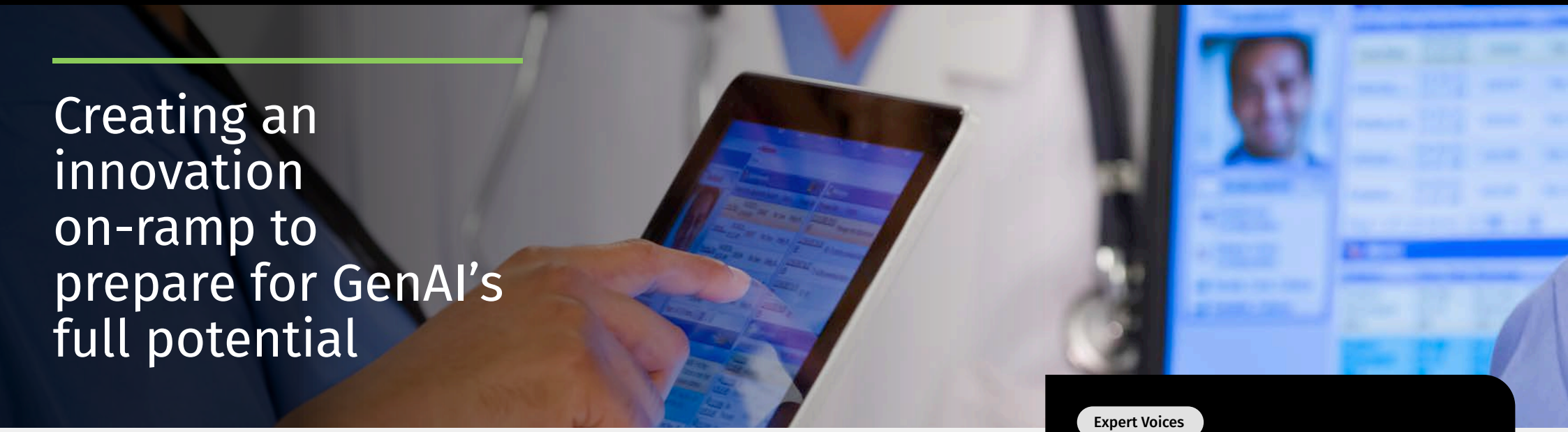
- Yes **45%**
- No **22%**
- Too soon to be sure **33%**

Pharmacy



- Yes **52%**
- No **11%**
- Too soon to be sure **37%**

Leaders may want to look to these areas of the organization for clinical champions who can identify concrete needs suitable for GenAI solutions. To reduce risks of digital fragmentation while doing so, organizations will need to make sure they are not simply swapping out a legacy functionality for a GenAI-enabled one to save a limited amount of time or effort. They instead must think more broadly about how GenAI can both assist with redesigning current workflows and prepare the organization for net-new capabilities that may emerge over the next several years.

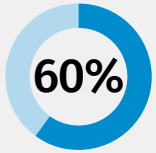


Creating an innovation on-ramp to prepare for GenAI's full potential

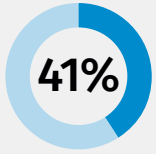
The survey showed strong alignment on what's important for organizations right now: addressing staffing shortages (82%), generating administrative efficiencies (77%), and reducing burnout (76%).

While leadership will no doubt look toward addressing these business imperatives first, respondents also pointed out that they want GenAI to help them take their work to the next level. Clinicians and administrators alike are interested in seeing adoption of next-generation functions, which is where GenAI may truly shine. In other words, survey respondents are committed to looking beyond what must be done toward what can be done with GenAI tools.

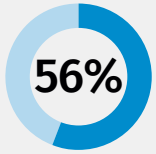
Participants expressed a desire to see a suite of AI-powered functionalities to elevate and expand their skills, including:



Using GenAI to improve the patient experience and support more effective, innovative services for patients



Deploying ambient listening capabilities in the clinical setting to automate documentation and enrich the patient-provider relationship



Leveraging GenAI for clinical decision support (CDS) capabilities to prevent errors and reduce burdens related to technology use

Expert Voices

"The next disruptive challenge for healthcare is designing and funding an AI infrastructure, building AI software that is intuitive and easy-to-use, while supporting clinical decision-making without eroding clinical judgment. At the end of the day, AI technology must show an immediate decrease in workload. Clinicians will no longer tolerate added technology if the daily burden is too great. The over-engineering of electronic medical records coupled with the many interfaces of third-party technologies has left nurses and other clinicians managing machines as a significant part of their daily work.

We can't let that happen again. AI must now reverse the trend and add precious time back."

Daria Kring, PhD, RN, NE-BC
Vice President of Nursing
Center for Professional Practice and Development
Novant Health

Many of these capabilities, including ambient listening tools and CDS solutions with GenAI features, are available in the market right now and are being used in the real-world environment by leading health systems. However, their place on the second-tier priority list in this survey may indicate the presence of a potential rising future divide between the GenAI "haves" and "have nots."

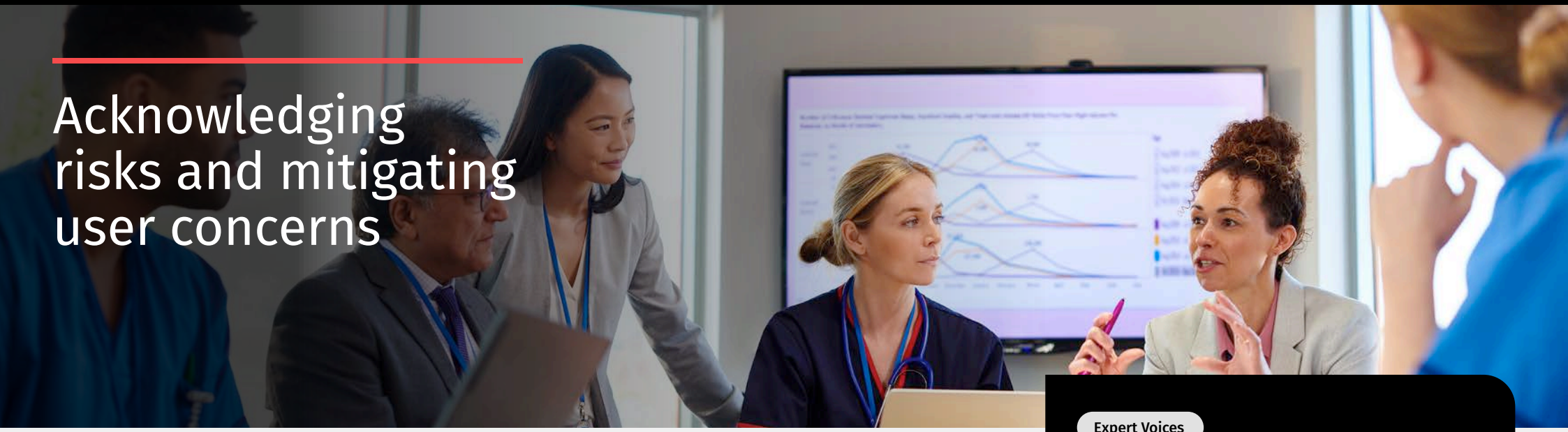
Expert Voices

"Every day, we see physicians struggling with workflow and the pressure to do more with less. This can be the straw that breaks the camel's back and results in exodus from the workforce. AI has been a welcome game changer for many early adopters who are seeking to grow and scale, both clinically and outside the exam room."

Nisha Mehta, MD
Radiologist, Founder, Physician Side Gigs

Preventing this will require forward thinking on the part of those healthcare organizations without the significant internal resources to place them at the front of the pack. They will need to look outside of their traditional activities to develop an "innovation on-ramp" that builds momentum toward the future without compromising on the needs of the present.

For example, organizations may seek ready-made solutions from technology developers providing the latest innovations to offload up-front investments, such as training algorithms on high-quality data or establishing appropriate privacy and security infrastructure to safeguard information. This may help them access the same cutting-edge solutions already in use by their more progressive peers in order to demonstrate return on investment sooner.



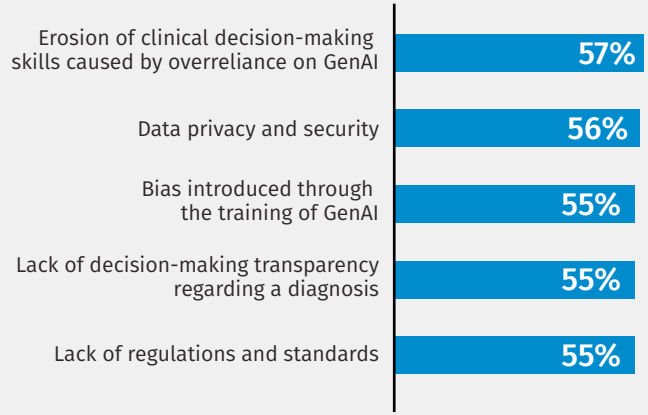
Acknowledging risks and mitigating user concerns

While the prevailing sentiment around GenAI seems positive, there are still concerns and risks to address before it can become fully accepted for use, especially in the clinical sphere where patient safety is paramount.

Survey participants expressed several common concerns, including issues around data privacy and security (56%) and biased results related to inadequate training of GenAI models (55%).

Surprisingly, though, the biggest risk to respondents is the "dumbing down" of the clinical decision-making process. Fifty-seven percent of professionals overall, including 74% of pharmacists and allied health professionals, believe GenAI may produce an "erosion of clinical decision-making skills caused by overreliance" on automated technologies. In contrast, only 55% of physicians and 53% of nurses felt the same.

GenAI concerns and risks



Expert Voices

"The real risk isn't overreliance on GenAI. It's under-imagination. The Future Ready Healthcare Survey report exposes a brutal truth: too many healthcare orgs are duct-taping AI onto crumbling workflows, hoping for efficiency while ignoring reinvention. GenAI is not here to optimize the past—it's here to provoke a redesign of care itself. Until leaders shift from pilot projects to system-level provocations, we'll keep solving yesterday's problems with tomorrow's tools."

Tatyana Kanzaveli
CEO/founder, Open Health Network
Founder, WomenInGenAI

This could indicate a lack of trust among pharmacists and allied health providers that their clinical colleagues understand how to appropriately integrate GenAI into their decision-making processes – or an abundance of confidence among doctors and nurses that they won't be at risk of relinquishing their clinical competence to an algorithm's answers.

Either way, avoiding overuse of GenAI in situations that require thorough clinical review of recommendations will be crucial for preventing potential harm.

Yet respondents aren't entirely sure that their organizations are ready with the right guardrails in place. More than half (55%) are concerned about lack of transparency around GenAI's potential role in making diagnoses, and the same number cited a lack of regulations and standards as a likely problem for GenAI development and deployment.

As organizations roll out GenAI solutions, they will need to provide clear, consistent, and frequent education around how, when, and why to use GenAI. They will also need to implement accessible mechanisms for reporting specific concerns with the functionality or real-world use of GenAI models, as well as demonstrate commitment to taking feedback seriously and quickly solving any problems that arise. This will require solid, cross-functional governance to oversee the selection, implementation, and monitoring of GenAI tools.

Expert Voices

"Layering GenAI onto a system that burns people out won't fix what's broken—it just accelerates the grind. But if we start with a bold shift—putting human wellbeing at the center of healthcare design—then GenAI becomes something different: not a patch, but a pathway to healing."

Gabe Charbonneau, MD
Wellbeing-First Fellow, Orchid Health

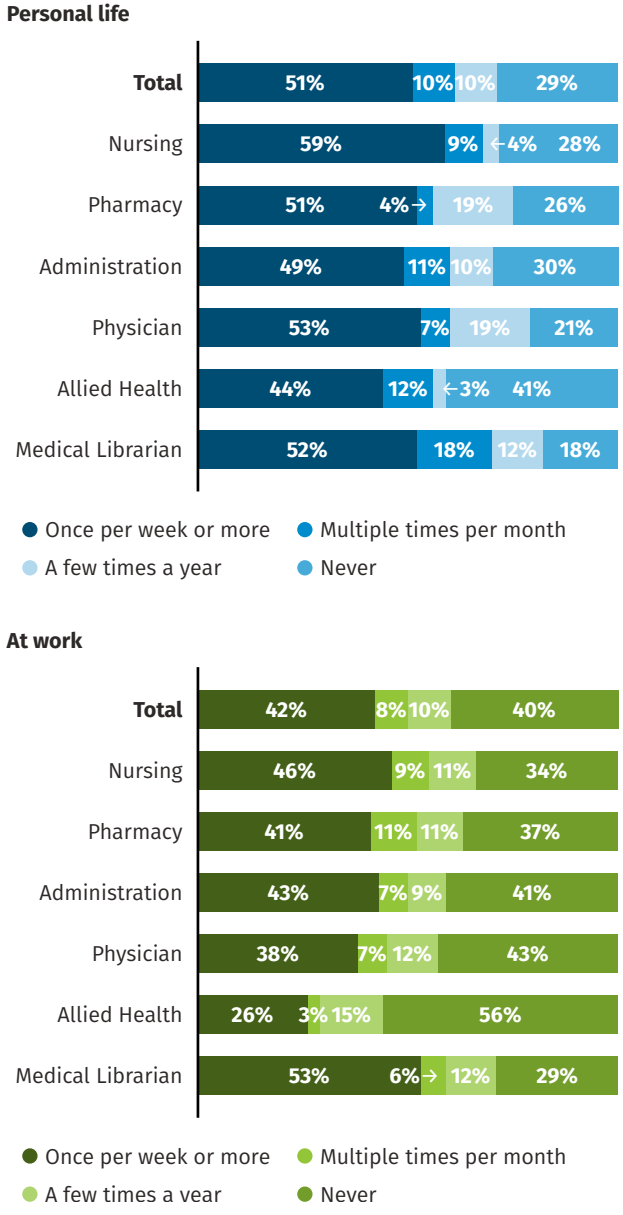
How are healthcare professionals really using GenAI?

Is GenAI more than just hype and theoretical possibilities? For many respondents, the answer is yes…in some situations. More than half (51%) use GenAI at least once a week in their personal lives, with nurses (59%) and physicians (53%) among the most frequent users of available capabilities. Only 29% said they've never knowingly engaged with GenAI products in their personal lives.

But when asked how often they use GenAI professionally, the numbers told a different story. Just over 4 in 10 said they use GenAI at work at least once a week. But a similar number (40%) said they've never used it for their job. This includes 56% of allied health professionals and 43% of physicians.

An important caveat: the survey did not ask whether respondents had the opportunity to use GenAI at work and actively chose not to engage, or whether there simply weren't tools available to try. Nevertheless, there is a clear disparity in the trends between personal and professional adoption, showing that healthcare may once again be behind the curve with new technologies.

How frequently do you use GenAI in your…



Preparing for the future state with a fully developed action plan

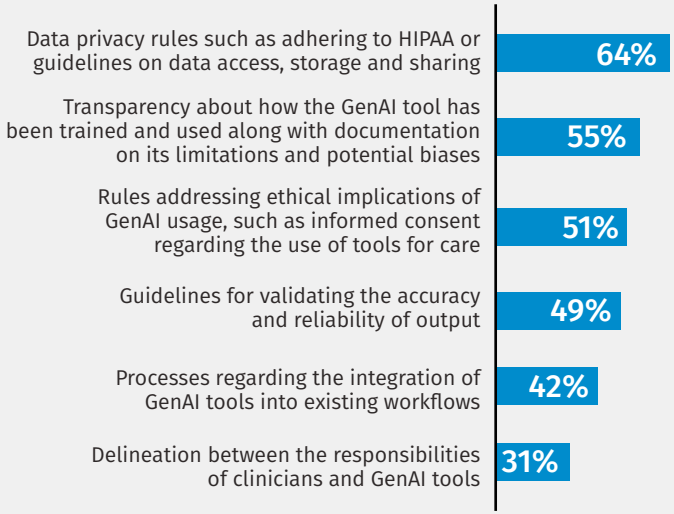
With the financial and clinical sustainability of health systems on the line, leaders may feel pressure to urgently bring GenAI into every corner of the organization that could likely benefit from the technology.

But this can be a recipe for failure, not success, if adoption isn't rolled out in a coordinated, strategic manner. Change management is notoriously difficult in the healthcare setting, and new technologies that disrupt existing workflows, even with the best of intentions, can bring additional stress fractures into an environment already stretched to its limits.

Policies, procedures, and solid roadmaps will be essential for making GenAI a force for good in the healthcare community. Despite the current rush to be first to the finish line, leaders still have the opportunity to pause and think holistically about how well they are designing and communicating their intentions before they get in too deep.

Right now, they could be doing a better job with establishing the rules of the road, the survey revealed. Only 18% of respondents said their organization has published policies for authorized use of GenAI, and a similar number (20%) said their organizations require staff to follow formal training on the technology.

Published policies for authorized use of GenAI



Expert Voices

"As with any new technology being introduced in the healthcare setting, effective governance and change management are essential for the successful and safe adoption of Gen AI tools. Healthcare organizations must establish robust methodologies for evaluating, selecting, implementing, and monitoring these tools.

Given the vast array of Gen AI tools available and their associated risks, employing well-defined evaluation methodologies will ensure good organizational fit for Gen AI tools. These tools aren't set-it-and-forget-it due to the risks of overfitting and model drift, so ongoing monitoring is critical.

Furthermore, cross-functional governance, supported by executive leadership, can overcome change management challenges and ensure that healthcare systems achieve the desired outcomes with AI tools."

Holly Urban, MD
Vice President of Strategy, Clinical Effectiveness
Wolters Kluwer Health

Organizations were most likely to have policies around data privacy (64%) and transparency around training and potential bias (55%). They were somewhat less likely to have guidelines around ethics, such as informed consent for using GenAI in patient care (51%), or rules around assessing the validity and reliability of output (49%). And they were least likely to have clear processes for integrating GenAI into existing workflows (42%) and delineating between the responsibilities of clinicians and GenAI tools (31%), perhaps contributing to acknowledged worries about overreliance on technology based on GenAI.

Expert Voices

"It is imperative organizations deploy GenAI strategically and methodically, establishing clear, understood, well-communicated guidelines and applicable training."

Denise Anderson
President & CEO, Health Information Sharing and Analysis Center (Health-ISAC)

It's important to note that these numbers only represent staff awareness of policies, not whether or not the policies actually exist. Nevertheless, policies cannot be followed if they are not communicated, so the low numbers indicate a very pressing opportunity for leadership to establish and share their guidelines in a more concerted manner.

Clarity and leadership are what staff members strongly desire, according to the data. Of the respondents who confirmed that they are actively using GenAI right now, 54% believe that a structured approach to onboarding makes staff more productive and able to contribute more quickly. That number rises to 62% among nurses, whose fast-paced workflows may require more robust training to support effective onboarding.

When designing GenAI policies, leaders should actively solicit feedback from clinical users and implement processes to routinely reassess guidance as new solutions are rolled out to additional areas of the organization. As the pace of change accelerates, it will be key to demonstrate flexibility, adaptability, and responsiveness when guiding the entire enterprise in the right direction.

In conclusion

The potential for GenAI to rewrite the healthcare story is indisputable. From assisting with staff development and reducing burnout to augmenting clinical decision-making, organizations have myriad opportunities to take advantage of GenAI today while using this class of digital tools as a springboard to the fully optimized healthcare ecosystem of tomorrow.

To achieve both goals in the most efficient and least disruptive manner, organizations will need to deploy strategies that balance their immediate needs with their long-term visions. These will include:

- Collaborating with internal and external stakeholders to gather feedback and intelligently leverage resources,
- Establishing and sharing coordinated policies across the enterprise, and
- Maintaining a flexible and adaptable approach to experimenting and iterating as new technologies become available.

Establishing the right methodologies now will produce the quick wins that healthcare leaders are looking for while generating the momentum needed to propel GenAI adoption to the next level.

About Wolters Kluwer

Wolters Kluwer (EURONEXT: WKL) is a global leader in information, software solutions and services for professionals in healthcare; tax and accounting; financial and corporate compliance; legal and regulatory; corporate performance and ESG. We help our customers make critical decisions every day by providing expert solutions that combine deep domain knowledge with technology and services.

Wolters Kluwer reported 2024 annual revenues of €5.9 billion. The group serves customers in over 180 countries, maintains operations in over 40 countries, and employs approximately 21,600 people worldwide. The company is headquartered in Alphen aan den Rijn, the Netherlands.

Endnotes:

1 https://www.ncsbn.org/news/ncsbn-research-highlights-small-steps-toward-nursing-workforce-recovery-burnout-and-staffing-challenges-persist

2 https://www.aha.org/costsofcaring#:~:text=Hospital%20Labor%20Costs,of%20the%20average%20hospital's%20expenses

3 https://www.aamc.org/news/press-releases/new-aamc-report-shows-continuing-projected-physician-shortage

4 https://www.aacnnursing.org/news-data/fact-sheets/nursing-faculty-shortage

5 https://www.ksmu.org/news/2024-09-16/pharmacy-school-enrollment-in-the-u-s-is-dangerously-low-especially-in-missouri

6 https://bhw.hrsa.gov/sites/default/files/bureau-health-workforce/Nursing-Workforce-Projections-Factsheet.pdf

Methodology

The *2025 Future Ready Healthcare Survey Report* is based on a nationally representative survey conducted by Ipsos (an independent marketing research firm) from February 26, 2025 through March 24, 2025. A total of 312 healthcare professionals throughout the US were recruited using online B2B panels. Professional roles were broken down into six segments: Nursing, Pharmacy, Administration, Physician, Allied Health, and Medical Librarian.

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