

Navigating the gray space of healthcare



Healthcare’s most important decisions happen in the gray space between evidence and action. Complex care is where information is most needed to empower judgment.

When the answer isn’t obvious, clinical judgment becomes the critical differentiator.

Complexity is the norm

Healthcare leaders have more information than ever before. The challenge is making decisions amid complexity.

51%

of US adults have 2+ chronic conditions¹

35%+

of older adults are affected by polypharmacy, increasing the risk of drug interactions^{2,3}

In the United States, people with multiple chronic conditions account for:¹⁰

64%

of clinician visits

70%

of inpatient stays

71%

of prescriptions

83%

of healthcare spending



AI adds even more complexity:⁵

54%

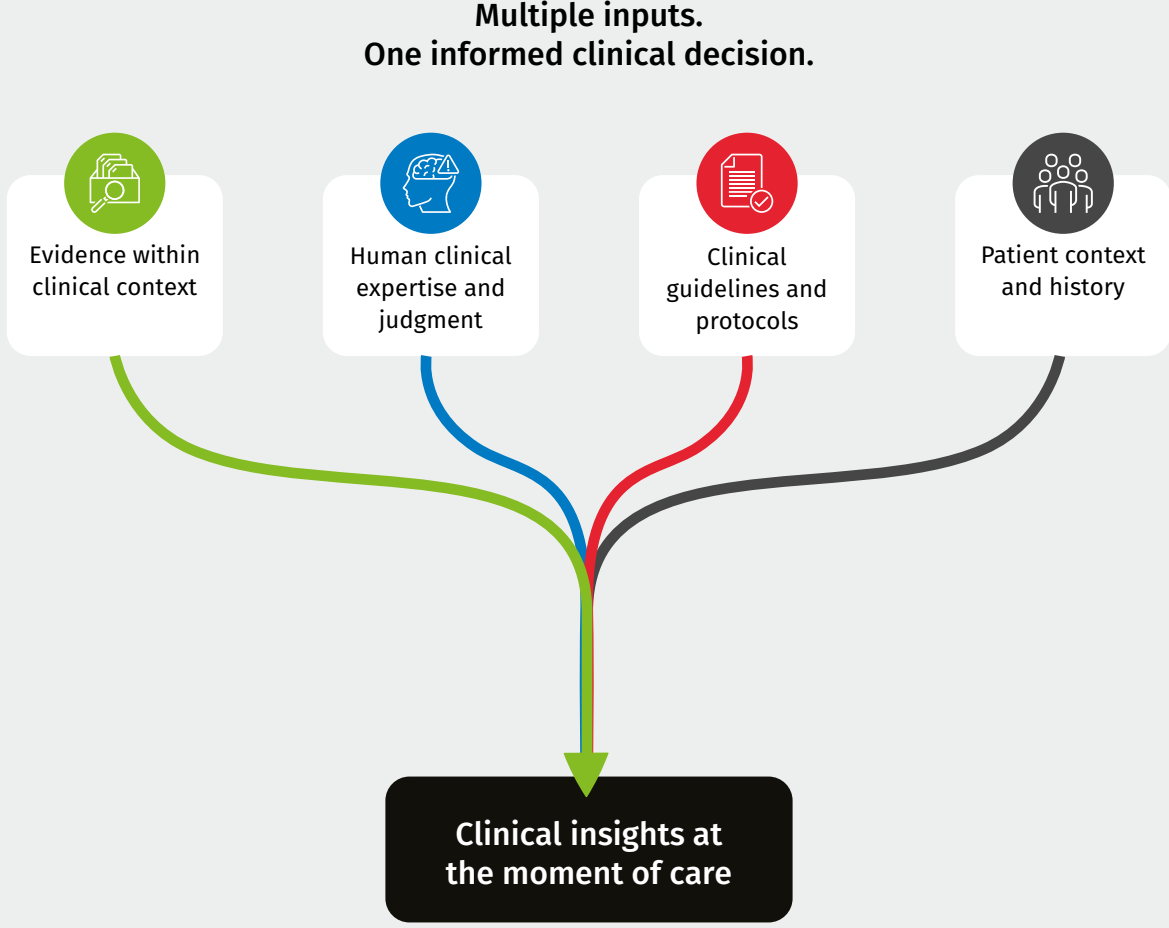
of patients use AI to research drug interactions and side effects

42%

of patients using AI for healthcare frequently bring AI-generated content to appointments

Trust in AI tools is necessary for confident action

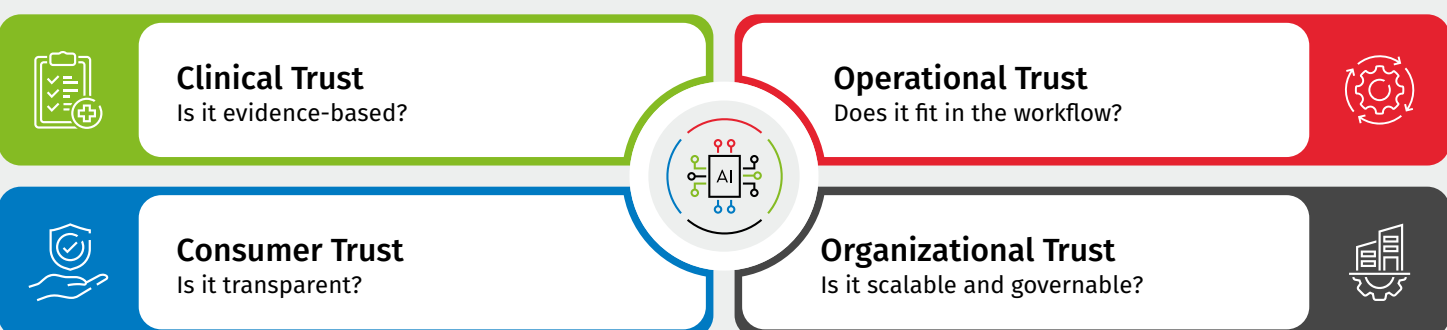
AI can generate answers instantly and can integrate patient-specific details alongside evidence to generate tailored recommendations.



How can health professionals trust an AI answer enough to act on it?

Trust determines whether healthcare professionals feel confident in complex care. Keeping evidence at the center

Four dimensions that make AI trust actionable



92%

of clinicians

89%

of patients

Expect human experts in the loop to validate AI-generated clinical content.

72%

of doctors

59%

of nurses

Want transparent citations and source visibility.⁵



Yaw Fellin,

Senior Vice President and General Manager, Clinical Decision Support and Provider Solutions, Wolters Kluwer Health

“The future of healthcare AI won’t be defined by how much content it can generate. It will be defined by how effectively it brings together trusted evidence, human expertise, and intelligent technology to help people navigate complexity, drive innovation, and make better care decisions with more clarity.”

Complexity is inevitable. Trust is essential. Evidence is required.

UpToDate® Expert AI provides trusted clinical intelligence grounded in expert content and evidence to turn uncertainty into confident action.

7x growth

UpToDate Expert AI use grew 7x since its release, with adoption spanning physicians, pharmacists, nurses, and trainees.

The UpToDate Point of Care report provides platform usage data and industry insights for health leaders. Read the report on Navigating Complex Care.

[Read The Full Report →](#)

Sources

¹Watson, Kathleen B., et al. “Trends in Multiple Chronic Conditions Among US Adults: By Life Stage, Behavioral Risk Factor Surveillance System, 2013-2023.” *Preventing Chronic Disease* 22. (2025). https://www.cdc.gov/pcd/issues/2025/24_0539.htm

²Bonanno, Elena Gatt et al. “Polypharmacy Prevalence Among Older Adults Based on the Survey of Health, Ageing and Retirement in Europe: An Update.” *Journal of Clinical Medicine* 14, 4. (2025). <https://www.mdpi.com/2077-0383/14/4/1330>

³Pazan, Farhad and Martin Wehling. “Polypharmacy in older adults: a narrative review of definitions, epidemiology and consequences.” *European Geriatric Medicine* 12, 3. (2021). <https://pmc.ncbi.nlm.nih.gov/articles/PMC8169355/>

⁴Agency for Healthcare Research and Quality. “Advancing Patient-Centered Care for People Living With Multiple Chronic Conditions.” Accessed September 2026. <https://www.ahrq.gov/patient-safety/settings/long-term-care/resource/multi-chronic/mcc.html>

⁵Wolters Kluwer “Future Ready Healthcare: Patients, Doctors, and Nurses on AI.” 2026. <https://www.wolterskluwer.com/en/now/future-ready-healthcare>