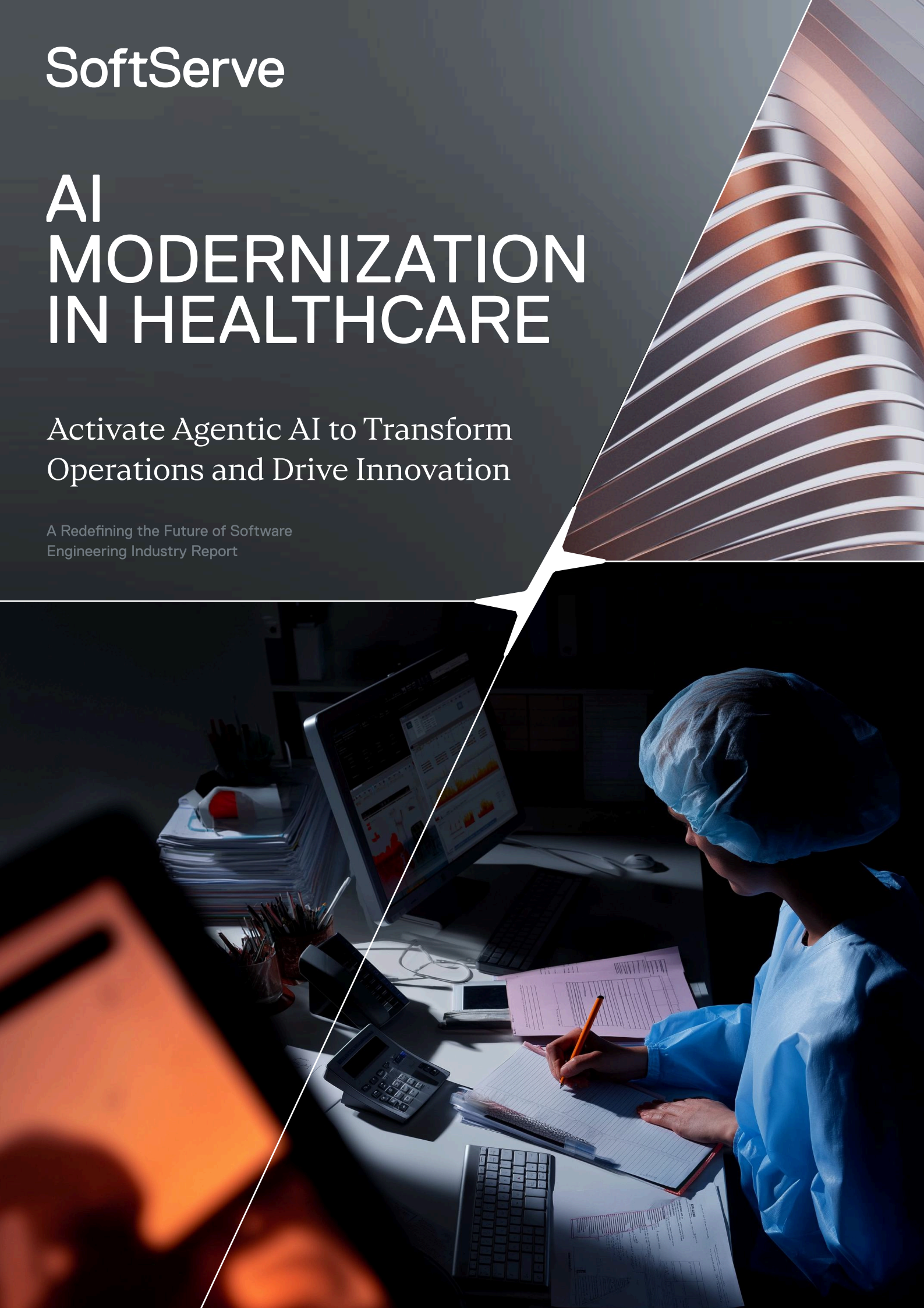


SoftServe

AI MODERNIZATION IN HEALTHCARE

Activate Agentic AI to Transform
Operations and Drive Innovation

A Redefining the Future of Software
Engineering Industry Report





Healthcare Can't Watch From the Sidelines

Healthcare leaders are under pressure from every angle. Teams need to move faster, protect quality, reduce administrative drag, and work within strict regulatory and operational limits. That's exactly why agentic AI has gained traction.

This is not just another wave of automation. It marks a shift in how work gets done, how knowledge moves across the organization, and how quickly teams can respond to change.

SoftServe's **MIT Technology Review Insights** global study shows healthcare is moving on agentic AI, but not yet at full speed. While many organizations already test AI assistants, a much smaller group has reached broad deployment. That gap signals both momentum and a narrowing window to build the experience, governance, and trust needed before agentic AI adoption becomes table stakes.



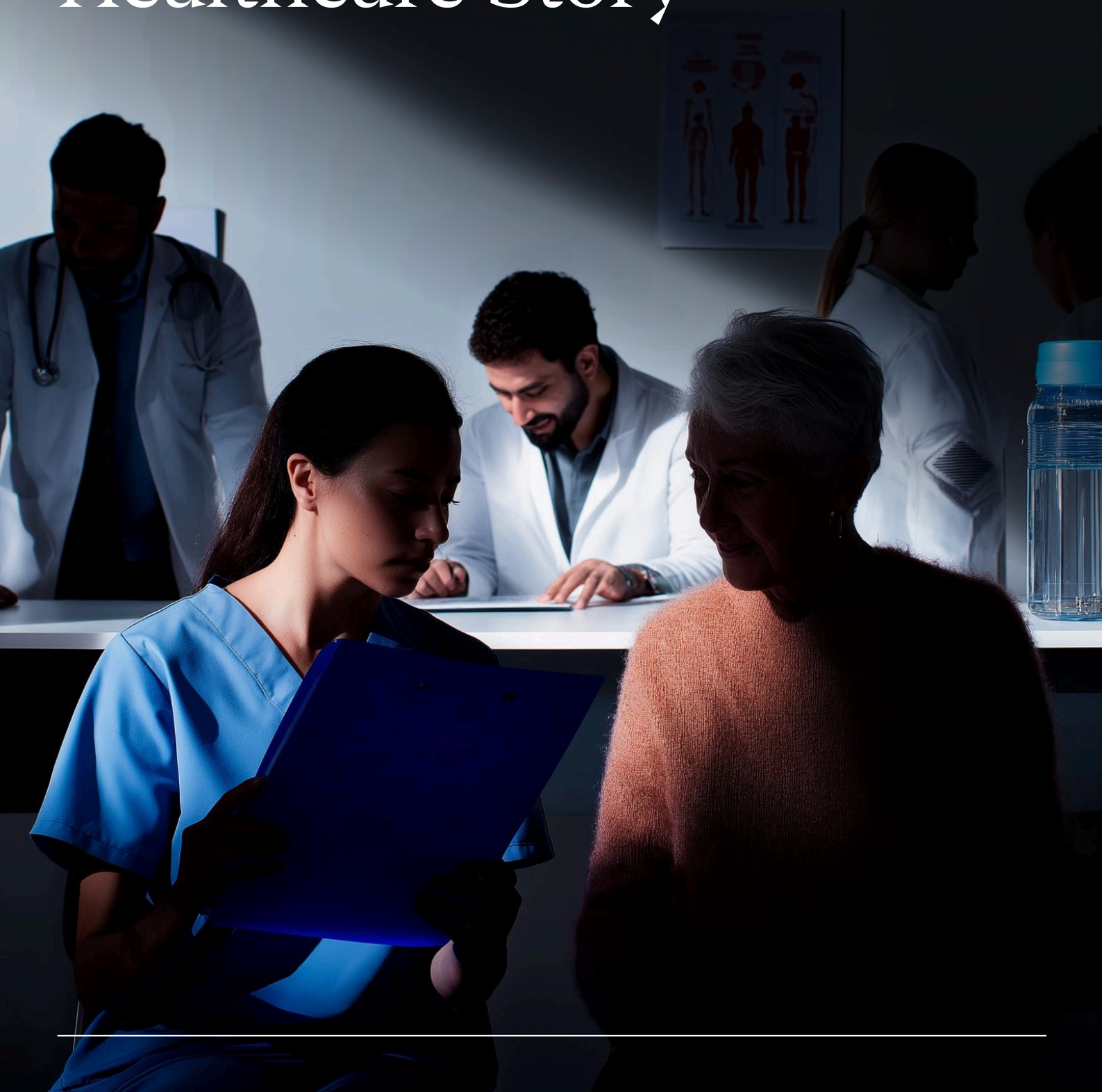
About this research

This analysis draws on findings from Redefining the Future of Software Engineering (MIT Technology Review Insights and SoftServe, April 2026) and its underlying data. The research is based on a survey of 300 senior technology leaders conducted between December 2025 and January 2026 across seven industry segments, including healthcare. Results reflect aggregated responses across industries, with technology, including software firms and software and IT services organizations. Percentages may exceed 100% where multiple responses were allowed.





4 Insights That Reveal the Healthcare Story



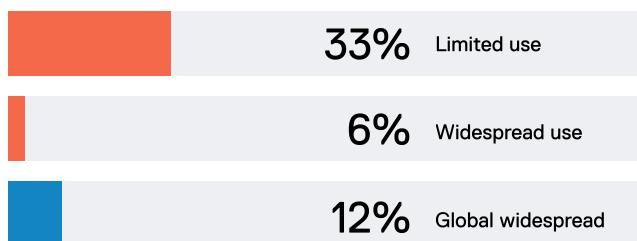


FINDING 1

Agentic AI adoption has started, but scale is still rare.

Healthcare is no longer in the awareness stage. Agentic AI adoption is already underway: 33% of healthcare and life sciences organizations report limited use of AI assistants, while 6% report widespread use.

Healthcare Agentic AI Adoption



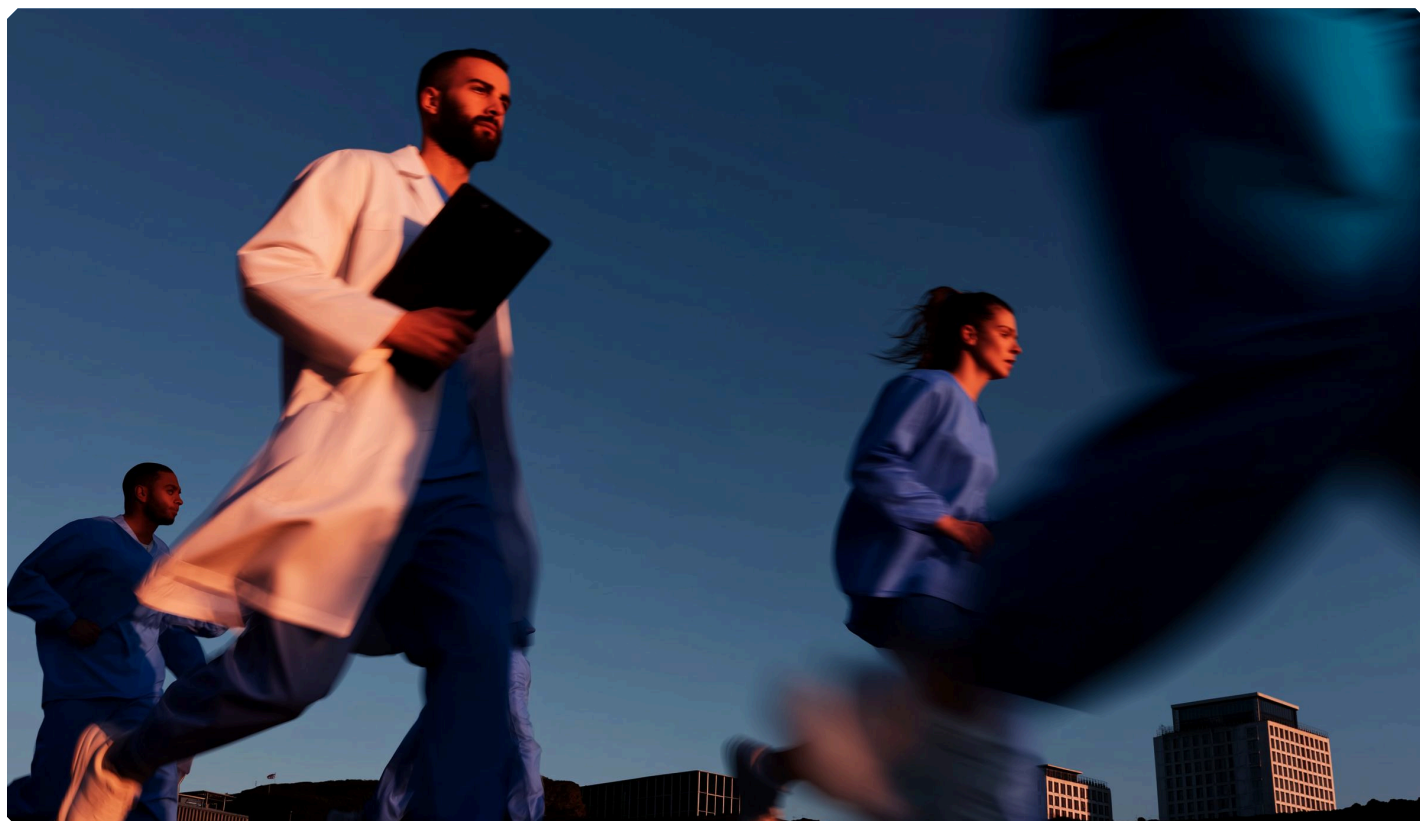
That's an important signal for the C-suite. The market has entered a new phase.

However, scale remains rare. Not just in healthcare, but across industries, where only 12% report widespread deployment. At the same time, momentum quickly builds as 45% of organizations plan to adopt agentic AI within the next 6–12 months. This indicates that the window to develop an early advantage has narrowed.

Most healthcare organizations are still early in the curve. This creates an opening. Healthcare leaders who act now have a chance to create practical experience before widespread adoption becomes the norm.

What It Means

Healthcare is not behind. But it is in a race against time to turn controlled experiments into an operating advantage before adoption accelerates across the market.



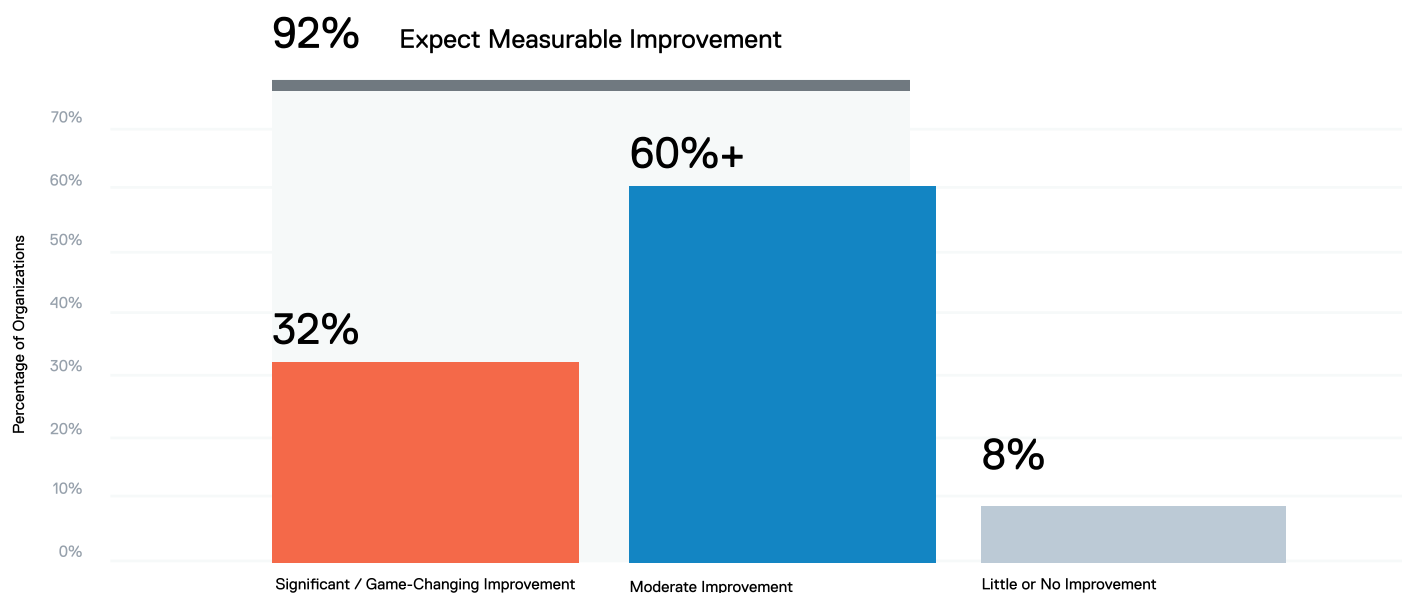


FINDING 2

Expectations for agentic AI are especially high in healthcare.

Across the industries surveyed, healthcare and life sciences have some of the highest expectations from agentic AI. The data reinforces that optimism.

Organizations' Expectations for Improvement Over the Next Two Years



Most healthcare leaders anticipate significant operational advances, showing confidence in agentic AI's transformative impact. This belief highlights the potential to enhance patient outcomes through strategic investment and established use cases in complex, data-heavy, time-sensitive environments often hindered by fragmented systems and manual processes.

For healthcare leaders, the bigger message is this: they don't just see agentic AI as useful; they see it as a fundamental shift.

What It Means

The question is no longer whether agentic AI can generate value in healthcare. The question is how quickly organizations can turn that potential into measurable, enterprise-level results.



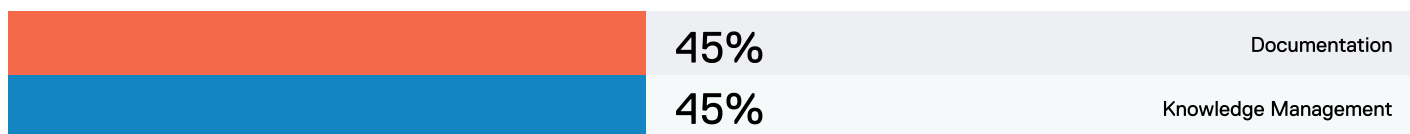


FINDING 3

Early value has shown up where healthcare needs it most.

Healthcare organizations already see early benefits in documentation and knowledge management, with 45% of respondents citing these as primary areas of impact. Across industries, this is a high concentration of early value, highlighting how agentic AI closely aligns with healthcare's operational pressures, where streamlining records and harnessing institutional knowledge yield immediate, measurable effects.

Top Impact Areas



These aren't edge use cases. They sit near some of healthcare's administrative burdens. When documentation improves, teams spend less time chasing records and managing repetitive work. When knowledge management improves, organizations can help staff apply critical information faster.

What It Means

These are practical wins. They reduce friction. They also create the foundation for scaling agentic AI into more complex workflows.





FINDING 4

Agent reliability remains a serious barrier to trust.

The promise is clear. So is the hesitation.

Among healthcare respondents, 45% find agent reliability to be a key challenge in adopting agentic AI. This still needs to be addressed throughout the healthcare industry.

Trust: The Limiting Factor for Scale



Reliability is not only a technical concern. It is also a primary barrier to scaling agentic AI in high-stakes environments like healthcare, where even minor inconsistencies can disrupt workflows, erode trust, and introduce clinical, operational, and compliance risk.

While broader challenges, such as governance, security, and privacy persist across industries, reliability carries greater weight in healthcare. Agentic AI is assessed in environments where precision and consistency are essential, posing a critical challenge to successful integration. This is where many agentic AI strategies succeed or fail: unreliable systems won't scale, and if teams don't trust the outputs, adoption stalls.

What It Means

For healthcare, success depends on more than innovation. It depends on consistent performance, strong governance, and trust formed through reliable, real-world execution.





WHAT HEALTHCARE LEADERS SHOULD DO NEXT

1**Move from curiosity to capability**

Pilot activity is not enough anymore. Healthcare organizations need a clear path from limited agent use to repeatable value. That means choosing use cases with operational impact, setting governance early, and measuring outcomes that matter most to the business.

2**Start where the pain is real**

Documentation and knowledge management already show agentic AI's value. That makes them strong entry points for broader adoption. Focus on areas where AI agents can reduce burden, improve access to information, and support faster decision-making.

3**Treat reliability and trust as a board-level issue**

In healthcare, reliability is not a technical footnote but a leadership issue. For trust to grow alongside adoption, organizations will need guardrails, monitoring, human oversight, and clear accountability.

4**Build agentic AI now, before the market resets expectations**

The current adoption gap will not stay open for long. As more healthcare organizations establish deployment experience, the advantage will further shift to those that can responsibly scale and quickly learn.

Agentic AI Readiness Snapshot

ADOPTION MATURITY

Where organizations stand today

33%

Advanced / Mature Adoption

6%+

Scaled Enterprise Adoption

EXPECTATION CONFIDENCE

Expected level of improvement over the next two years

32%

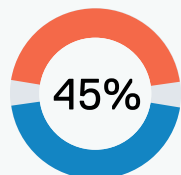
Significant / Game-Changing

60%+

Moderate Improvement

EARLY VALUE

Organizations seeing early returns

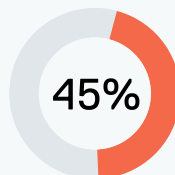


Revenue Growth

Cost Savings

BARRIER

Top barrier limiting wider adoption



Reliability

as the top barrier to wider adoption.



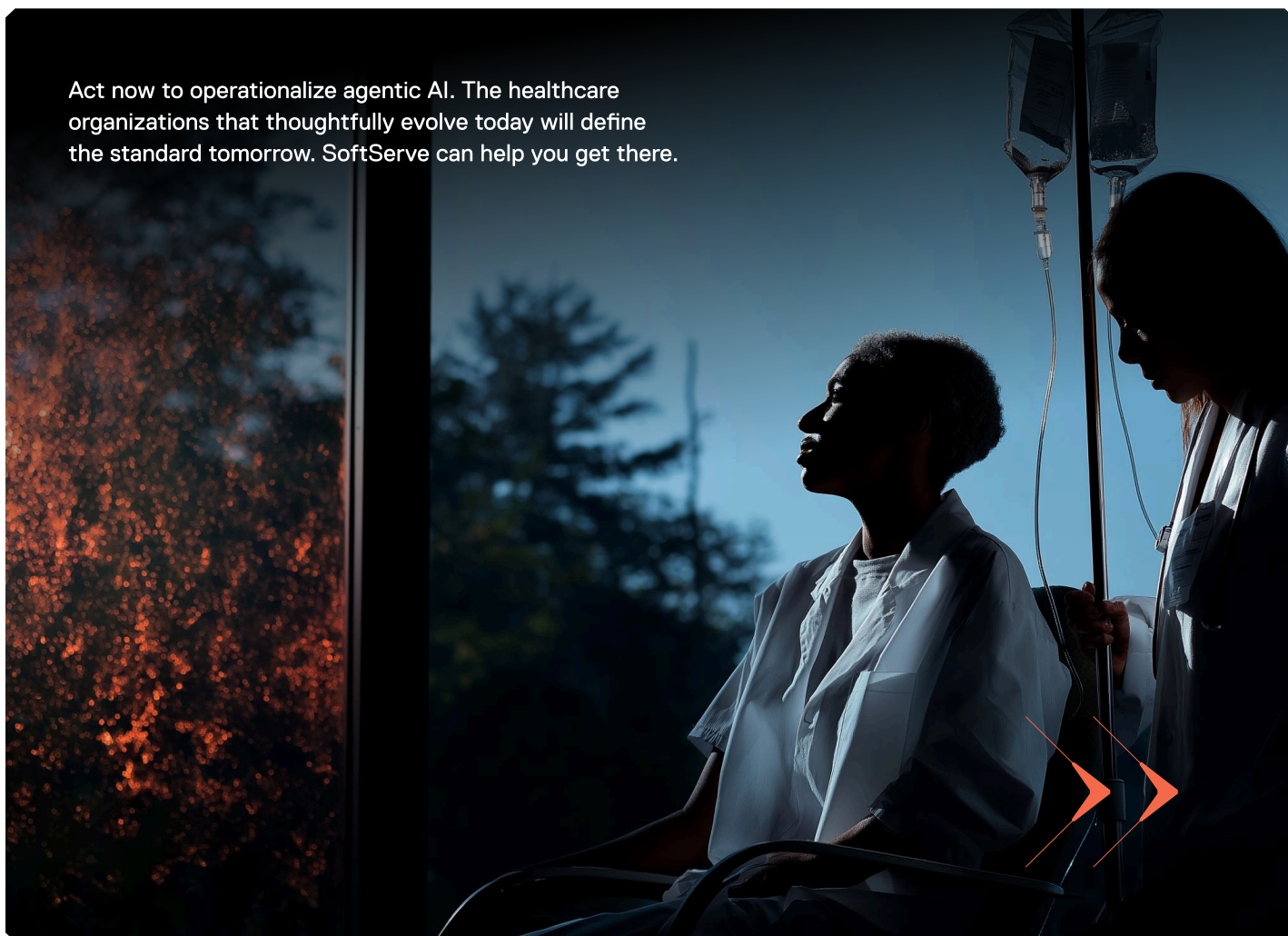
THE WINDOW TO LEAD IS NARROWING

But the next phase will separate interest from execution.

Healthcare leaders already see the upside of agentic AI. The **MIT Technology Review Insights** global study makes that clear. Agentic AI adoption is underway. Confidence is high. Early benefits are tangible.

The organizations that move now can reduce friction, amplify operations, and strengthen the trust needed to responsibly scale agentic AI. Those that wait may still adopt later, but they will do so under more pressure, with less room to learn, and even fewer chances to lead.

Act now to operationalize agentic AI. The healthcare organizations that thoughtfully evolve today will define the standard tomorrow. SoftServe can help you get there.



About Us

SoftServe is a digital engineering and technology consulting company specializing in AI, data, and cloud solutions. We decode complexities and reveal technology's full potential to rapidly unlock new possibilities for businesses, industries, and the communities they serve. Our global expertise is anchored in local understanding. From strategy to execution, we elevate technology into a force for growth, progress, and lasting impact.

Visit the SoftServe [website](#), [blog](#) and [contact](#) pages for more information.

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