



2024 Hospital AI Patient Survey

Survey uncovers patient support – & *endorsement* – for AI & video-assisted care, as well as patient concerns, & keys to successful implementation.

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Key Takeaways from Survey

Nearly **80%** of Respondents Agree



Specificity Matters:

Patients respond more positively to AI when its applications are clearly defined and directly relevant to their care.



Family & Human Connection:

Making AI and Video relevant to families and their loved ones is crucial. Technologies that facilitate human connections, such as remote family visits, are highly valued.



Staffing Concerns have Reached the Patient:

Respondents showed that they know about staffing issues and that they believe it impacts care. AI and video technology offer a way to enhance monitoring and care without compromising the human element in healthcare.

Key Takeaways Explained

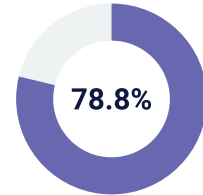
Nearly **80%** of Respondents Agree



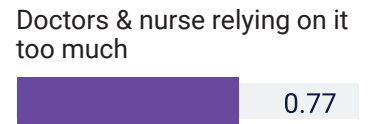
The Power of Clarity: Highlighting Specific AI Scenarios Increase Acceptance & Reduce Concerns

The survey revealed when AI and video were linked to clear scenarios and benefits, prospective patient enthusiasm matched that of virtual family visits. Privacy concerns lowered and left a fear of doctors and nurses relying too heavily on AI as the most significant concern for patients.

Nearly 79% agree on the value of AI & Video to prevent falls



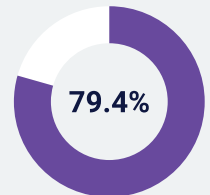
What is your biggest concern about AI in the hospital?



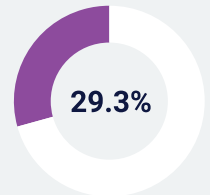
Patients are Aware of Staffing Challenges & Believe it is Impacting their Care

The survey highlighted that patients perceive more staff as a remedy for safety and care issues in the hospital—at a time when hospital staffing is more constrained than ever.

Percentage of patients that believe that lack of staff is the number one reason for hospital falls.



Portion of respondents that were comfortable with nurses having more than 5 patients.

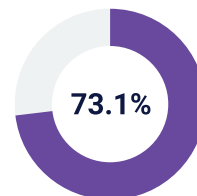


Video that Helps the Patient is Welcomed: Virtual Nursing & Family Collaboration

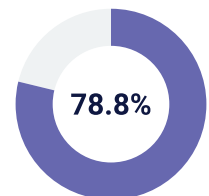
When discussing video in the hospital, respondents welcomed Virtual Nursing—video for family visits had even higher support.

What Patients Value:

More than 73% Support Video for Virtual Nursing



Nearly 79% Would Value Video for Family Visits

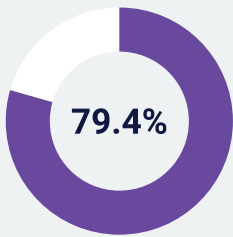


Only 6% Disagree

Patient Expectations

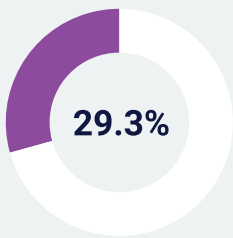
Patients Perceive Staffing Issues Impact Care

According to the National Institute of Health (NIH), each year, roughly 700,000 to 1 million patient falls occur in U.S. hospitals, resulting in around 250,000 injuries and up to 11,000 deaths. Patients were shown information on falls in the hospital and asked for their perspectives on why.



Patients believe that lack of staff is the number one reason for hospital falls.

Patients expressed sensitivity to nurse staffing levels.



Few respondents were comfortable with nurses having more than 5 patients.

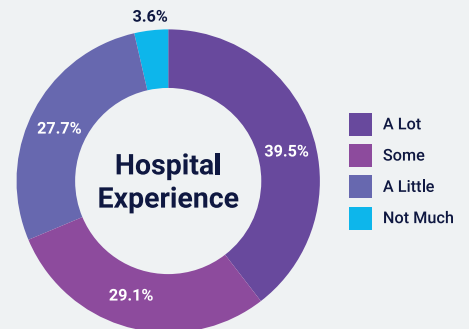
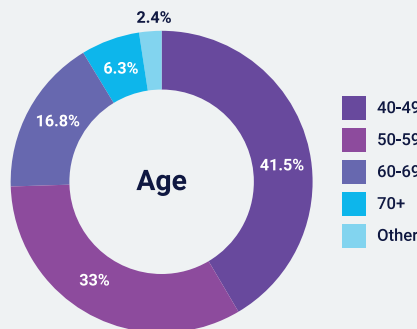
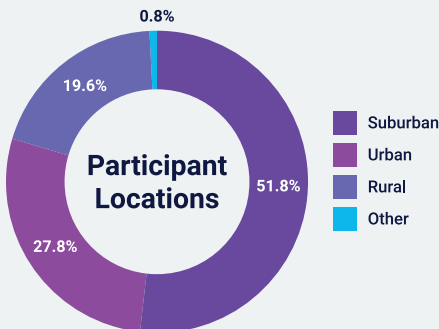
*“The answers to these questions frame the challenges facing hospitals with a frighteningly clear perspective. **Patients view staffing level as the key barrier to better safety.** Yet, hospitals cannot afford to expand staff.*

AI and video-assisted care are one of the few paths that enable hospitals to expand the amount and relevance of the time clinical staff has with patients.

Educating patients on how the AI will help—and providing video-based services they can benefit from directly—will help hospitals provide better care in a way that improves their brand and experience in the eyes of potential patients.”

Narinder Singh
Co-founder & CEO, LookDeep

Over 500 Respondents from 48 States



Patient Perspectives on AI & Video in the Hospital

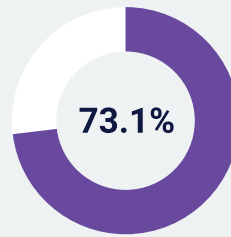
Patients Want AI & Video-Assisted Care

Not only are patients comfortable with AI and video-assisted care, **they are asking for it.** *“The strength of support demonstrated in this survey flies in the face of conventional wisdom among healthcare executives,”* adds Singh. *“The adoption of transformative technology is always accompanied by a catalyst—in this case, it is likely the staffing shortage. If AI solutions can go from abstract to concrete and clear they will be strongly supported by patients.”*

In a series of questions about AI and video-assisted care, respondents with hospital stay experience expressed overwhelming support.

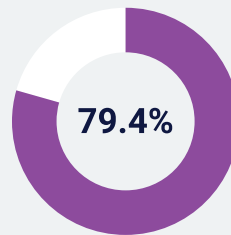
“Patients and their loved ones want to know they have the clinical attention needed to keep them safe. AI and video-assisted care presented as a way to enhance patient care and connectivity to more staff and loved ones is not just accepted, but actually enhances the patient experience.”

Tiffany Wyatt, RN, BSN
Director Of Nursing, LookDeep



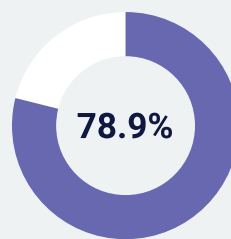
More than 73% Support Cameras for Virtual Nursing

Suppose your loved one is in the hospital and needs critical medical care. Suppose there is a video camera in the patient room so that a virtual nurse can check on them regularly when a nurse or doctor can't be there.



More than 79% Support AI & Video to Prevent Falls

Suppose your parent or older loved one is in the hospital and is at a high risk for falling. Suppose that AI can watch your loved one via video and notify a nurse if they try to get out of bed unsupervised.



Nearly 79% Would Value Cameras for Remote Visits

Suppose your parent or older loved one is in the hospital and is at a high risk for falling. Suppose that AI can watch your loved one via video and notify a nurse if they try to get out of bed unsupervised.

Adopting AI & Video-Assisted Care

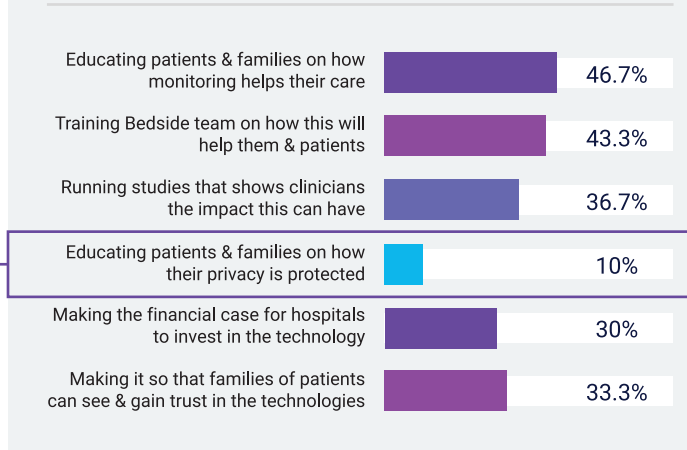
Education & Training are Keys to Adoption

Respondents said educating patients and families on how monitoring will help their care is the most important step in adoption. *“It is important to call out that the majority of our respondents have experience as a patient in a hospital. They have experienced the challenges of staff shortages and have experienced first-hand that their clinical teams need support. New patients might not have this experience and will need to be educated so they understand the same value,”* said Singh.

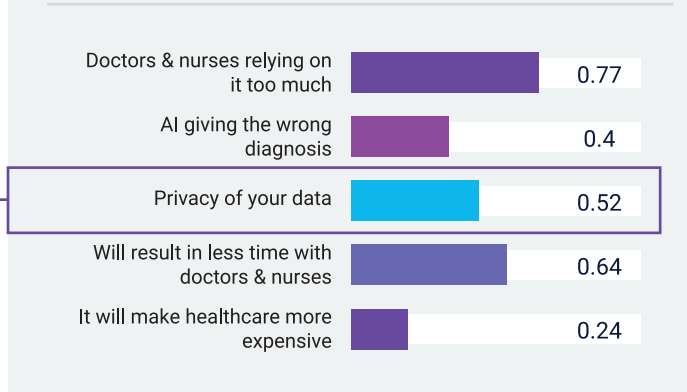
Privacy and security ranked lower than expected in patient responses. **Only 10% said educating patients on how their privacy is protected is key to successful adoption, and when stating concerns, data privacy was a distant third.**

While respondents expressed a desire for AI in hospitals, they also shared several concerns. First and foremost is the fear that doctors and nurses will rely on it too much. Second is a concern that it will result in less time with doctors and nurses. *“It is interesting to note the biggest concerns are around AI creating another barrier between the patient and nursing staff—much like the EHR screen has,”* adds Wyatt. *“We believe this is an indication that there can be a comfort level with AI and video in healthcare—if it assists providers in connecting with patients rather than replacing them. LookDeep believes how AI assists care is probably the most important education point for both patients and staff.”*

What Do You Believe are the Keys to the Successful Adoption of Remote Monitoring that Blends People (Virtual Nurses) & AI Assistance? | Select up to 2.



What Are the Biggest Concerns You Have About AI in the Hospital? | Check all that Apply.



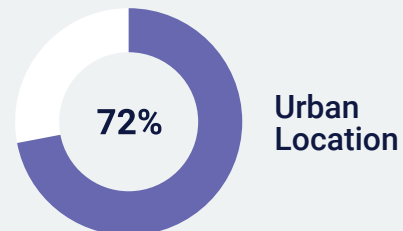
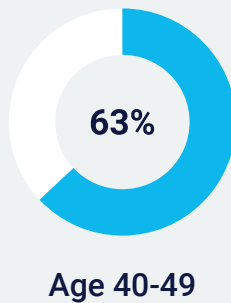
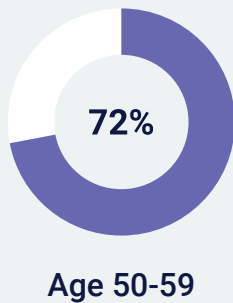
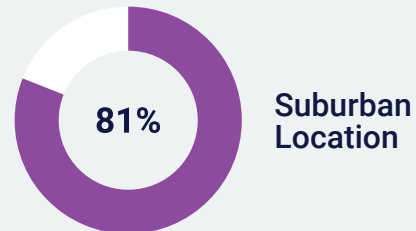
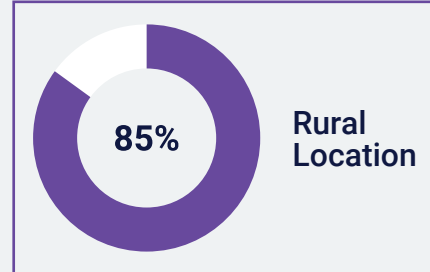
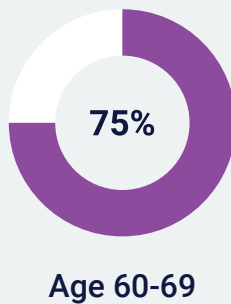
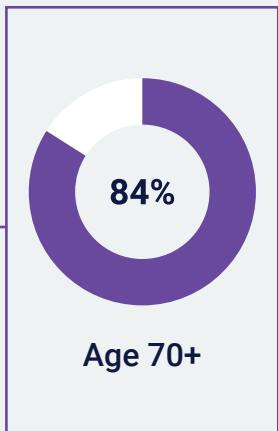
Variance By Demographics

Rural & Older Patients are More Open to AI

We included information about age, gender, hospital stay experience, home state, and the setting in which they lived. For most questions, there were minor or no differences but age did matter. **Older patients likely relate to the concept of being in a hospital more and we saw a clear relationship between the acceptance of AI solutions and age.**

The second somewhat surprising result was the impact of where you lived on our attitudes towards AI. **We saw more support for AI for example to prevent falls in Suburban and Rural settings vs in Urban ones.** This effect persisted across other questions on AI and video in the hospital.

Agree that Having Video for Virtual Nursing, Video for Family Visits, Fall Monitoring, & More Would Make Me Feel Better in a Hospital Setting. | Agree/Disagree



Conclusion

Survey Provides Hospitals with a Path Through the AI Skepticism

The societal factors related to AI in our lives are profound. They will match or potentially exceed the impact of the internet and mobile on our societies. When the magnitude and rate of change are so large, any survey should be trusted, at best, as a point in time reference of attitudes and perceptions. Apparent discrepancies between past and future surveys can simply be a testament to the chaos and pace of change.

This survey overwhelmingly contradicts a coarser belief among hospital leaders that patients harbor skepticism toward AI and video. When AI, especially in the form of VisionAI (Video + AI), is presented as a technology that enhances patient care without diminishing the human touch, it is not just accepted but welcomed.

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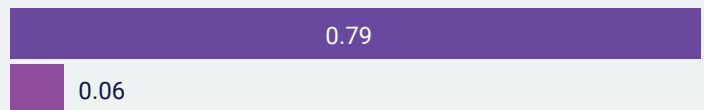
In a healthcare landscape facing staffing challenges, AI and video technologies present a promising frontier, one that balances the efficiency of modern technology with the irreplaceable value of human connection. As we move forward, the key lies in demystifying AI for patients, focusing on specific, patient-centric applications, and ensuring that the human aspect of healthcare remains at the forefront of technological advancements. Done well, this kind of AI will become expected and a differentiator for future-oriented healthcare systems.

Suppose Your Parent or Older Loved One is in the Hospital...

Agree Disagree

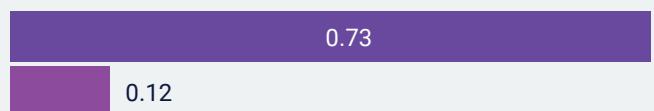
There is a video camera in the room for loved ones to do remote video visits with the patient and their medical care team.

I would value this capability.



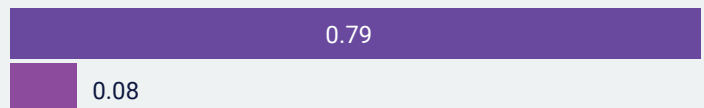
Suppose there is a video camera in the patient room so that a virtual nurse can check on them regularly when a nurse or doctor can't be there.

Having this capability for their care would make me feel better.



Suppose that AI can watch your loved one via video and notify a nurse if they try to get out of bed unsupervised.

Having this capability for their care would make me feel better.





About LookDeep

LookDeep is at the forefront of transforming hospital care through its pioneering VisionAI technology. LookDeep's zero-cost hardware model and cloud-based, SOC2-certified software dramatically drive down the cost of inpatient video—enabling hospital-wide deployments of virtual fall prevention, virtual nursing, and virtual medicine, all supported by a 24/7 virtual care center. AI-powered video monitoring supports staff by monitoring room conditions, patient safety, movement, and mobility.

With LookDeep, hospitals can be present for every patient at every moment.



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