

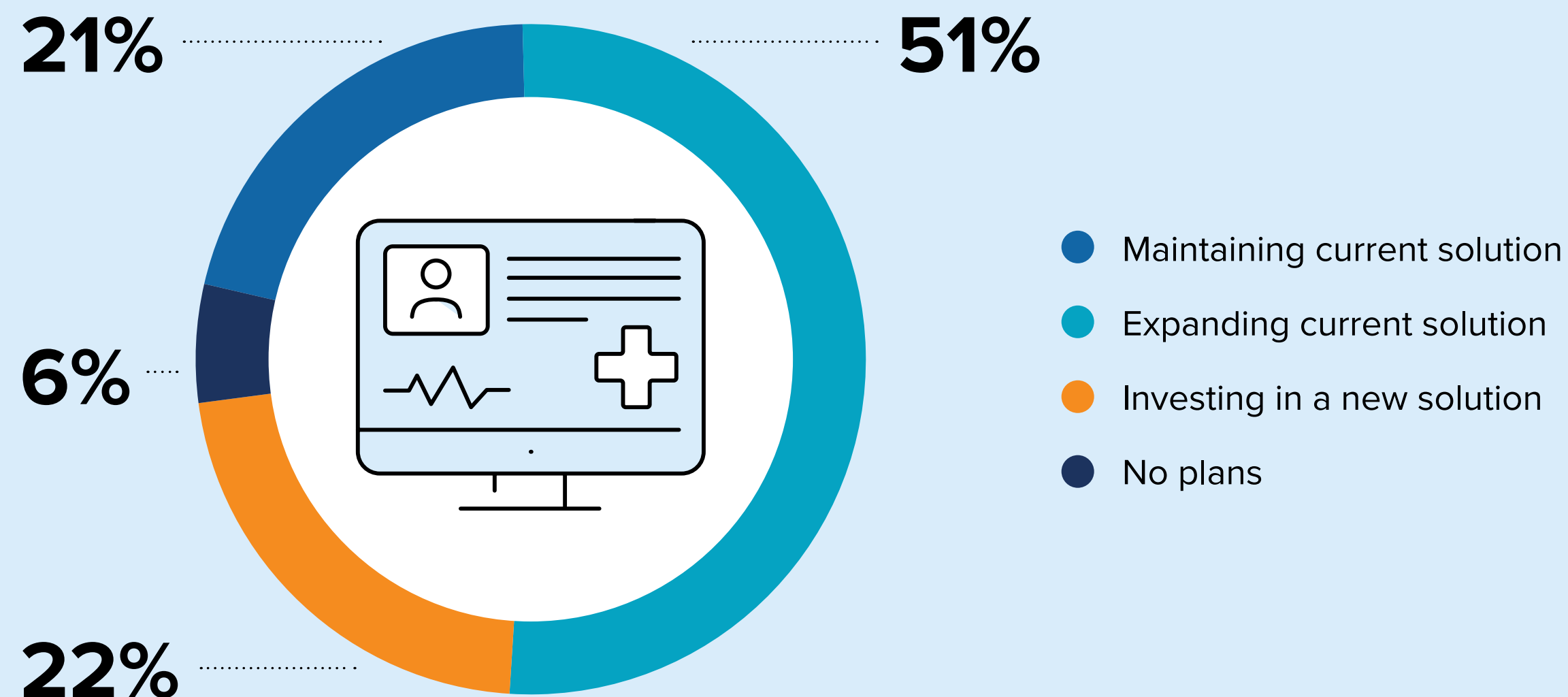
# Digital Evolution in Healthcare. Shaping the future of EHR



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# The EHR continues to be a strategic investment for European healthcare.

 Over **70%** of European Healthcare organizations are actively investing in EHR systems



In today's rapidly evolving healthcare landscape, the strategic implementation and optimization of advanced **Electronic Health Record (EHR) systems continue to be paramount**, despite significant prior investments in this area.

These systems are critical infrastructure components that **underpin both the operational and strategic imperatives of hospital organizations**, enabling them to meet increasing demands for efficiency, effectiveness, and patient safety .

# Next-generation EHRs support healthcare in addressing its most complex challenges.



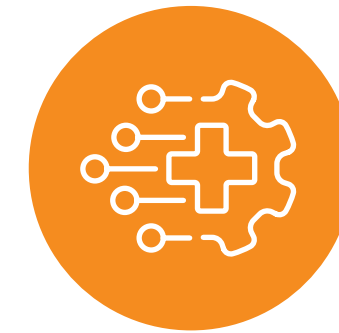
## Personalized and Precision Medicine

As the demand for healthcare services continues to grow, there is a parallel need for more **personalized, evidence-based care**. Advanced solutions leveraging **granular patient data and predictive analytics** enable the customization of therapies and care pathways to individual patient needs. This data-driven approach enhances **clinical outcomes, fostering a more responsive and effective healthcare services delivery**.



## Service Integration and Continuity of Care

The seamless **integration of multidisciplinary services** across the entire patient care pathway is essential for ensuring **continuity, high-quality care and operational efficiency**. An optimized hospital information system facilitates the **comprehensive access and exchange of information among healthcare professionals** and departments, enabling more coordinated, efficient, and timely diagnosis and treatment. This interconnected approach **enhances clinical decision-making, optimizes resource utilization**, and ultimately improves patient outcomes.



## Critical Resource Management

The growing pressure on critical healthcare resources —including workforce shortages, heightened workloads, evolving regulatory requirements, and stringent budget constraints — requires the adoption of innovative technological solutions.

EHR systems play a pivotal role in **optimizing resource utilization by automating routine tasks, streamlining decision-making processes, enhancing collaboration, and minimizing errors and duplications**. These advancements not only improve operational efficiency but also strengthen patient safety and overall care quality.



## Scientific Research and Innovation

EHRs can also be a **key source of valuable data for scientific research and healthcare innovation**. By providing advanced tools for **clinical data analysis, while ensuring compliance** with patient privacy regulation, these systems play an increasingly important role for medical research, facilitate the discovery of new treatments, enhance the understanding of diseases, and support the **development of more precise and targeted therapies**.

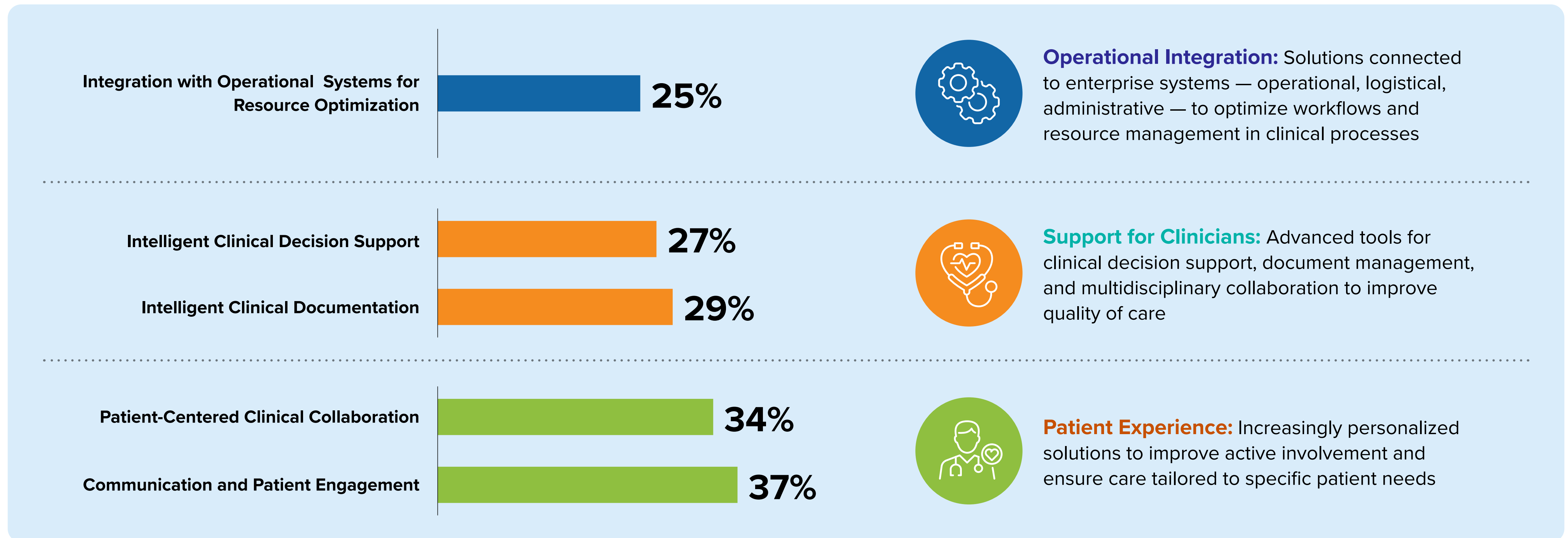


## Patient-Centricity

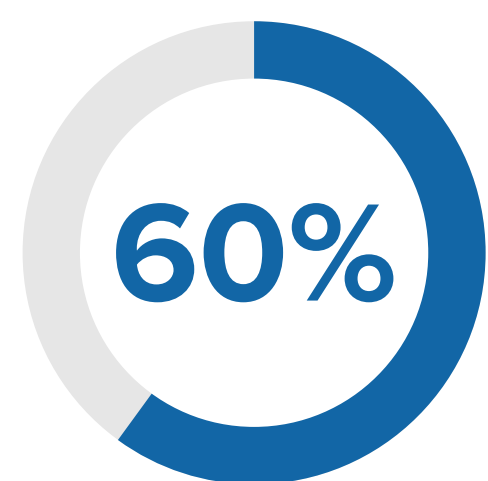
At the center of all these processes and technologies remains the patient. EHRs must serve as enablers of patient-centered care, ensuring data security and confidentiality, **facilitating seamless access to health information, and empowering individuals to take an active role in their care journey**, thereby improving the overall **patient experience**.

# Three key areas define the priority functions for future-proof EHRs.

## The Future of EHRs is Defined by Three Key Functional Areas



# Aligning healthcare information systems with strategic objectives is imperative for European healthcare organizations.



To address the growing demand, integration of care pathways, and optimization of critical resources, 60% of European healthcare organizations consider **improving operational efficiency as the highest priority.**



**New KPIs — measuring business results, clinical outcomes, and experiences —** are considered the most important factors for the **success of digital transformation projects.**

## Where Do European Healthcare Organizations Invest to Achieve Operational Excellence?



**30%**

Greater automation



**29%**

Redesign of patient services and business processes



**23%**

Enhancing data quality, interoperability and access

# Healthcare information systems must evolve to facilitate a new dialogue with health data.

The evolving needs of healthcare organizations require the adoption of **new models of interaction with data** that enable **intelligent and context-aware automation** for both medical staff and patients. The integration of artificial intelligence into healthcare information systems is essential for facilitating these innovative interactions, revolutionizing access to health data and enhancing efficiency, operational workflows, and overall user experience.

By 2027, the healthcare industry will save up to **\$382** billion by significantly optimizing clinical, operational, and administrative workflows through intelligent automation.

 IDC FutureScape



# AI investments are gaining momentum in European healthcare.



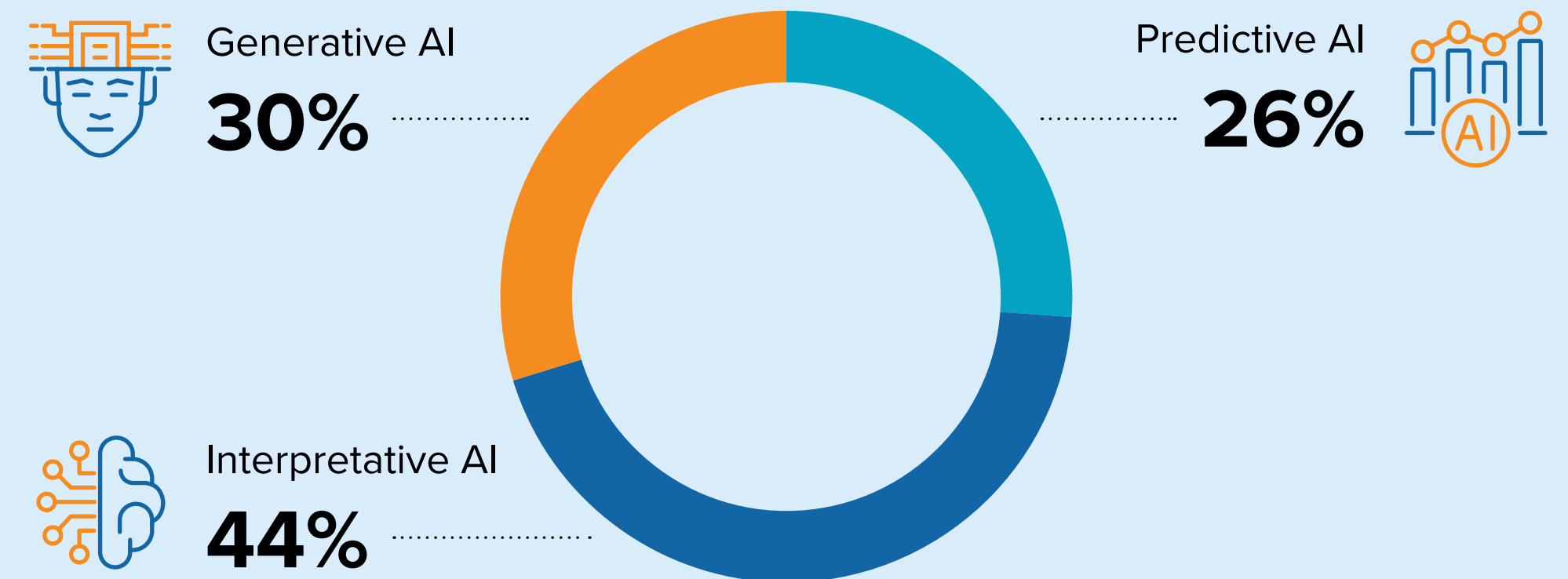
More than **70%** of healthcare organizations in Europe are investing in artificial intelligence, underscoring its growing strategic importance.

A particular focus is placed on interpretive AI, which processes large volumes of medical data and transforms them into actionable insights, enhancing the speed and accuracy of clinical decision-making for diagnosis, treatment planning, and personalized care.

## 7 Out Of 10 Healthcare Organizations In Europe Are Investing In Artificial Intelligence.



## Budget Allocation By Type Of Artificial Intelligence In European Healthcare Companies:



# AI is becoming essential for enhancing EHR systems.

AI investments are primarily driven by use cases focused on optimizing detailed patient analysis and predictions and enhancing the medical staff experience through documentation support and improved clinical decision-making.

## Top 5 Ai Use Cases In The Clinical Area



**28%**

Patient insights



**23%**

Clinical documentation



**23%**

Clinical decision support



**22%**

Clinical research



**21%**

Quality and risk management

These core functionalities support patient-centricity and clinical workflow efficiency, which healthcare organizations consider essential for future-proofing their EHR systems.



# Challenges and obstacles in AI adoption prevent large-scale implementation.

Despite increasing investment, not all artificial intelligence initiatives achieve the desired outcomes. According to IDC research, the conversion rate of GenAI proof-of-concept (POC) projects to full-scale production initiatives in 2023–2024 was just over 13%.

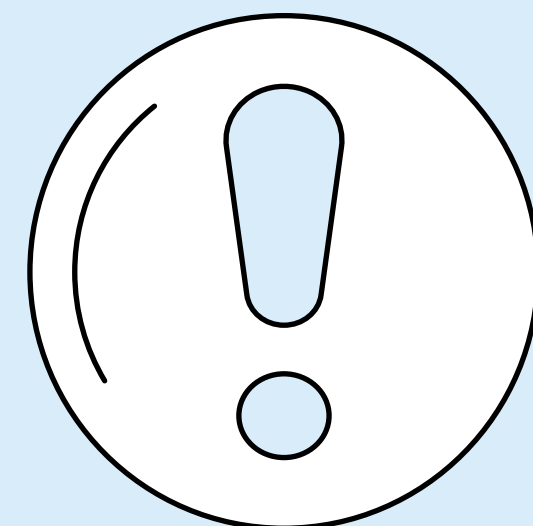
## AI Projects Production Conversion Rate



● POC moved to production ● No evolution

This low conversion rate highlights the significant challenges healthcare organizations face when attempting to scale AI implementations beyond the experimental phase.

## The Main Obstacles To The Success Of Ai Projects



Cost of AI-enabled applications

Cost of infrastructure investments

Skills

Compliance and security

# Evaluation, monitoring, and governance are foundations for maximizing the value of AI in healthcare.

The successful transformation of EHR systems through AI integration requires a **strategic vision that aligns use cases with business objectives**, prioritizing areas of greatest impact.

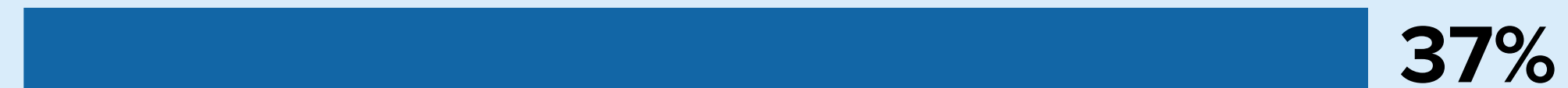
Equally critical is the implementation of **robust governance frameworks** to manage internal and third-party data, as well as AI models, supported by continuous monitoring tools. This approach must proactively **address regulatory and ethical challenges** while overseeing the evolution of work models, patient interactions, and collaboration within the healthcare ecosystem.

Large-scale **AI adoption brings profound organizational and operational changes**. Careful management of these factors is essential to ensuring the long-term success and sustainability of AI-driven initiatives in healthcare.

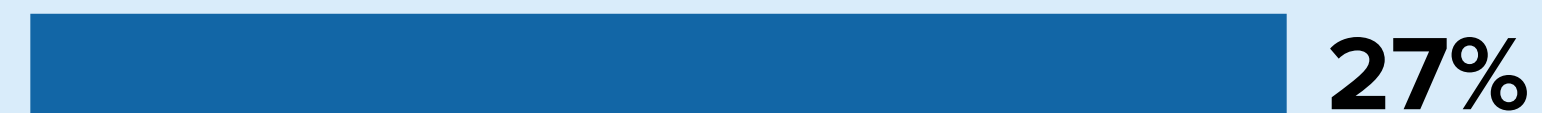
## Top 3 Initiatives for the Success of AI Projects



Establishing corporate-wide guidelines for evaluating and tracking the use of open-source AI codes, data, and trained models



Establishing new data governance and management practices to ensure the required data quality for any AI model adopted



Establishing a formal AI governance/ethics/risks council (or expanding an existing one) to define AI guidelines and best practices



# The following steps are critical to ensure EHR systems are resilient and future-ready.



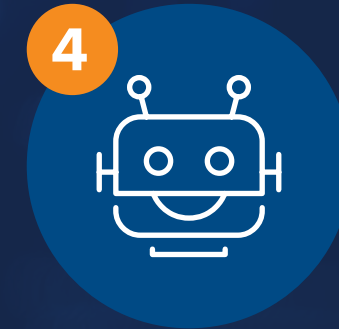
Define **clear strategic objectives**, ensuring alignment between technology implementation and business goals by introducing **targeted KPIs that drive performance**.



Select solutions that **integrate operational and clinical functions seamlessly**, aiming to enhance efficiency, improve the patient experience, and provide better support for staff.



Leverage **AI as a catalyst for operational efficiency**, integrating it into processes and business systems with **clear, progressively refined goals**.



Adopt a **strategic approach** to AI integration, comprehensively evaluating **governance, data management and quality, infrastructure investments, and their impact on enterprise architecture**.

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