

# Emerging AI Tools Help Address Largest Pain Points Among Healthcare Workers

In honor of **Certified Nurses Day**, Carta Healthcare released a survey about the pain points keeping healthcare professionals up at night. Carta Healthcare's February 2024 survey of 500 U.S. healthcare workers found that the biggest threats to the healthcare industry are the nursing shortage, high care costs, and the lack of personnel to care for the aging population. These results align with a consumer survey of October 2022, where respondents agreed that high costs and lack of personnel were among the top concerns.

## THE DIRE NEED FOR MORE HELP

**37.1%** of healthcare workers say they'd choose another career path.

**76.9%** of healthcare workers believe that emerging technologies like AI could be useful to help combat the shortage.

## THE BURNOUT IS REAL

Recent reports on the state of healthcare propose that healthcare burnout is caused by overwhelming paperwork. However, that may not be the case. **Respondents cite the following as reasons for burnout:**

**58%**  
Short-staffed

**46.6%**  
Low pay and long hours

**27.9%**  
Quality of care has declined

**27.5%**  
Personnel issues

**26.3%**  
Quality of necessary supplies and equipment

**23.9%**  
Lack of leadership

**20.9%**  
Politics, bureaucracy, and red tape

## STAYING IN THE CYCLE

Consumers felt satisfied with the state of U.S. healthcare, despite the majority reporting an increase in wait times. Healthcare workers warn that wait times will continue to rise until more staffing resources become available.

**62%** of consumers say they have a generally positive experience with the healthcare system in the U.S.

**In response, healthcare workers admit that the catalyst is a lack of staff.**

**28%** of healthcare workers warn that patients can expect more and longer wait times without an increase in staff this year.



**48%** of consumers, across the board, felt that wait times for healthcare visits have gotten longer.

**35%** of healthcare workers say they are doing the best they can with the little staff they have.

## PANDEMIC AFTERMATH

No one understands the strain of COVID-19 more than healthcare workers themselves. Despite the belief that their health systems are more prepared were another pandemic to occur, the increase in workload never seemed to fade.

**70.3%** of healthcare workers believe their current healthcare systems would be more prepared if another global pandemic were to occur.

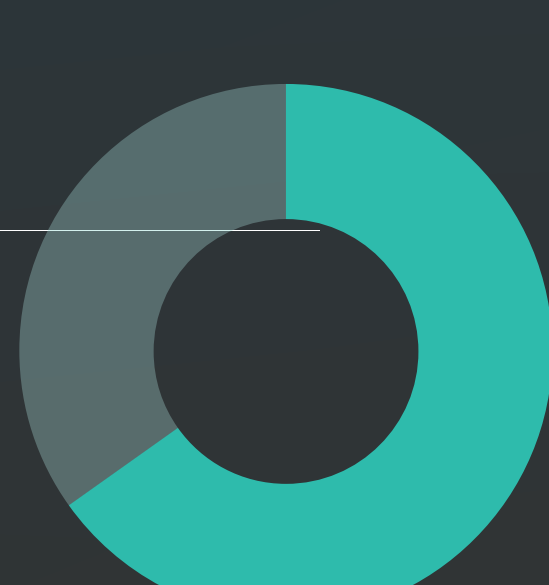
**29.3%** feel that their workload is just as heavy as it was during the COVID-19 pandemic.

**23.3%** feel that the workload is even heavier.

**68.7%** Overall, healthcare workers reveal that the pandemic has uncovered more instability in the workplace.

The need is urgent and the time is now.

Healthcare workers identify the leading factors that would improve job satisfaction. Below are the top priorities.



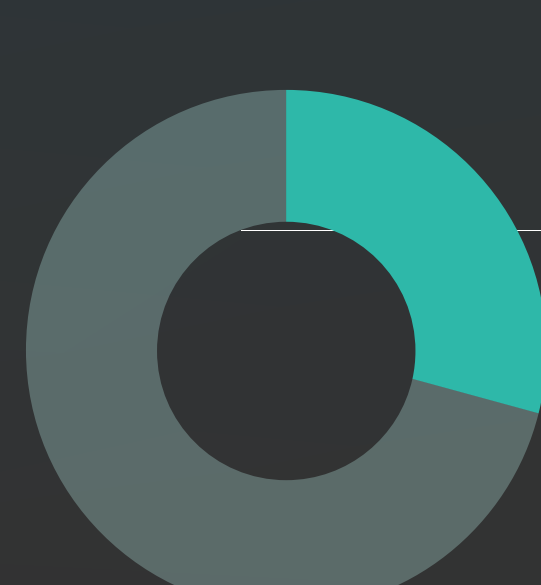
**65.3%**  
Higher pay



**48.2%**  
More staffing to limit the burden



**32.1%**  
Ability to have more time for direct patient care



**29.1%**  
Technological advancements