CONNECTED CARE 2026: INSIGHTS ON INTEROPERABILITY AND AI READINESS

Clinicians need complete, real-time information — yet, most health systems still can't connect documents, images and unstructured data across the enterprise. New HIMSS Market Insights research shows the scale of these challenges — and where leaders are focusing next.

THE REALITY: DATA IS LOCKED AND WORKFLOWS ARE FRAGMENTED

Most organizations are not ready for AI-powered care

89% are using, planning or investigating AI/ML to improve interoperability

Only **18%** say content and infrastructure are prepared for AI automation

A majority of patient data is inaccessible

70% of unstructured patient data is inaccessible

1 in 4 spend up to 25% of their work week searching for information

Clinician burden remains high

44% want to reduce clinician burnout and give time back to physicians

65% say they are not effective at this

WHAT'S HOLDING HEALTH SYSTEMS BACK

Top barriers to interoperability reported by respondents

37% Integrating external data

36% Clinician/staff resistance

34% Managing unstructured content

34% Integrating tools with legacy systems

Content and imaging platform challenges

Fewer than half rate content platforms as effective

Only **15%** say platforms support all departments

MOMENTUM: LEADERS ARE CLOSING THE GAPS

Automation, APIs and AI agents

61% plan to automate unstructured data classification

60% plan to use APIs for integration

58% are exploring AI agents for workflow automation

37% are planning low-code adoption

Connected care platform adoption

52% plan to purchase a connected care platform

70% of leaders want seamless EHR/ERP integration; **52%** want real-time insights and **38%** want AI automation

THE FUTURE OF AI IN HEALTHCARE

63% plan to expand into payer/patient financial services

66% plan to expand into cross-functional case management

58% plan to expand into imaging & diagnostics

BOTTOM LINE: BUILD A FOUNDATION FOR CONNECTED CARE

Organizations need governed, enterprise-wide content and imaging strategies that support real-time insights, AI automation, seamless EHR integration and reduced clinician burden.

Learn more at hylandhealthcare.com

HYLAND™

HIMSS®

About Hyland

Hyland empowers organizations with unified content, process and application intelligence solutions, unlocking profound insights that fuel innovations. Trusted by thousands of organizations worldwide, including many of the Fortune 100, Hyland's solutions fundamentally redefine how teams operate and engage with those they serve. For more information on Hyland, our products and solutions, please visit Hyland.com.

*HIMSS Market Insights. *2026 State of Interoperability and Connected Care* [research report]. This research was conducted in October 2025 among 115 U.S. individuals with IT, informatics, business and clinical roles in U.S. hospitals and health systems. Hyland was not identified as a research sponsor.

www.himss.org | ©2026