



A Netrio Mid-Market AI Readiness Report

Spotlight: Healthcare



AI Is Already in the Exam Room. Who's Responsible for Governing It?

As in many other industries, healthcare is finding value in AI's promise for efficiency: a clinician uses AI to complete documentation quicker, a care coordinator runs patient outreach through an AI-powered tool. The problem is deciphering who's governing its use: is it with IT, or compliance, or somewhere else?

4.3%

CISO / SECURITY OWNS AI GOVERNANCE

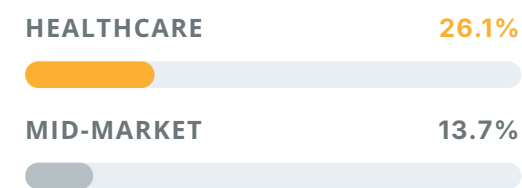
Of the healthcare respondents to Netrio's Mid-Market AI Readiness survey, just 4.3% said their CISO or security team formally owns AI governance, a significant drop from the 15.7% overall rate for mid-market organizations. Instead, healthcare respondents said ownership was split: 21.7% say it's shared across multiple teams with no single owner and 21.7% say it's owned by legal or compliance.

3.6x

lower than the 15.7% mid-market rate

HEALTHCARE VS. MID-MARKET

Cite **regulatory / compliance clarity** as the top obstacle



Had a confirmed AI incident or **near-miss** in 12 months



Expect AI's biggest near-term impact in **cybersecurity ops**



That kind of ownership and governance fragmentation aligns with where healthcare organizations acknowledged they feel the most stuck. 26.1% cite regulatory or compliance clarity as the biggest obstacle to the next step with AI, nearly double the 13.7% across all mid-market industries. And those stakes translate to real incidents: 87% of healthcare IT leaders report a confirmed

AI-related security incident or near-miss in the past 12 months, the highest among all industries, well ahead of the 73.1% average for mid-market companies.

On the upside, healthcare respondents felt the most strongly of any industry about where AI will help next, with 43.5% expecting AI's biggest near-term impact to land in cybersecurity operations.

The goal of using AI to strengthen security is there. What's missing, for many organizations, is a single owner who unites governance, HIPAA compliance, and security architecture under one umbrella.

What Does This Mean for Your Organization?

If AI tools are already deployed and involved in documentation, scheduling, or patient communication in your organization but you can't say definitively who owns governance, you're far from alone. But you are exposed. Netrio's **AI Advisory Services** are here to help healthcare organizations like yours define who owns what, drive value from AI, and keep your environment secure.

Want Netrio's expert AI Advisory to assess where you are today and how to elevate your AI value? Reach out and schedule a conversation at info@netrio.com.

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