24 Key Trends Expected to Dominate HIMSS25 from Executives

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Fred Pennic   February 25, 2025

The Healthcare Information and Management Systems Society (HIMSS) annual conference is upon us, and this year, the spotlight is firmly on AI. From automating administrative tasks to revolutionizing diagnostics and treatment, AI is poised to reshape the healthcare landscape in 2025. We've gathered insights from leading healthcare executives and innovators to provide a glimpse into the key trends and discussions expected to dominate HIMSS25.

Key AI techniques that are in use today and will continue to see advancements fall into the areas of machine learning (billing/coding error and denials handling, supply chain optimizations, enhanced data mining techniques), Natural Language Processing (text to speech and vice-versa, patient notes, document and data streams conversion), robotics (patient assistance, pharmacy automation, supply chain automation, customer service enhancements), cognitive systems (tagging patient ontology records with UMLS), deep learning and computer vision (for processing of large data sets, precision in forecast of risks and outcome recommendations).

Kent Dicks, CEO and founder of Life365, which develops virtual care technology solutions that enable healthcare delivery at home

Data is playing an even more critical role in healthcare by augmenting and feeding the explosion of AI and machine learning supporting care delivery outside the walls of hospitals and physicians' offices. More providers will increasingly rely on AI to interpret real-time data

collected from patients in their homes to enable an earlier clinical intervention that can help avoid costly emergency room visits and hospitalizations. Moreover, AI/technology platforms will be used to head off the increasing gap between healthcare provider shortages and an increased aging population. Through an AI-powered, virtual-first, preventive approach, providers will be able to engage patients more efficiently, regardless of their locations.

Patty Hayward, general manager of healthcare and life sciences at Talkdesk, a global provider of artificial intelligence (AI)-powered customer experience (CX) technology that serves enterprises of all sizes

With a new administration in place, healthcare will see shifts that make this another year of disruption and change for the industry. The best thing healthcare organizations can do to prepare is to become more efficient because disruption usually comes at a cost, and provider margins are already razor thin. Providers and payers can leverage technology and data to increase both operational efficiency and revenue. For example, AI-based customer support platforms can be deployed by providers to enable self-help, personalize the patient