

EXECUTIVE SUMMARY

Healthcare changed who counts as a developer

This is the first benchmark of how healthcare is building with AI. Paubox surveyed 151 healthcare leaders about how their organizations are using AI coding agents, what policies they have in place and who is involved in the process.

In most of these organizations, the staff building with AI sit outside the engineering function: IT teams, operations and administrative staff, compliance officers, and clinicians. IT staff build with these tools at 84% of organizations versus 58% for developers.

At roughly two in five of these organizations, developers are not among the builders. Widening the builder pool came as a side effect of AI adoption. Four out of five healthcare leaders rate the ability to let non-developers build an important reason they adopted these tools in the first place.

That broader group is shipping to patients: 80% of these organizations have deployed AI-assisted tools patients use directly. Every organization in the study handles PHI, which places this work inside the compliance perimeter.

What follows measures four things: how much these organizations are building, who is building it, what they are building, and the agent infrastructure it all runs on.

By the numbers

WHO BUILDS

84%

report IT staff building with AI coding assistants, the most common group of any function.

WHY

81%

rate enabling non-developers to build as an important reason they adopted these tools.

HOW MUCH

76%

built six or more tools, scripts, automations, or integrations in the past 12 months.

WHAT REACHES PATIENTS

80%

have deployed patient-facing AI-assisted tools into production.

WHAT IT RUNS ON

82%

connect existing applications or systems to AI services through APIs.

WHERE IT'S HEADING

70%

expect AI-assisted development to increase over the next 12 months.



Build on a compliant layer

Paubox encrypts every message by default, signs a BAA with every customer on every plan, and gives AI agents a compliant way to send PHI.

Start for free



Ryan Winchester

Paubox Customer, CareM