

Healthcare IT and the Growing Potential of AI

With Paul Huber,
Partner & Managing Director

Healthcare technology is evolving rapidly as providers look to improve efficiency, patient engagement, and outcomes while navigating workforce pressures and the growing potential of AI.

We caught up with Paul Huber, Partner & Managing Director, about the themes shaping Healthcare IT, how AI is influencing the sector, and what Clearlake looks for in businesses positioned for long-term growth.

Q: Healthcare has some of the most extreme workforce pressures of any sector. How does that shape Clearlake's investment thesis?

Physicians and nurses spend a significant portion of their time on documentation and administrative tasks that can contribute to burnout and increase demand for technology that can improve productivity and workflows.

We have invested behind this theme, through ModMed and symplr. ModMed is using AI-supported workflows to streamline physician documentation, while symplr is integrating predictive scheduling and automation to help health systems better manage staffing and labor complexity.

For us, the opportunity is to back technology platforms that are deeply embedded in provider workflows and can seek to deliver measurable improvements in efficiency, clinician experience, and patient care.

Q: Once Clearlake commits to a healthcare IT investment, what does the value creation playbook look like?

Our *O.P.S.*® framework focuses on expanding platform scale, driving efficiencies, strengthening leadership teams, and pursuing strategic add-on acquisitions that add capabilities or expand into adjacent markets.

AI and automation are increasingly important components of that strategy. FinThrive, for example, is applying AI across revenue cycle management, where automation can help reduce denials, accelerate reimbursement, and generate meaningful labor savings.

FinThrive supports customers in all 50 states, handles more than \$1.4 trillion in annual revenue, and processes more than 200 million claims each year through more than 940 payer connections. That scale fuels predictive models that continuously learn from payer patterns and claim outcomes, enabling the intelligence to adapt as reimbursement dynamics evolve.¹

Q: AI is generating a lot of noise across every software sector. How does Clearlake think about it specifically in healthcare IT?

We believe the AI opportunity is real but unevenly distributed. Companies with integrated workflows, proprietary data, and strong positions within healthcare systems are generally better positioned to benefit as AI becomes embedded in core products and processes.

Through Clearlake AI Labs, we work directly with management teams to identify high-impact use cases, make build-versus-buy decisions, and accelerate deployment. Our recently announced partnership with [Databricks](#) and West Monroe is designed to further support that effort by providing access to modern data infrastructure, AI capabilities, and implementation expertise.

ModMed offers an early example: the company is building an "AI-Powered Practice" fueled by a clinical engine that processes 3 petabytes of data each month (roughly 3 million gigabytes), including 3 trillion data points. ModMed is utilizing the Databricks Platform to support this end-to-end AI solution at massive scale: a proprietary model training across 750M+ patient encounters and 2B+ diagnoses, plus low-latency production inference via Model Serving.²

Disclosures

Endnotes

1) Source: "FinThrive Highlights Agentic AI-Powered RCM Platform at HIMSS, Showcasing 50+ AI and Automation Use Cases Across Unified Fusion Architecture", March 2026.

2) Source: www.databricks.com/dataaisummit/session/engineering-ai-powered-practice-scaling-vertical-ai-foundation-three

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