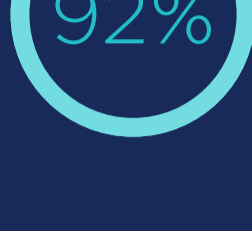


Technology's impact on the patient experience



Providing a high-quality patient experience across the continuum of care is a top priority for healthcare organizations, and they are using technology to improve that experience.



of health technology leaders said they want to improve the patient experience through digital transformation.¹

Improve the patient experience with modern technology



96%

of consumers say a positive patient experience is "important" or "very important."²

Patients rely on personal devices to access information and communicate with their healthcare teams. A fast, reliable internet connection is required to make this happen. The average U.S. household has 25 connected devices.³ And Americans are increasingly mobile:



of healthcare consumers said convenience is one of their decision-making factors.⁴

This reliance on personal devices shows that people want connectivity even—and sometimes especially—in doctor's offices, waiting areas and hospital rooms. Slow WiFi can add frustration to already stressful situations.



85%

own a smartphone.⁵



53%

own a tablet.⁶



39%

own a smart watch or health/fitness tracker.⁷

The importance of WiFi when waiting

Patients spend a lot of time waiting.



18 mins

is the average physician's office waiting time in the United States.⁸



40 mins

is the average ER wait time in the United States.⁹

WiFi makes it more bearable.

People stream video, play games, check email, scroll through social media and more to help alleviate the worry and boredom of waiting.

The importance of TV for patient rooms

Hospital TVs and streaming options can help distract, entertain and create a sense of normalcy for patients—creating a positive patient experience.



4.5 days

is the average length of a hospital stay in the U.S.¹⁰



3.1 hours

is how much time Americans spend watching TV per day.¹¹



11 hours

is the average time hospital patients spend watching TV per day.¹²

Keeping data secure



60%

of patients say they are concerned about healthcare ransomware attacks and data breaches.¹³

The healthcare sector is a target to hackers due to the sensitive nature of patient data and the lack of security skills.



295

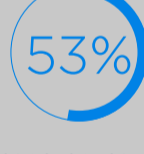
cyberattacks are known to have been conducted on the healthcare sector between June 2, 2020, and December 3, 2021.¹⁴



54%

of healthcare organizations have experienced a data breach of protected health information.¹⁵

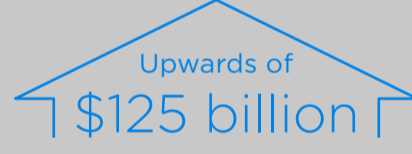
Cyberattacks are infiltrating healthcare



increase year over year in attacks.¹⁶

7th

is where the healthcare industry ranks as the most attacked sector.¹⁷



is predicted to be spent on cybersecurity products and services from 2020-2025.¹⁸



of healthcare organizations had patient data lost or stolen in the past two years.¹⁹

Cybersecurity and data protection standards are a priority for healthcare organizations. IT decision makers reported that employees downloading unapproved apps, an increase in web-based attacks and phishing and scam attacks are their leading concerns.²⁰

37% of IT decision makers say their healthcare organizations are at risk of security attacks because of skills gaps.²¹

The right technology can reduce risks and improve the patient experience

Having the right technology infrastructure is important to meet patient demands and exceed expectations. It's also key to improving patient outcomes—from increasing access via telehealth and remote monitoring to achieving faster diagnoses through better data interoperability.



95%

of physicians say increased data interoperability will help improve patient outcomes.²²

It's time to modernize your technology

Learn how IT modernization is the foundation for telehealth transformation

Download the HIMSS e-book

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