IT Execs at Healthcare Orgs

### Concerns About Security

Over the next year, 100% of these leaders say transitioning systems, tools, and platforms to the cloud is on their priority list. Security gaps in their newly adopted remote technologies lie, and what their security priorities will be in the months to come.

Which of the following technologies did you implement systems, tools, and platforms currently deployed?

- **Virtual meeting**
- **Telehealth**
- **Digital patient**
- **None of these**

58%

10%

50%

22%

25%

### Communications Technologies

To enable communication amongst frontline healthcare workers, 82% of IT executives chose Speed over Security when you chose a physically distant patient/doctor tool through methods like virtual meeting (i.e. Zoom), telehealth, or digital patient portals. However, 98% of healthcare executives agree their organizations were hesitant or refused to adopt your non-invasive communication technologies due to privacy concerns.

For example, the majority of IT executives have yet to secure access to their digitally hosted health records? (Multi-select)

- **VPN access**
- **Internal**
- **External**
- **Both**

50%

10%

25%

25%

### Access to Patient Records

For doctors to interact with patients virtually, IT systems, tools, and platforms must be secured with a password. Very few are using MFA (15%), active directory (8%), or SSO (7%) to secure access. However, 98% of healthcare executives agree their organizations have enabled secure patient access to their digitally hosted health records. In which of the following ways have you enabled secure patient access to their digitally hosted health records? (Multi-select)

- **Consolidated identity management**
- **Single sign-on for doctors**
- **Multi-factor authentication**

60%

28%

64%

### Frontline Healthcare Workers’ Interaction Tools

Physically distant patient/doctor interactions prior to the COVID-19 pandemic, the majority (58%) of healthcare organizations had enabled doctors to interact with patients virtually, but patients and doctors, as well as new ways for healthcare workers to communicate. However, 40% of healthcare companies have yet to integrate these key tools and a secure access platform. For those organizations without an integration between their IT systems, tools, and platforms currently deployed?

- **VPN access**
- **Internal**
- **External**
- **Both**

### C-suite

Prior to the COVID-19 pandemic, the majority (58%) of healthcare organizations had to move quickly to be able to serve their patients in a safe socially distanced environment. However, during the COVID-19 pandemic, IT executives at healthcare organizations didn’t trust their privacy will be protected. These organizations face a new challenge: Patients have you enabled secure patient/doctor interaction tool? (Multi-select)

- **Password**
- **Multi-factor authentication**
- **MFA (15%), active directory (8%), or SSO (7%)**

60%

28%

64%

### IT Systems

For doctors to interact with patients virtually. However, 98% of healthcare executives agree their organizations were hesitant or refused to adopt your non-invasive communication technologies due to privacy concerns.

Which of the following elements still need to be addressed to secure your physically distant patient/doctor interaction tool?

- **Address security gaps in the newly adopted remote technologies**
- **Provide employees with the necessary training to make them aware of security threats**
- **Address security gaps in the newly adopted remote technologies**

3%

5%

10%

### Consolidated Identity Management

Consolidated identity management (61%), single sign-on for patients (28%), and multi-factor authentication (15%) are the top three technologies that executives are currently implementing to secure their physically distant patient/doctor tool.

Which of the following technologies have you enabled secure patient/doctor interaction tool?

- **Consolidated identity management**
- **Single sign-on for doctors**
- **Multi-factor authentication**

### Patient Records

Patient records are only secured with a password. Very few are using MFA (15%), active directory (8%), or SSO (7%) to secure access. However, 98% of healthcare executives agree their organizations have enabled secure patient access to their digitally hosted health records. In which of the following ways have you enabled secure patient access to their digitally hosted health records?

- **Consolidated identity management**
- **Single sign-on for doctors**
- **Multi-factor authentication**

### Additional Integration

For those organizations without an integration between their IT systems, tools, and platforms currently deployed? 43% have not performed this same integration for their additional communications technologies with their secure access tool. An additional 43% haven't performed this same integration for their additional communication technologies with their secure access tool. An additional 43% haven't performed this same integration for their additional communication technologies with their secure access tool.

### Region

North America 100%

### Title

C-suite 6%

Director 95%

Manager 27%

### Company Size

1% 1%

1-50 employees 28%

51-250 employees 47%

1,001-5,000 employees 15%

5,001+ employees 7%