

IT Execs at Healthcare Orgs Chose Speed over Security when Enabling Remote Patient/Doctor Interactions

During the COVID-19 pandemic, IT executives at healthcare organizations had to move quickly to be able to serve their patients in a safe socially distanced manner. The vast majority introduced new technologies to enable remote interactions between patients and doctors, as well as new ways for frontline health workers to communicate. However, by prioritizing implementation speed over security, these organizations face a new challenge: Patients don't trust their privacy will be protected.

Okta and Pulse surveyed 100 healthcare executives to determine where the biggest security gaps in their newly adopted remote technologies lie, and what their security priorities will be in the months to come.

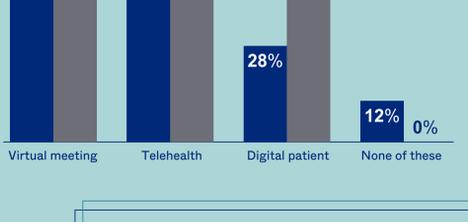
Data collected from Nov. 11 - Dec. 22, 2020

Total respondents: 100

Healthcare executives moved quickly to adapt to the COVID-19 pandemic, but failed to prioritize security over their timely implementation

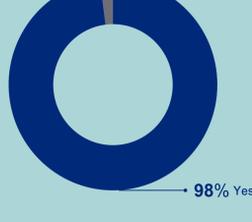
Prior to the COVID-19 pandemic, the majority (58%) of healthcare organizations had enabled doctors to interact with patients virtually, but most didn't have a digital patient portal where patients could access their records (28%). Once pandemic restrictions were introduced, digital patient portals saw a 47% adoption increase (from 28% to 75%).

Which of the following tools did your organization have in place to enable physically distant patient/doctor interactions prior to the onset of the COVID-19 pandemic, and which did you implement when pandemic restrictions were introduced? (Multi-select)



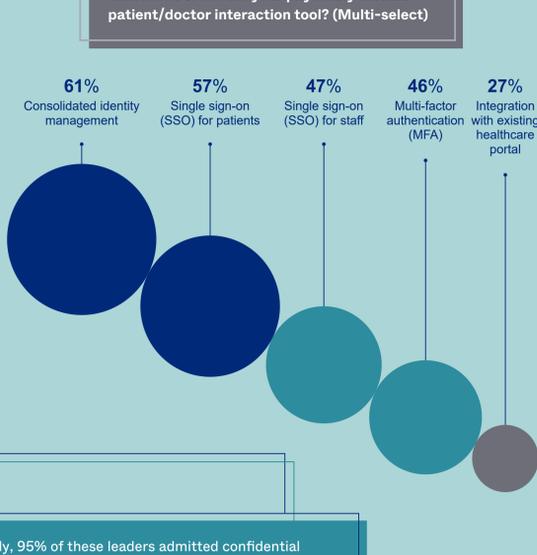
However, 98% of healthcare executives agree their organizations prioritized speed over security when it came to implementing a way for doctors to interact with patients virtually.

Did your organization prioritize implementation speed over security when you chose a physically distant patient/doctor interaction tool?



For example, the majority of IT executives have yet to secure access to their physically distant patient/doctor tool through methods like consolidated identity management (61%), single sign-on for patients (57%) and doctors (47%), and multi-factor authentication (46%).

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



Even more worryingly, 95% of these leaders admitted confidential patient records are only secured with a password. Very few are using MFA (15%), active directory (8%), or SSO (7%) to secure access.

In which of the following ways have you enabled secure patient access to their digitally hosted health records? (Multi-select)



As such, 95% believe patients have been hesitant to use their new technologies due to privacy concerns.

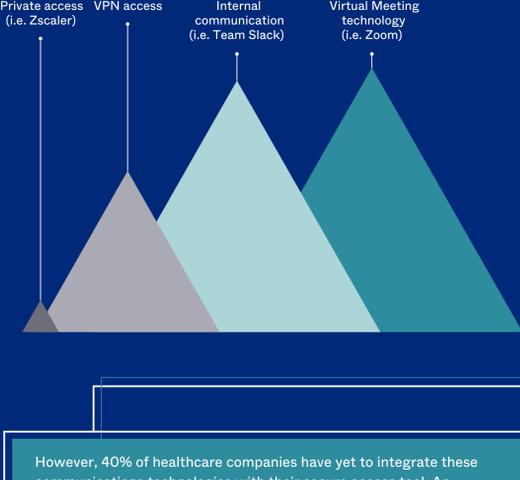
To what extent do you agree that patients have been hesitant or refused to adopt your non-in-person patient/doctor interaction technology due to concerns about security and privacy?



Integrating newly adopted technologies with a secure access platform is key for efficient provisioning

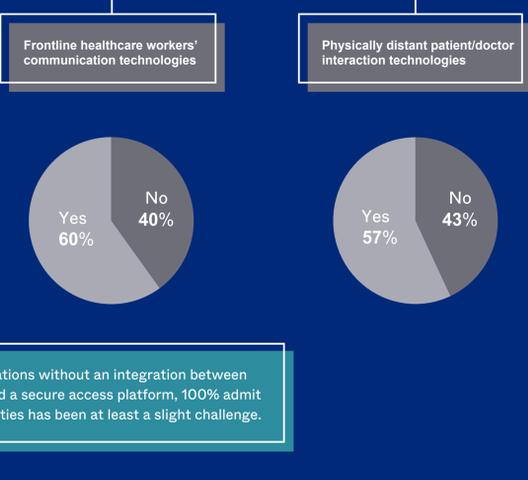
To enable communication amongst frontline healthcare workers, 82% of IT executives implemented a virtual meeting technology, and 78% of healthcare implemented an internal communication tool.

Which of the following technologies did you implement to enable and improve the remote work experience for frontline healthcare workers? (Multi-select)



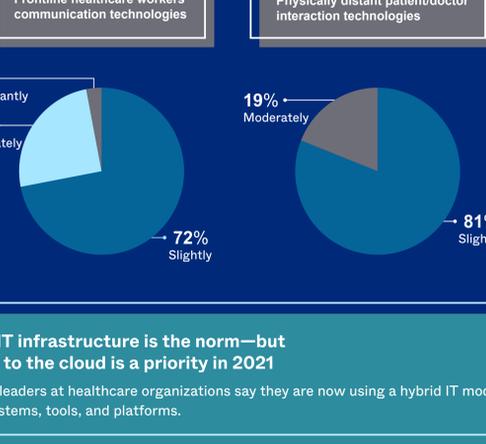
However, 40% of healthcare companies have yet to integrate these communications technologies with their secure access tool. An additional 43% haven't performed this same integration for their remote patient/doctor interaction tool(s) either.

Are the technologies your remote healthcare workers leverage to communicate and work—as well as your remote patient/doctor interaction technologies—integrated with a secure access tool?



For those organizations without an integration between these key tools and a secure access platform, 100% admit provisioning identities has been at least a slight challenge.

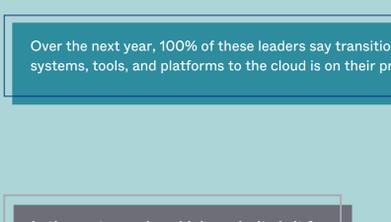
To what extent has provisioning your team without an integration between your healthcare worker's communication tools OR your physically distant patient/doctor interaction tools and a secure access platform?



Hybrid IT infrastructure is the norm—but shifting to the cloud is a priority in 2021

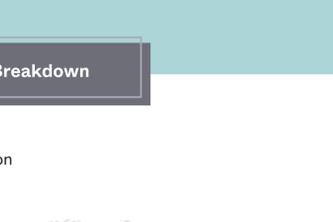
88% of IT leaders at healthcare organizations say they are now using a hybrid IT model for their IT systems, tools, and platforms.

Where are your organization's IT systems, tools, and platforms currently deployed?



Over the next year, 100% of these leaders say transitioning systems, tools, and platforms to the cloud is on their priority list.

In the next year, how high a priority is it for your organization to transition its systems, tools, and platforms to the cloud?



Respondent Breakdown

Region



Title



Company Size

