



2019 Research Findings on the Use of Pagers in Healthcare



Pager and Clinical Communications in 2019

80% of hospitals in the U.S. still rely on obsolete pager technology for clinical communications. This eBook combines recent research from over 10 sources that shows why healthcare organizations need to break through the status quo in clinical communications in 2019.



Cybersecurity in Healthcare

- ❖ Healthcare is the **second most targeted** industry of cybersecurity attacks
- ❖ **Pagers can be easily hacked** using a \$20 device
- ❖ **24%** of SamSam attacks targeted healthcare in 2018
- ❖ PHI accounted for **54%** of claims that exposed medical records
- ❖ Data breaches cost **\$3.86 million** for hospitals
- ❖ HIPAA fines range from **\$100 to \$50,000** per violation

Cybersecurity: Physician Concerns

- ❖ **74%** of doctors worry that an attack will compromise patient records
- ❖ **54%** of doctors are “extremely concerned” about future breaches

Pager Costs and Inefficiencies

- ❖ Using a paging system costs **\$179,000** per year to adopt, use and maintain
- ❖ Communication inefficiencies from pagers can cost **\$557,000** per year – per hospital
- ❖ **97%** of users missed more pages on pagers than on mobile devices



Mobile Investments and Perceptions

- ❖ Today, **90%** of hospitals have made or are starting to invest in smartphone communications
- ❖ **73%** of hospitals have developed or are developing mobile strategies to meet organizational communication requirements
- ❖ **70%** of care teams enjoy using their smartphones for pages and clinical communications

With Modern Clinical Communications Platforms, Hospitals Benefit From:

- ❖ Secure and encrypted HIPAA messaging
- ❖ A sign-on process
- ❖ Remote wipe capabilities—a HIPAA compliance requirement
- ❖ High and low-priority pages to reduce alert fatigue
- ❖ Extended coverage and range for pages regardless of location
- ❖ Escalation policies to minimize missed alerts
- ❖ Contextual attachments to all alerts and messages for more information and better decision-making



Sources

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- ❖ HIPAA Journal, “HIPAA Compliance and Pagers,” 2018.
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- ❖ Spyglass Consulting Group, “Study: Hospital IT Smartphone Investments are Driving Clinical Transformation, Says Spyglass Consulting Group,” April 2018.

About OnPage

OnPage's award-winning HIPAA-compliant incident alert management system for healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. Through its clinical communications platform and smartphone app, OnPage gives healthcare providers a secure, reliable, fast way to communicate with colleagues for better patient outcomes.

OnPage's escalation, redundancy and scheduling features make the system infinitely more reliable and secure than pagers, emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime or to reduce the response time of healthcare providers in life-and-death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notifications needs.

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