

EMBRACING PATIENT-FACING

DIGITAL HEALTH TOOLS

Hospitals and health systems are making strides in adopting patient-facing digital health tools, but struggle with implementation and offering the best consumer digital experience, according to research from HIMSS Media and the Center for Connected Medicine.*

HERE'S WHERE HEALTH CARE LEADERS STAND:

have at least one digital health tool available to patients

YET FEWER THAN

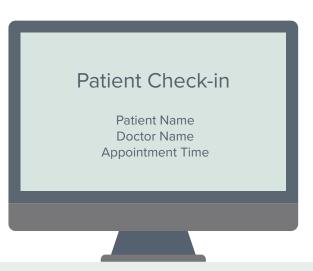
believe they are offering the best possible consumer digital experience

TOP DIGITAL HEALTH TOOLS HELP PATIENTS MANAGE BASIC TASKS

NOW USING		PLANNING TO USE
75 %	access to their own health record/test results	11%
60 %	make an appointment	19%
63 %	manage payments/pay bills	13%
57 %	search for a doctor or specialist	15 %
49%	fill prescriptions	19%

FUTURE TOOLS WILL ADDRESS IMPORTANT, SECONDARY ORGANIZATIONAL DIFFERENTIATORS

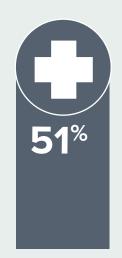
say check-in or arrival management





say monitoring and managing chronic conditions

IMPROVING ACCESS TO CARE IS BIGGEST GOAL-DRIVER FOR IMPLEMENTING DIGITAL HEALTH TOOLS



improve access to care via telehealth, e-visits



help patients monitor and manage chronic conditions



drive higher patient satisfaction scores



lower care costs



drive patient/customer loyalty

BUT LEADERS SEE ADOPTION CHALLENGES

cost (build, buy, maintain)

difficulty integrating with existing tools (including EMRs)

operational challenges (onboarding patients, managing incoming data)

shifting provider interest to digital tools & advancing patient technology adoption in target populations



call patient-facing digital health tools a critical or high organizational priority

THOUGH LARGER ORGANIZATIONS ARE MORE LIKELY TO CALL THEM CRITICAL OR HIGH

58%

LARGE hospitals:

48% **MID-SIZE** hospitals: 200 to 500 beds

35% **SMALL** hospitals: <200 beds





Learn more about the power of patient-facing digital health tools from the Center for Connected Medicine at www.connectedmed.com.







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