

# The 2021 state of healthcare communication

Healthcare communication methods remain asynchronous, unconnected and antiquated due to healthcare's reliance on email, pagers and fax machines. 739 clinical and administrative respondents weighed in on the challenges that stem from disjointed communication. Here are the results.

## Communication disconnects are common



**Communication disconnects in healthcare can impact lives**, so it's concerning that 36% of respondents reported disconnects daily or multiple times a week.

## Reliance on landline phones & fax creates interruptions & bottlenecks

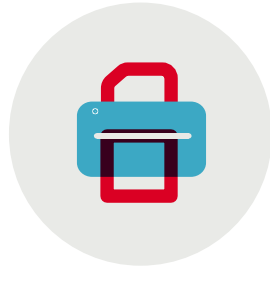
Healthcare organizations still rely on technology considered outdated in other industries.



88.4% rely heavily on landline phone calls



87.8% use unsecure email



69.5% of healthcare organizations still use faxes

## Differences in communication preferences can lead to delays

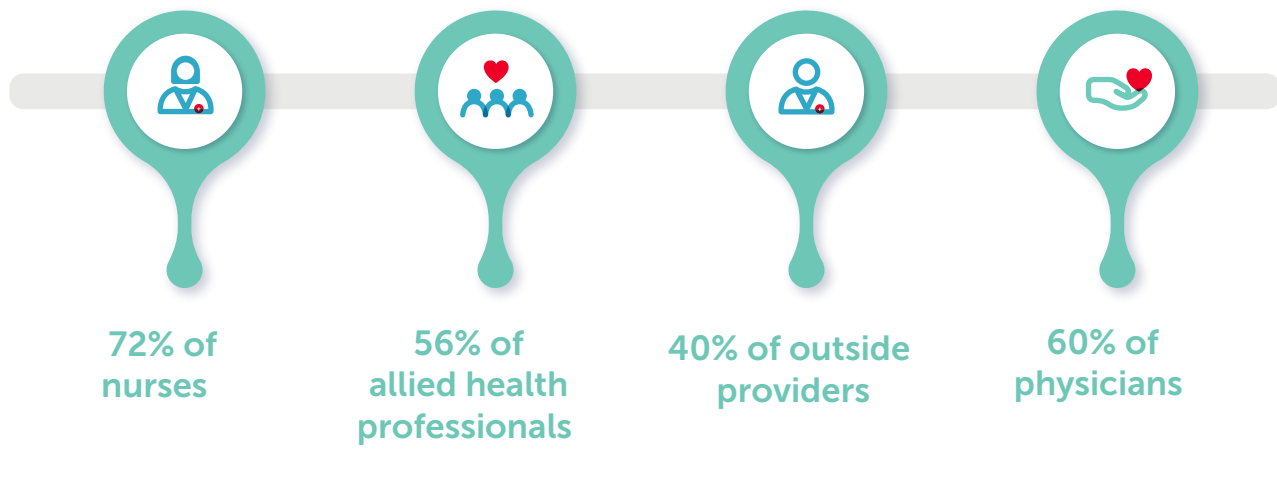
Groups across the health system continue to use different tools to communicate.

**43%** of both doctors and nurses use secure messaging or a clinical communication app.

**37%** of staff outside the hospital and **26%** of allied health professionals use landline phones.

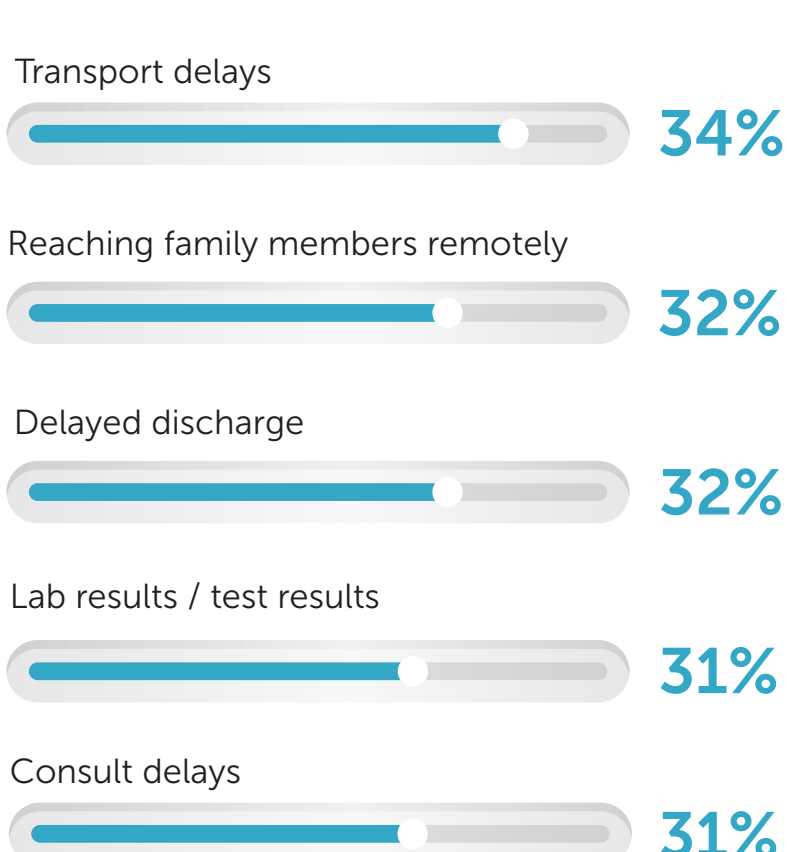
## Organization-wide secure messaging facilities optimized patient care

**FINDINGS:** Secure messaging and collaboration platforms enable efficient communication and care coordination.



found it easy to communicate using secure messaging

## Top bottlenecks in moving patients through system



**Solution:** An advanced clinical communication & collaboration (CC&C) platform can help remove bottlenecks by enabling real-time communication and notifications.

Disconnects in healthcare communication create barriers to patient care. By adopting modern communication technology, healthcare organizations can seamlessly communicate with caregivers, streamline clinical workflows, and prioritize patient care.

[Read The State of Healthcare Communication report here](#)

<sup>1</sup> Used in some departments or roles or even organization wide.

<sup>2</sup> A survey was conducted online within the United States by The Harris Poll on behalf of TigerConnect from August 26-28, 2019 among 2,014 U.S. adults ages 18 and older, of whom 870 have spent time in a hospital in the past two years because they have and/or an immediate family member has been admitted and stayed overnight. This online survey is not based on a probability sample and therefore no estimate of theoretical sampling error can be calculated.