

15th Annual Spok Healthcare Communications Report

Trends shaping the future of healthcare

Top communication challenges



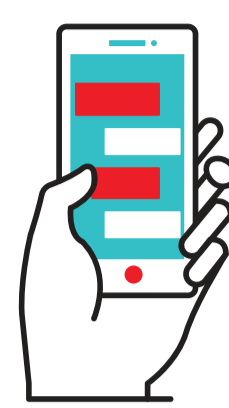
#1 Obstacle

Budget constraints had a 15% increase year-over-year



4+ Apps

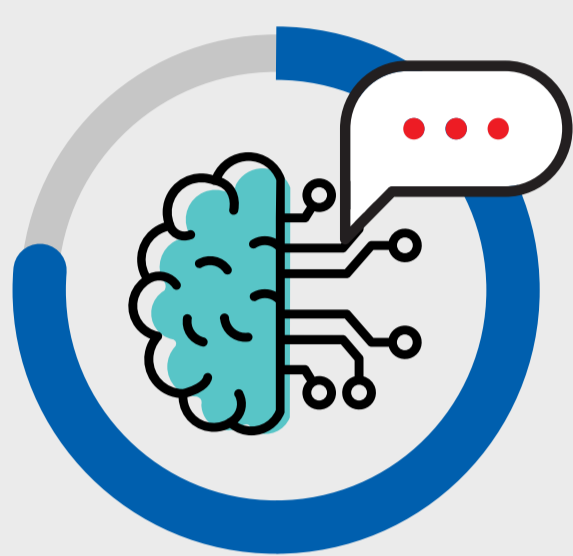
89% increase in health systems using 4 or more secure messaging apps



11 P.P.

Percentage point gap in usage vs. demand for clinical alerting features

Top communication opportunities



80%

Desire AI applications for enhanced communication between care teams



Top 2 Motivations

For new tech: Improving patient safety & outcomes and increasing the effectiveness of communications



62% Increase

In those who view an executive-level wellness office as an effective strategy to mitigating burnout

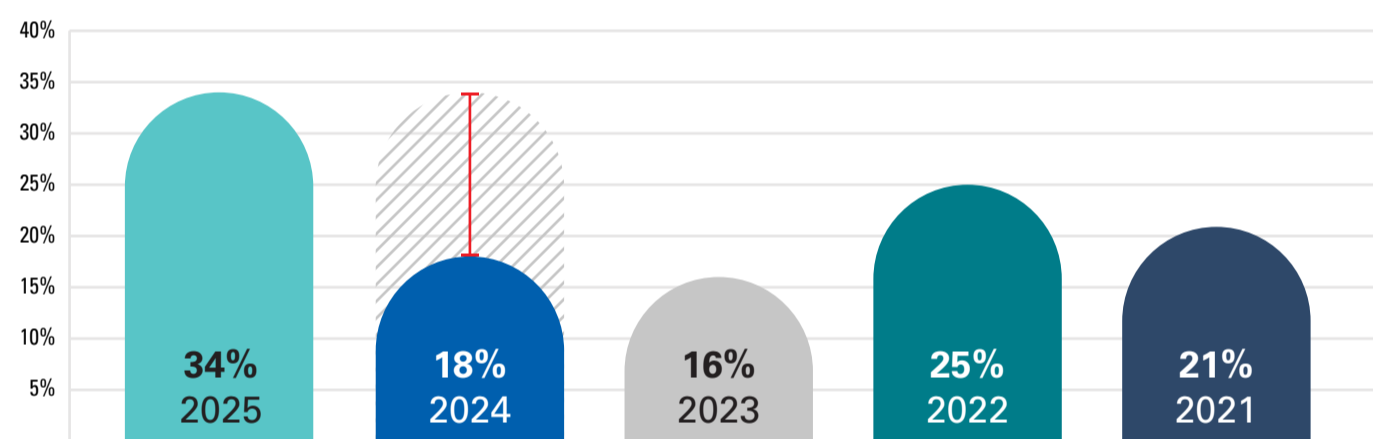
Burnout is on the rise

89% Increase

In those who experienced a great deal of burnout from last year

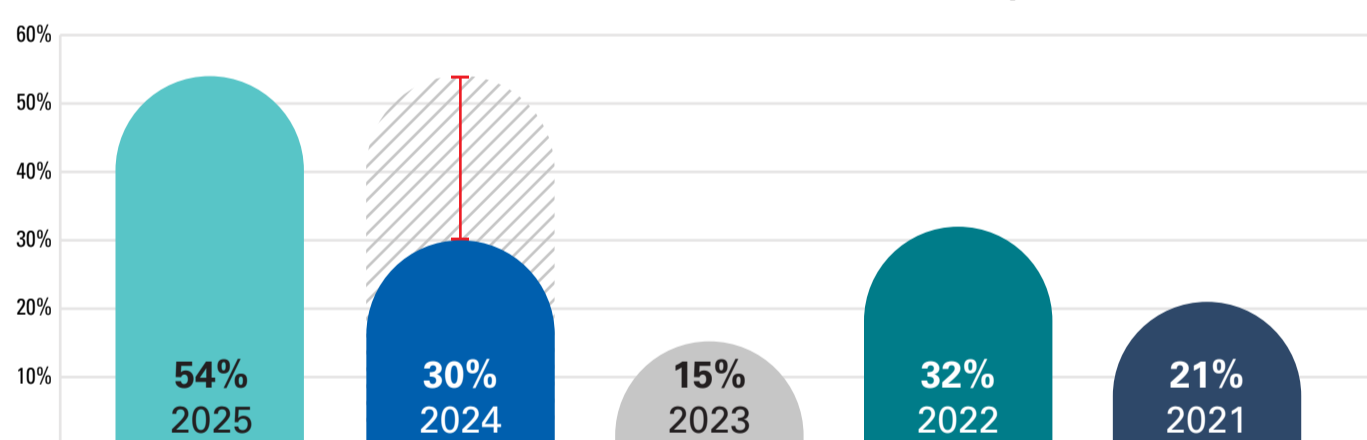
To what degree have you personally experienced feelings of work-related stress and/or lost satisfaction/sense of efficacy that might contribute to burnout in your work?

Answer: A great deal



Factors contributing to alert fatigue or clinician burnout related to clinical tools and technology

Answer: Burdensome or increased workload (not related to direct patient care)



80% Increase

In burnout from burdensome or increased workload of new tools from last year

Security is valued, not feared

26% Increase

In those who view secure messaging apps as "very important" to managing clinical communication



47%

Are "concerned" with communicating sensitive information vs. "extremely" (18%) or "very" (12%) concerned

If you have a question about something you read or would like to learn more about how Spok can help advance your clinical communications, please email inforequest@spok.com

Download the entire State of Healthcare Communications Report at spok.com/state-of-healthcare