

How Technology is Helping Address Workforce Challenges and Drive Patient Engagement

6 Key Findings from the Healthfully Digital Engagement Survey



Chief Drivers and Challenges of Technology Adoption

1

Improving access to care is the top driver for implementing digital patient engagement tools.



- 46%** *Improving access to care*
- 34%** *Help patients improve their lifestyle/maintain good health*
- 30%** *Drive higher patient satisfaction scores*
- 27%** *Lower the cost of care*
- 26%** *Drive patient loyalty to health system*

2

High turnover, clinician burnout and lack of resources are the most common workforce challenges healthcare organizations are facing.



- 61%** *High turnover*
- 59%** *Clinician burnout*
- 54%** *Under-resourced for the work required*
- 30%** *Not enough time with patients*
- 25%** *Low clinician engagement*



Adoption Strategies and Priorities

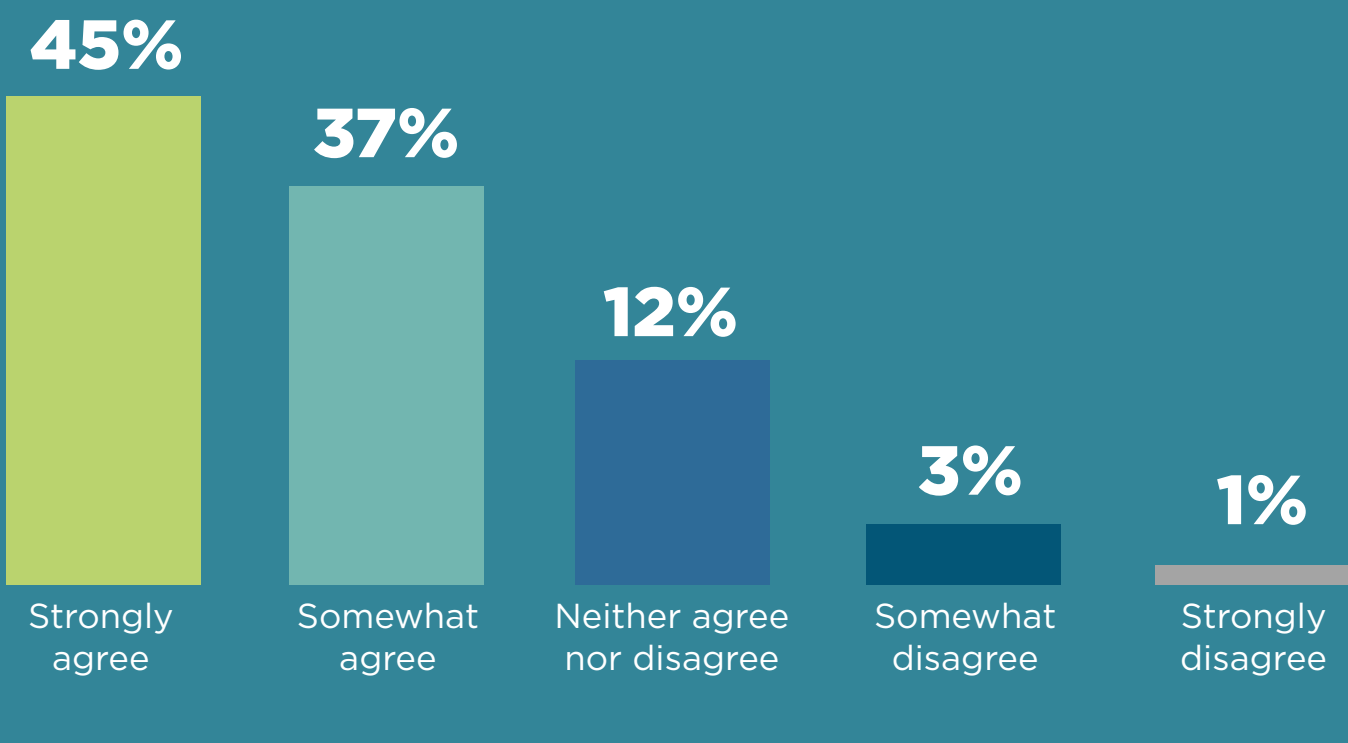
3

Establishing and supporting a digital front door with a robust integration platform is an urgent priority.



4

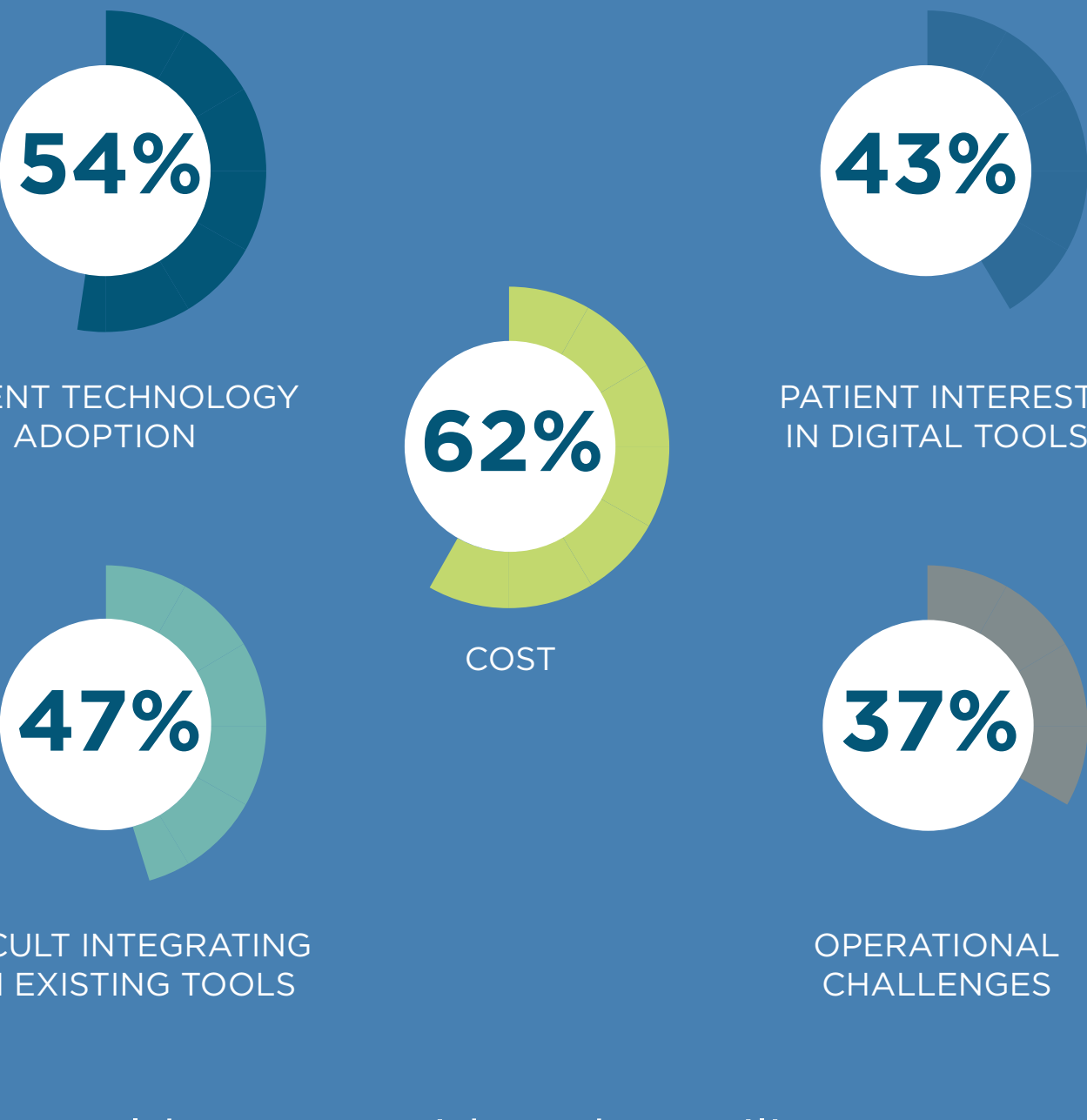
Most leaders agree that digital services and tools are key to empowering patients to take better care of themselves.



Health System Challenges and Policies

5

Cost and patient adoption are the top challenges in implementing digital consumer engagement tools.



6

Healthcare providers that utilize more digital consumer engagement tools have leaders who are more likely to be extremely satisfied and higher rates of usage.



Want to learn more about digital transformation in healthcare?

Scan the QR code to read our full report.