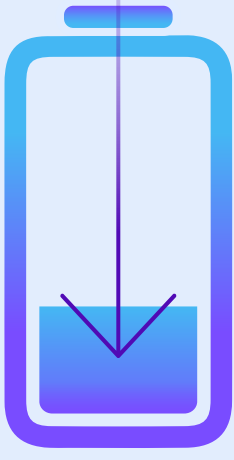


# Healthcare has never been more ready for digital transformation

Healthcare companies are about a decade behind other industries when it comes to business technologies that encourage engagement,<sup>1</sup> and the lag is affecting the entire healthcare system — from providers to health plans to patients. All are struggling in their own ways to successfully navigate access to care, manage increased costs, and deal with fragmented care experiences.



## Caregiver fatigue

**47%**  
of physicians feel burned out.<sup>2</sup>

**34%**  
of nurses plan to quit their jobs in 2022.<sup>2</sup>

**60%**  
of emergency care professionals are experiencing burnout and depression.<sup>2</sup>

**44%**  
of nurses blame burnout and stress for changing careers.<sup>2</sup>

**60%**  
of doctors blame overwhelming bureaucratic demands for their burnout.<sup>2</sup>

**34%**  
of physicians say depression makes them more short-tempered with patients.<sup>2</sup>

**23%**  
of clinicians say depression makes them less careful when taking patient notes.<sup>2</sup>

## Industry efficiency



**90%**  
of hospitals are underperforming with a consumer-facing digital experience.<sup>3</sup>



**27%**  
of medical malpractice is caused by poor communication.<sup>5</sup>



**\$265.6 billion**  
is lost to administrative complexities (such as billing processes).<sup>4</sup>



**1,744**  
patient deaths in the last five years were caused by communication errors.<sup>6</sup>



Up to  
**\$78.2 billion**  
is lost by failing to accurately coordinate patient care.<sup>4</sup>

## Consumer confusion



**50%**  
avoid seeking care because it's too difficult.<sup>7</sup>

**62%**  
say the healthcare system seems designed to be confusing.<sup>7</sup>

**66%**  
say every step of the care process feels like a chore.<sup>7</sup>

**66%**  
feel so overwhelmed by healthcare tasks that they "feel like a general contractor."<sup>7</sup>

**71%**  
wish their health plan and care provider could communicate using more modern platforms.<sup>7</sup>

### Our perspective:

## Digitally enabled health is the future

Across the entire healthcare system, the stage is set for digital transformation. For health plans, the technology and the expertise needed to drive change is now available. For providers, healthcare data that once was siloed can be exchanged more easily. For individuals, accessing care has the potential to be as easy as accessing on-demand, streaming services and digital marketplaces tools that form the backbone of consumer businesses like Uber and Amazon to simplify how healthcare works — for everyone. Caredon is helping drive the promise of a digitally powered healthcare system that puts people first. Through dynamic digital tools united under one platform, artificial intelligence, and an unparalleled data set, we're helping make whole health possible.



<sup>1</sup> Healthcare Innovation Study: *Healthcare Lags Other Industries in Digital Transformation, Customer Engagement Tech* (accessed July 2022); [hcinno.com](https://hcinno.com).

<sup>2</sup> Medscape: *Medscape Physician Burnout & Depression Report 2022 Shows Pandemic's Continued Impact* (accessed July 2022); [medscape.com](https://www.medscape.com).

<sup>3</sup> Becker Hospital Review: *90% of hospitals lagging behind healthcare disruptors in consumer experience: report* (accessed July 2022); [beckerhospitalreview.com](https://www.beckerhospitalreview.com).

<sup>4</sup> JAMA Network: *Waste in the US Health Care System: Estimated Costs and Potential for Savings* (accessed July 2022); [jamanetwork.com](https://jamanetwork.com).

<sup>5</sup> National Library of Medicine: *Poor communication by health care professionals may lead to life-threatening complications: examples from two case reports* (accessed July 2022); [ncbi.nlm.nih.gov/pubmed/35469471](https://pubmed.ncbi.nlm.nih.gov/35469471/).

<sup>6</sup> STAT News: *Communication failures linked to 1,744 deaths in five years, US malpractice study finds* (accessed July 2022); [statnews.com](https://www.statnews.com).

<sup>7</sup> Healthcare Finance: *Half of consumers avoid seeking care because it's too difficult* (accessed June 2022); [healthcarefinancenews.com](https://www.healthcarefinancenews.com).