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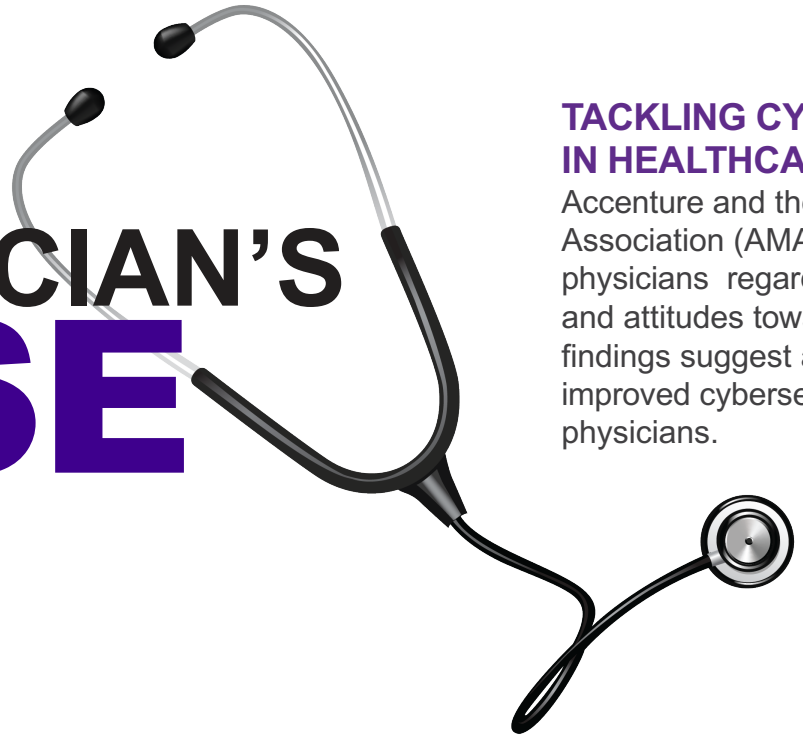
AMA AMERICAN MEDICAL ASSOCIATION

TAKING THE PHYSICIAN'S PULSE



TACKLING CYBER THREATS IN HEALTHCARE

Accenture and the American Medical Association (AMA) surveyed U.S. physicians regarding their experiences and attitudes toward cybersecurity. The findings suggest a strong need for improved cybersecurity education for physicians.

Five Key Takeaways

1

Cyberattacks in physician practices are common

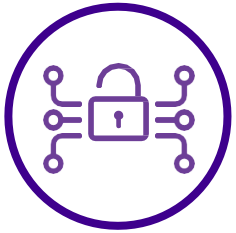
2

Cyberattacks cause operational interruptions

3

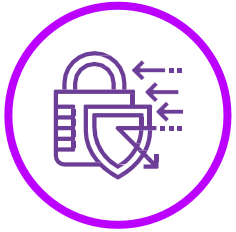
Physicians think that ePHI sharing is important

4



Physicians rely on third-party security assistance

5



New technologies bring new challenges

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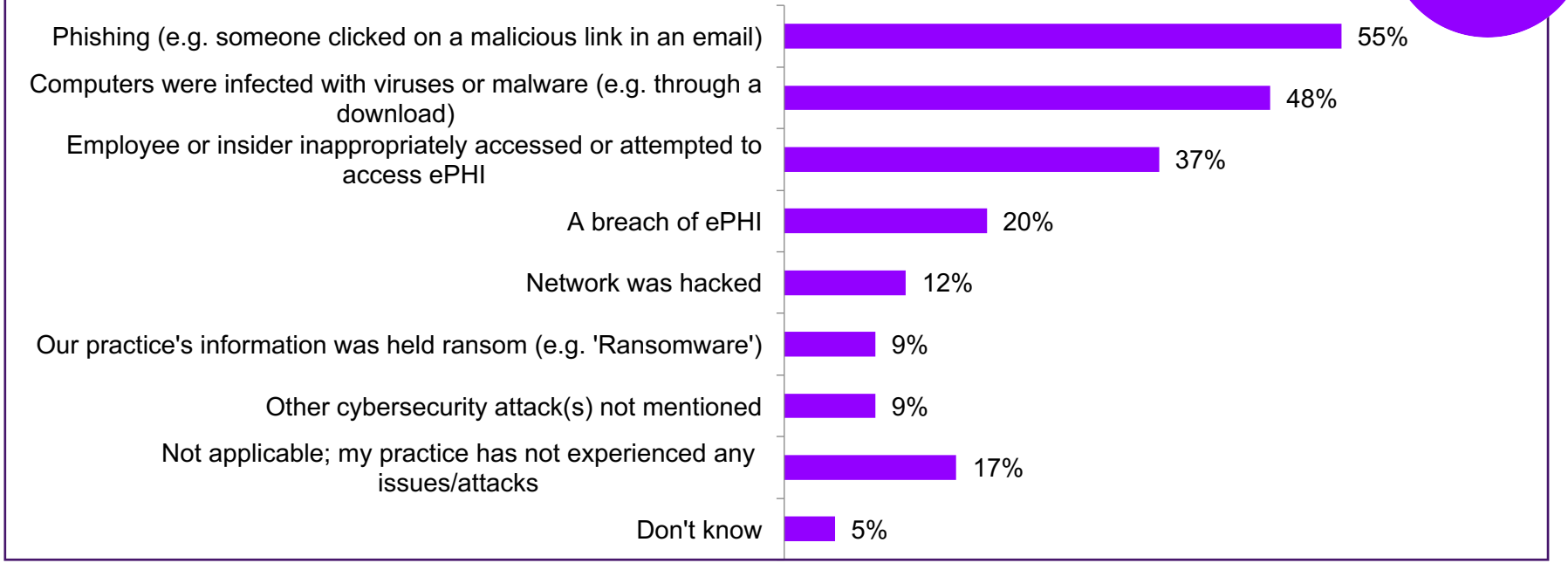
Cyberattacks are common in clinical practices

Over four in five (83%) physicians have experienced some form of cyberattack

1

Types of cyberattacks that physicians' experience



Base: Total sample; n=1,300; Q7: Which of the following has your practice ever experienced? (*Multiple responses)*

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Physicians are concerned about future cyberattacks

Over half (55%) are very or extremely concerned about future attacks

1

Level of concern for future cyberattacks

Base: Total sample; n=1,300; Q15: How concerned are you about future cybersecurity attacks in your practice?

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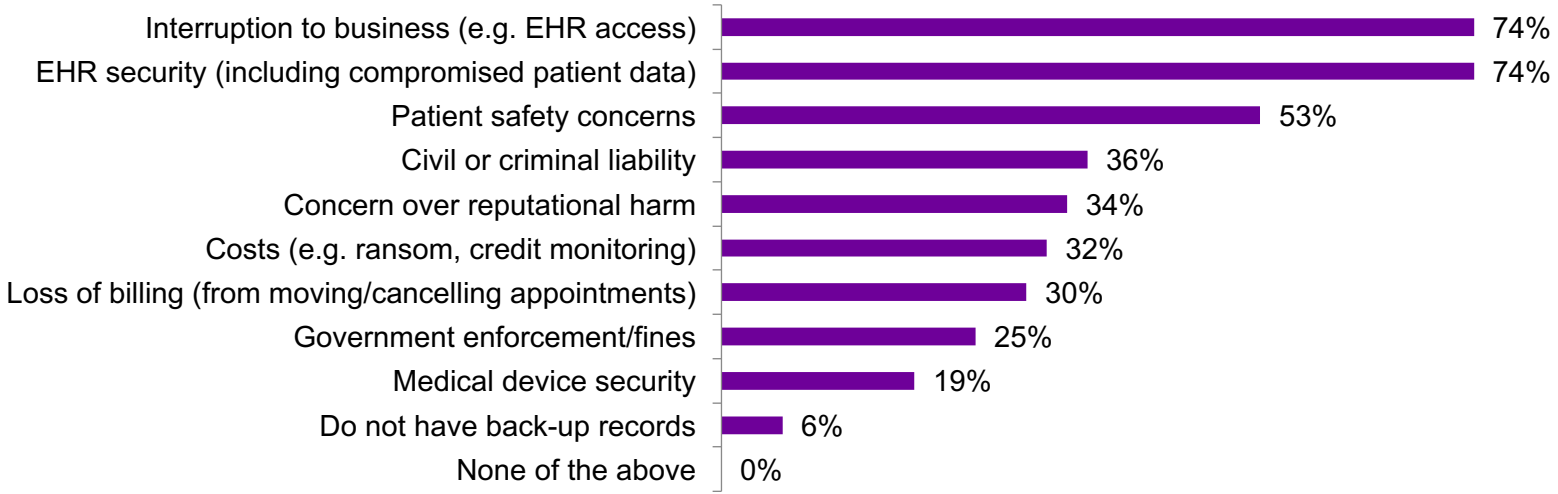
Physicians are concerned about future attacks

Including interruption to their business (74%) and patient record data (74%)

2

Areas of most concern



Base: Total sample; n=1,300; Q17: What concerns you most about future attacks (*select up to five)?*

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Extent of business interruption due to cyberattack

2

Amount of downtime as a result of cyberattack

Base = Experienced attacks; n=1,017; Q9: How long were your practice's normal operations suspended due to the cybersecurity attack? (Note: Normal operations means appointments were not rescheduled or cancelled, electronic records were accessible, etc.)

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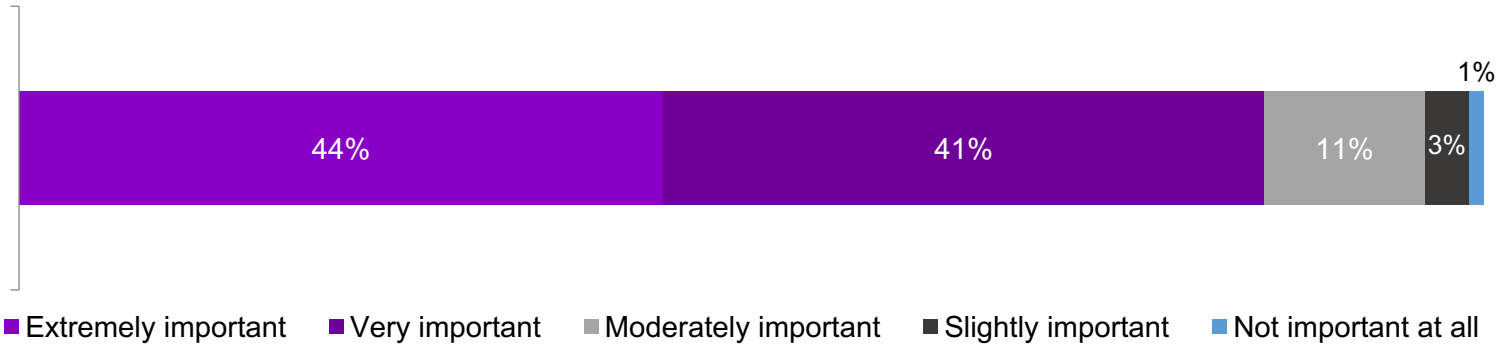
Physicians think that ePHI sharing is important

3

Importance of sharing electronic patient data with outside entities



Base: Total; n=1,300; Q39: How important is your ability to share electronic patient data with entities outside of your health system in order to efficiently provide quality healthcare?

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Physicians' trust third-parties to keep ePHI data secure

3

How do you know/ensure that ePHI is sent/stored securely by the other entity?

	Vendor assures it is secure	I trust it is secure	They sign a contract	My privacy officer handles	We discuss with the entity	I don't know if it's secure
Patients	28%	27%	27%	22%	14%	12%
Labs	34%	31%	25%	24%	13%	7%
Pharmacies	32%	34%	17%	21%	12%	10%
Payers	32%	31%	24%	23%	10%	9%
Other practices / outpatient	25%	33%	16%	24%	16%	12%
Clinical data registries	27%	32%	26%	28%	16%	10%
Hospitals / Inpatient	29%	37%	20%	25%	14%	8%
HIE	36%	31%	29%	28%	18%	6%
State / local health dept.	27%	35%	20%	29%	17%	10%
Research organizations	32%	29%	30%	31%	22%	7%

Base = Total sample; n=1,300; Q38: Of those who exchange ePHI, how do you know/ensure ePHI is sent and stored in a secure manner by the other entity? *(multiple response)*

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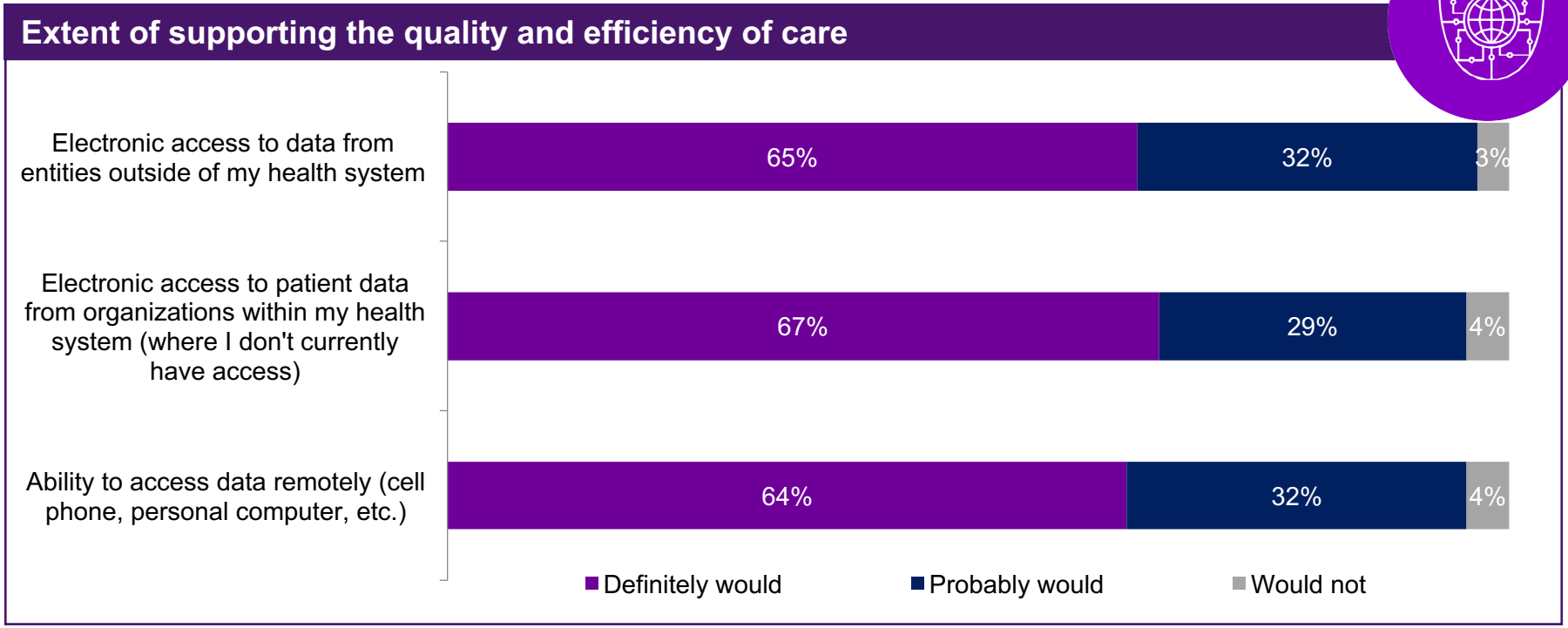
Physicians believe electronic access to data improves care

3

Extent of supporting the quality and efficiency of care



Base: Total sample; n=1,300; Q40: To what extent would each of the following help you provide quality patient care more efficiently?

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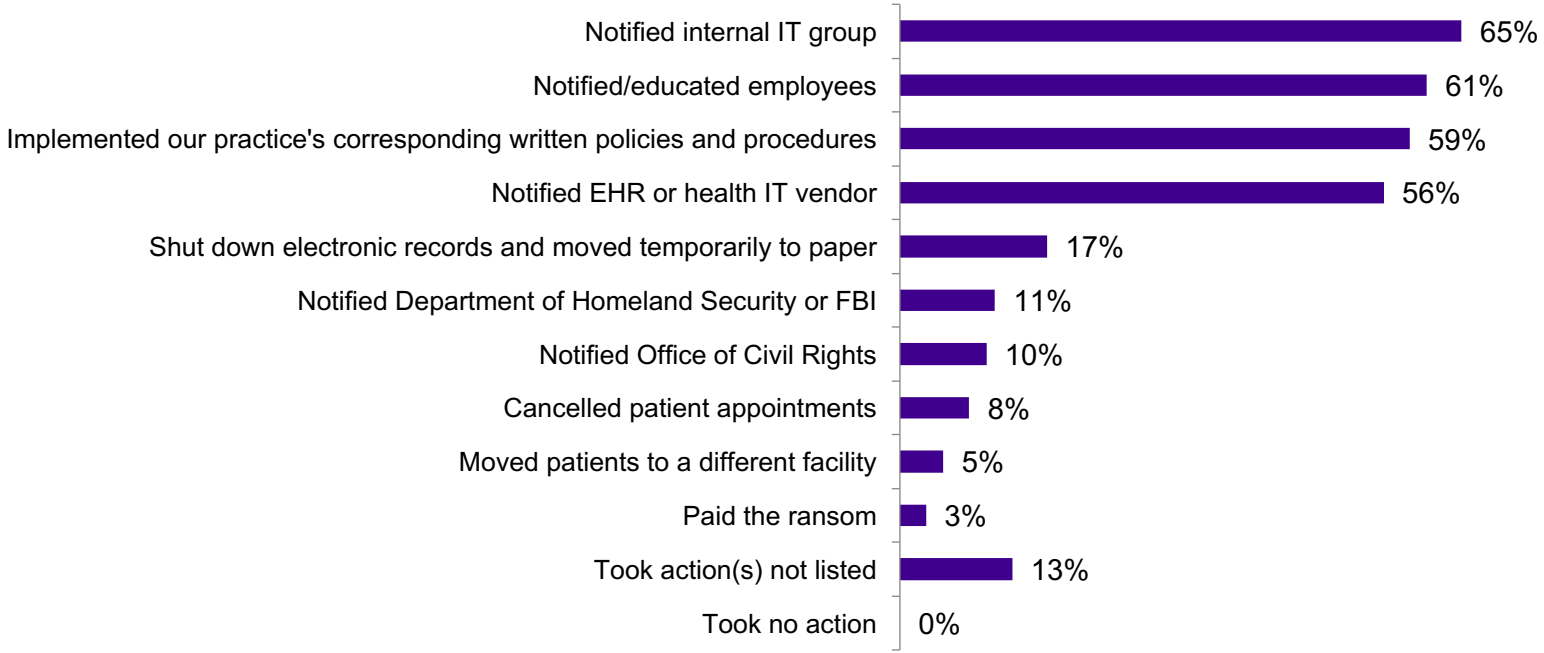
Responding to cyberattacks

4

How do physicians respond to the cyberattack?



Base: Experienced attack; n=1,017; Q8: How did you and/or your practice respond to the attack? Multiple responses.

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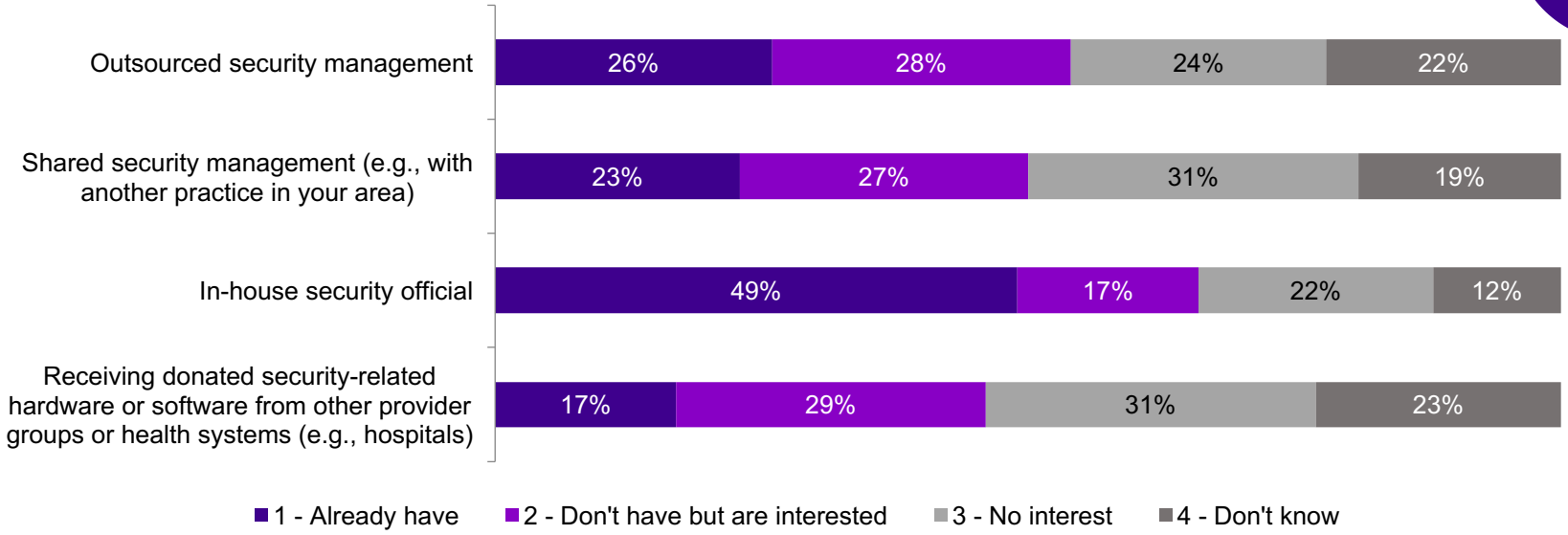
Roughly half of physicians have an in-house security official

4

Cybersecurity capabilities



Base: Total sample; n=1,300; Q48: Which of the following does your practice have or would your practice be interested in?

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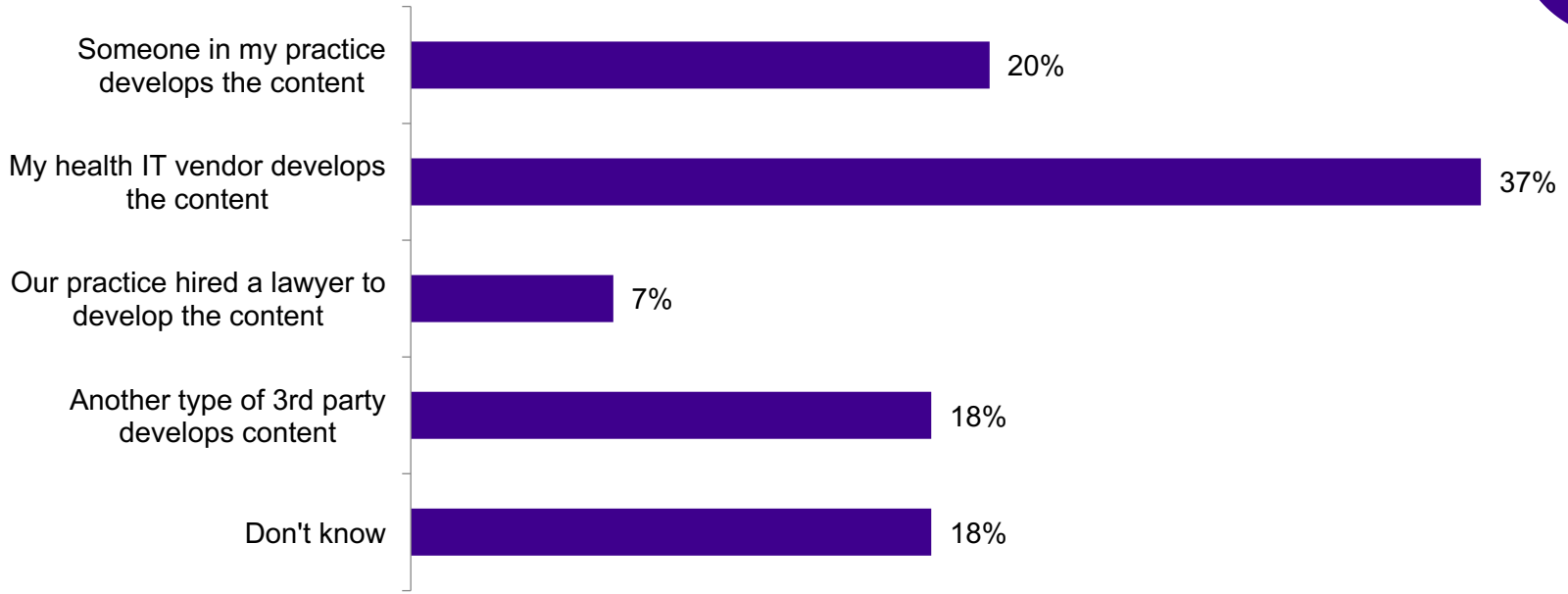
Training content is generated by the health IT vendor for most

4

Cybersecurity capabilities



Base: Training content; n=1,237; Q45: Who generates the content covered in your practice's privacy and security training?

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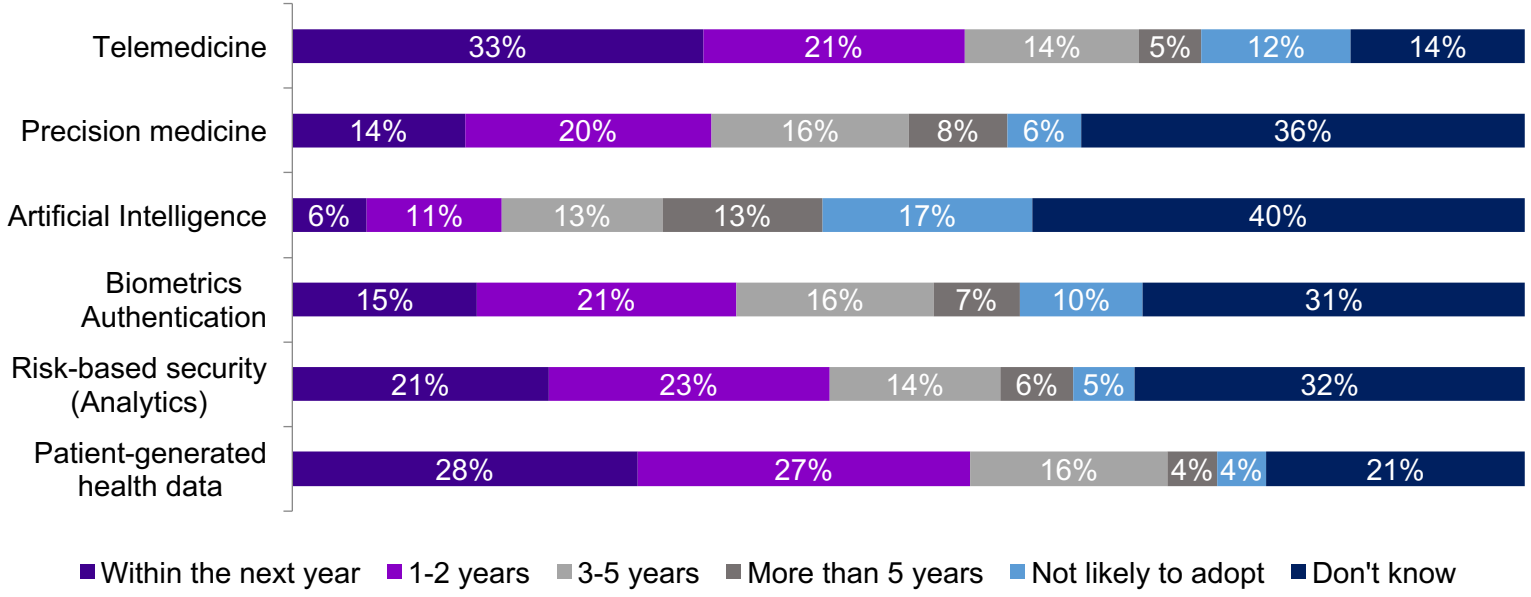
New technologies physicians are likely to adopt

5

Adoption of new technologies in physician practices



Base: Total sample; n=1,300; Q49: Please indicate when you are likely to adopt each of the following into your practice

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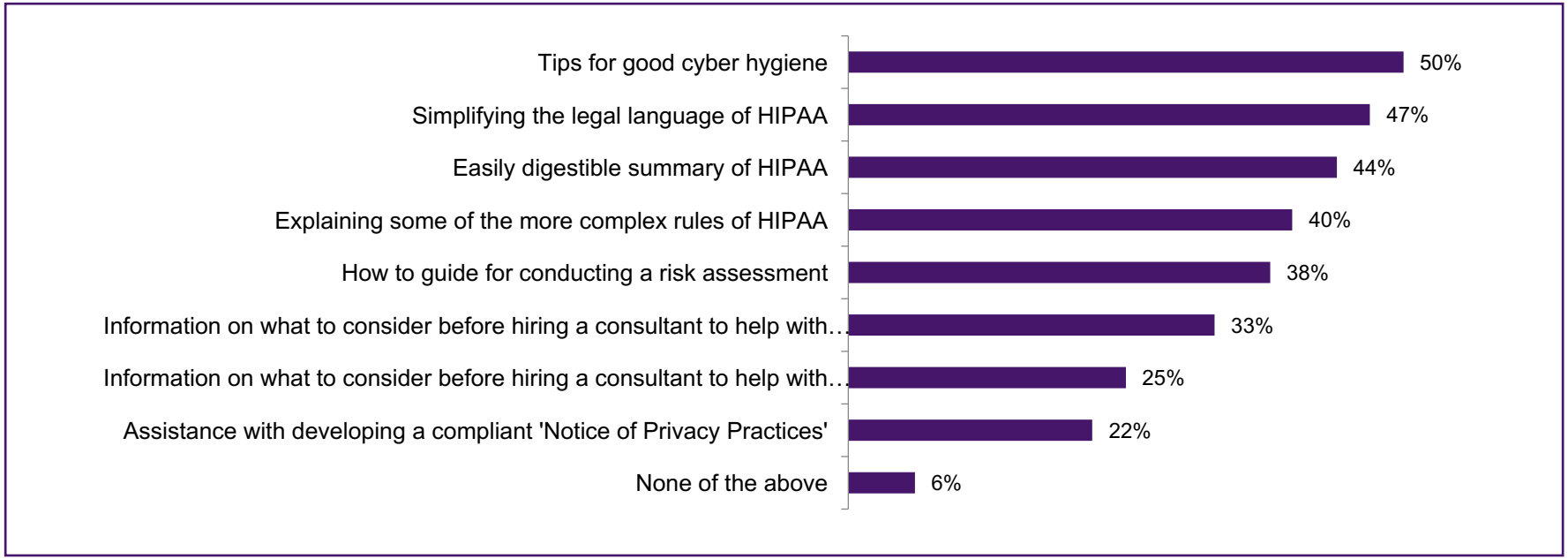
Security training for physicians



Base: n=1,300; Q21: Which of the following would enable you to feel more confident that you are keeping your practice secure? (*multiple responses)*

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METHODOLOGY

Accenture and the AMA surveyed 1,300 physicians in the United States to assess their experience and attitudes toward cybersecurity, data management and compliance with the Health Insurance Portability and Accountability Act (HIPAA) guidelines. The online survey was conducted between July 2017 and August 2017. Prior to the survey, in-depth research and 12 phone interviews were conducted with physicians, technology officers and administrators.

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