

# TAKING THE PHYSICIAN'S PULSE

## TACKLING CYBER THREATS IN HEALTHCARE

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

### FIVE KEY FINDINGS

1



**Cyberattacks at 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**

1



**Cyberattacks are widespread.**

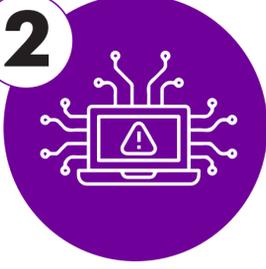
**83%**

HAVE EXPERIENCED SOME FORM OF CYBERATTACK, SUCH AS PHISHING AND VIRUSES.

**55%**

ARE VERY WORRIED ABOUT FUTURE CYBERATTACKS.

2



**Cyberattacks can lead to service interruptions, system downtime, increased operational expenses and patient safety risks.**

**74%**

CITE INTERRUPTION TO THEIR CLINICAL PRACTICE AS A PRIMARY CONCERN.

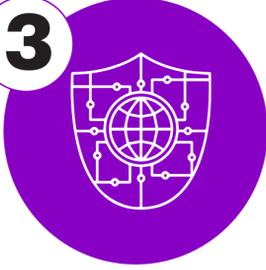
**29%**

OF PHYSICIANS WHO WORK IN MEDIUM-SIZED PRACTICES SAY IT TAKES UP TO A FULL DAY TO RECOVER FROM AN ATTACK.

**53%**

ARE CONCERNED ABOUT PATIENT SAFETY WHEN IT COMES TO FUTURE CYBERATTACKS.

3



**Most physicians think that exchanging electronic protected health information is important.**

**85%**

BELIEVE IN THE IMPORTANCE OF SHARING ePHI.

**1 in 3**

EXCHANGE ePHI EXTERNALLY BASED ON VENDOR TRUST.

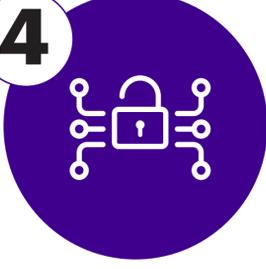
**2 in 3**

BELIEVE THAT MORE ACCESS TO PATIENT DATA WOULD IMPROVE CARE.

**60%**

WOULD PAY SOMEONE TO IMPLEMENT A SECURITY FRAMEWORK.

4



**Physicians trust third parties to provide HIPAA and security training and support.**

**56%**

ALERT THEIR HEALTH IT VENDOR WHEN A CYBERATTACK OCCURS.

**49%**

HAVE IN-HOUSE SECURITY OFFICIAL (3x MORE MEDIUM-SIZED PRACTICES HAVE ONE COMPARED TO SMALLER PRACTICES).

**37%**

OBTAIN TRAINING CONTENT FROM THEIR HEALTH IT VENDOR (50% TRUST TRAINING PROVIDERS TO ENSURE CONTENT IS ADEQUATE).

**87%**

BELIEVE THAT THEIR PRACTICE IS HIPAA-COMPLIANT (YET TWO-THIRDS OF PHYSICIANS STILL HAVE BASIC QUESTIONS ABOUT HIPAA).

5



**New technologies will bring many benefits but physicians must stay vigilant to new security challenges.**

**33%**

ARE LIKELY TO ADOPT TELEMEDICINE WITHIN THE NEXT YEAR.

**28%**

ARE LIKELY TO ADOPT PATIENT-GENERATED HEALTH DATA WITHIN THE NEXT YEAR.

THE PHYSICIANS INTERVIEWED EXPRESSED CONCERN OVER THE SECURITY AND HIPAA IMPLICATIONS FOR TELEMEDICINE.



**WHEN ASKED ABOUT THE KIND OF SUPPORT AND TOOLS THEY NEEDED, PHYSICIANS CITED:**

Tips for good cyber hygiene

A guide on conducting risk assessment

An easily digestible HIPAA summary

Simplified checklist of HIPAA guidelines

### 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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