

THE INFRASTRUCTURE IMPERATIVE: DRIVING EXCELLENCE IN CARE DELIVERY

As healthcare organizations adopt new forms of artificial intelligence (AI) and other emerging technologies to enhance patient care and streamline operations, IT infrastructure and bandwidth must evolve to provide the necessary support. Healthcare leaders should view the network as a strategic enabler that supports these data-intensive applications by ensuring secure and reliable connectivity, speed, flexibility and scalability. But this vision is not yet fully realized, as HIMSS Market Insights leadership research reveals.

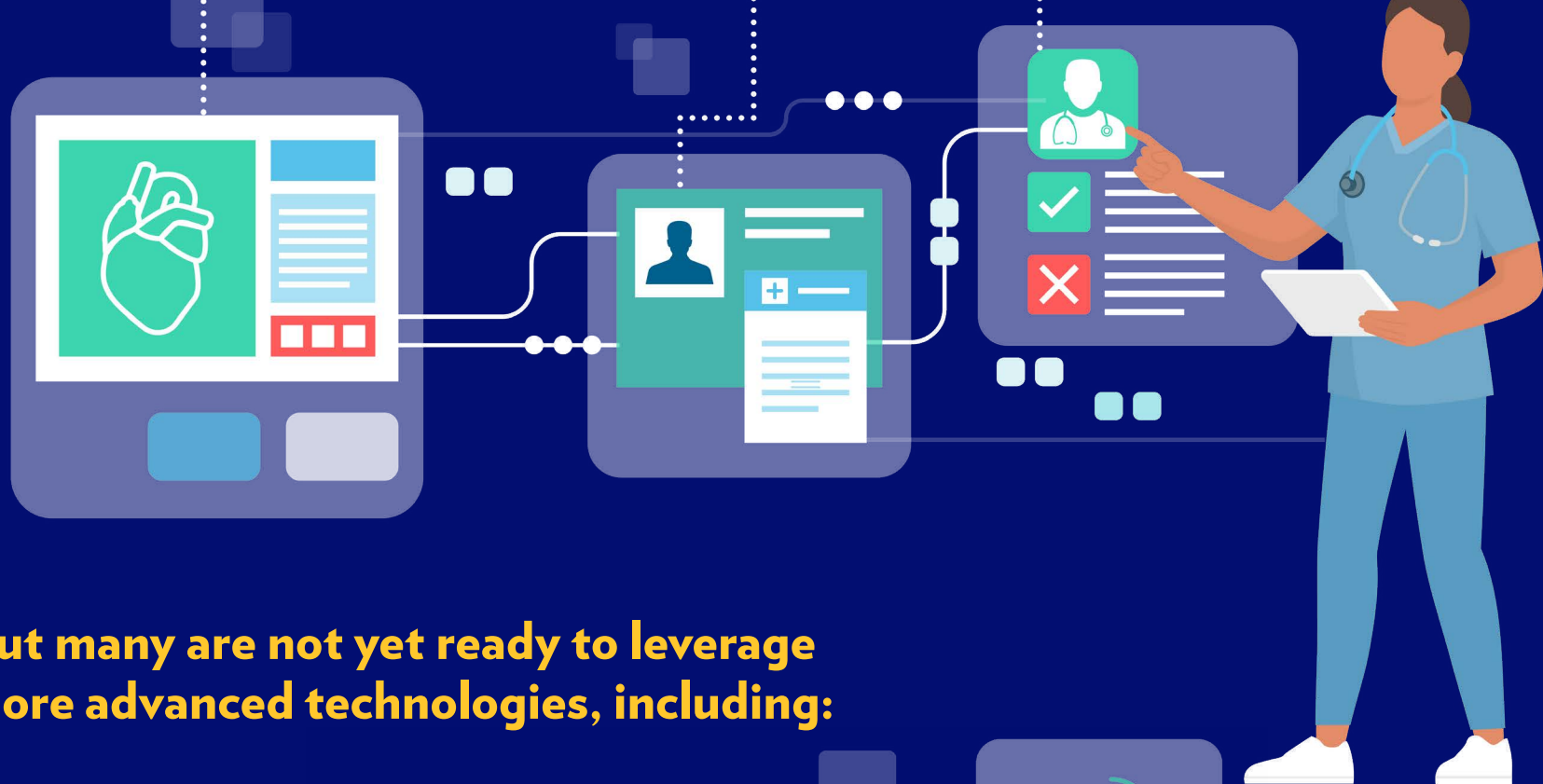
Here's where surveyed leaders say their organizations stand:

Today, their infrastructures are most capable of supporting:

88% Electronic health records

78% Patient portals

66% Clinical decision support systems

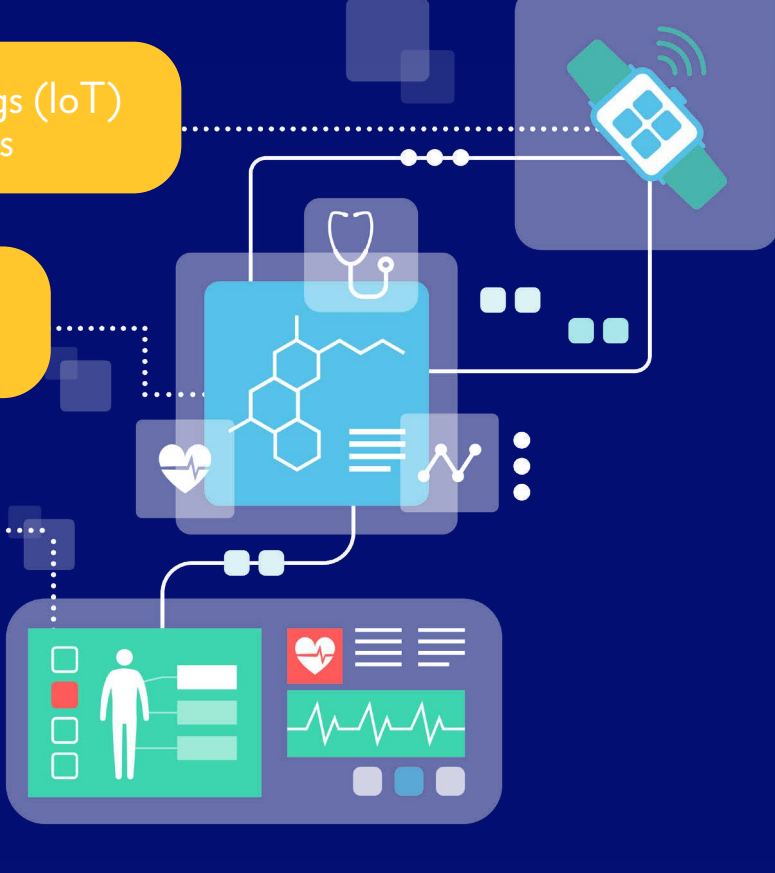


But many are not yet ready to leverage more advanced technologies, including:

22% The internet of things (IoT) and wearable devices

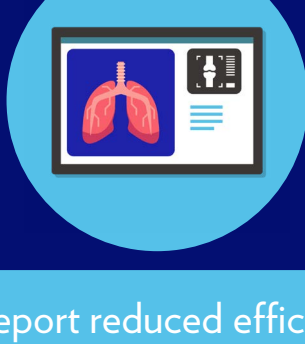
18% Artificial intelligence for care delivery

34% Remote patient monitoring



These infrastructure gaps can disrupt patient care

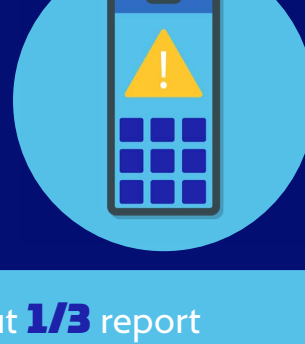
Leaders are concerned about how latency, downtime and lack of scalability are impacting workflows, operations and care delivery



1/2 report reduced efficiency in imaging uploads or transfers as a result of latency



About **1/3** say that increased data synchronization time is reducing efficiency



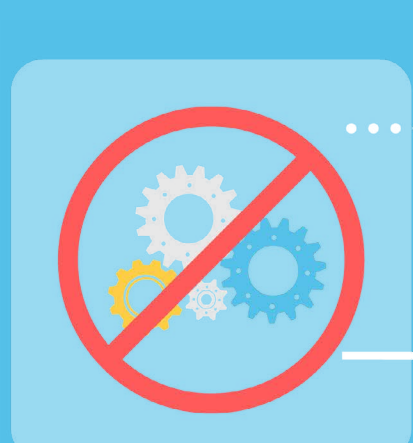
About **1/3** report problems with real-time alerts or notifications

Organizations face several barriers to progress



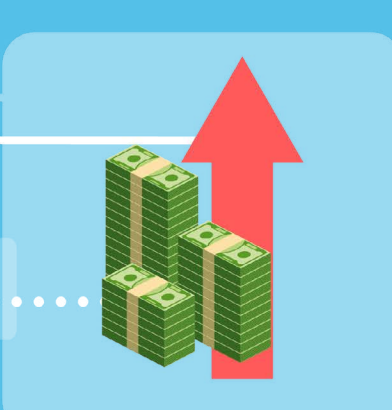
70% of respondents name security and compliance as their top infrastructure-related concerns about supporting advanced technologies for care delivery

2 in 3 organizations cite challenges with legacy systems



2/3 report lack of integration capabilities

2/3 are concerned about the high costs of upgrades



Despite these challenges, surveyed leaders identified the capabilities they expect from network solutions

86% want IT solutions that eliminate the need for costly hardware purchases and maintenance

84% look for solutions that ensure system reliability and reduce downtime during the cloud transition

80% need solutions that support seamless integration with existing systems

The features leaders most want for disaster recovery and network resiliency are:

64% automated failover and data redundancy

44% real-time monitoring and alerts for network issues

58% secure, end-to-end performance across sites

40% A 100% uptime guarantee

What the research means

For healthcare leaders, the network is not just infrastructure. It's a strategic asset essential for supporting new technologies. To ensure success, they must thoroughly evaluate network providers and choose a partner that can help eliminate their pain points and deliver the security, scalability and reliability they need.

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* HIMSS Market Insights Research: Bandwidth and Digital Infrastructure. January 2025. This research was conducted among 50 executives and IT/technology leaders (managers and above) in healthcare in the United States. Spectrum Business was not identified as a research sponsor.

** Small base sizes. Insight is directional.