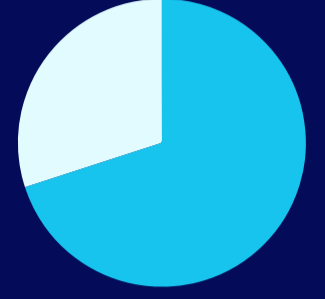


10 Healthcare stats you should know

Patient Safety

1 Communication errors cause more than **70%** of hospital sentinel events



Joint Commission on Accreditation of Healthcare Organizations. National Patient Safety Goals. 2005

2 30% of malpractice claims are due to **communication errors**



"Malpractice Risks in Communication Failures" from CRICO

Inefficiency

3 Australian GPs lose **1hr** consultation time per day due to inefficiencies in communication



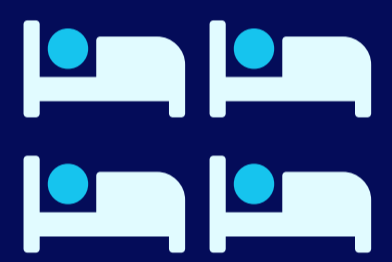
Birmingham, Knibbs, Australia' Most Urgent Digital Health Care Issues is Appalling Interoperability WHICH-50

4 Administrative work consumes **1/6** of physician working hours and lowers their career satisfaction



Int J Health Serv 2014; 44 (4): 635-42

5 A 500-bed hospital loses over **\$4 million** annually as a result of communication inefficiencies



J Healthc Manag Jul-Aug 2010;55(4):265-81

Fragmented Care

6 **11%** of Rural and Remote Australian GPs are not informed about the care their patients receive from specialists



Survey of Health Care: Selected findings for rural and remote Australians, Summary - Australian Institute of Health and Welfare

7 Rural and remote Australian GPs are **x2** more likely to **NOT** receive a **clinical handover** from specialists



Survey of Health Care: Selected findings for rural and remote Australians, Summary - Australian Institute of Health and Welfare

Referral Leakage

8 **20%** of patients do not follow through on their referral to a specialist



Ann Fam Med. 2007 Jul; 5(4): 361-367

Security

9 More than **50%** of data breaches in Australian healthcare are due to **human error**



Notifiable Data Breaches Report: January-June 2020 by the Office of the Australian Information Commissioner

10 Whatsapp is the go to communication app in up to **85%** of users in Australian hospitals



JMIR Med Inform 2018;6(1):e9