



# KEEPING PATIENTS, STAFF AND VISITORS SAFE

## TECHNOLOGY TRENDS AND INNOVATION

2021 HEALTHCARE SURVEY REPORT

# ADDRESSING EVOLVING HEALTHCARE SAFETY CHALLENGES WITH TECHNOLOGY

Today, technology is transforming industries by offering unprecedented access to information, greater connectivity between people and data, and rapid learning through intelligence and analytics. This transformation is pivotal in the healthcare sector where there is increased potential to improve and save lives. But in order to take advantage of this potential, healthcare facilities need to evolve their communications and safety technology, making it easier to connect anyone, anywhere, on any device with access to modern safety features and applications.

To learn more about the adoption and use of communications and safety technology across today's healthcare sector, Motorola Solutions conducted the 2021 Healthcare Survey. Survey respondents included nearly 250 healthcare professionals – approximately half of whom work in hospitals and half across surgical centers, long-term care facilities, mental health/addiction treatment centers, urgent care, research centers, and private practice. They include C-level executives, senior and middle managers, and specialists and coordinators with job functions ranging from operations and security to IT and communications. The majority represent organizations that are part of a network containing anywhere from two to 50+ sites or facilities.

Survey results make one thing clear: The desire to create a safer, more seamless patient experience is at the heart of all efforts to implement more modern connected communications solutions. Respondents are focused on getting the right information to the right people more quickly and efficiently, so that patients feel safe and supported at every stage of care – from admittance to treatment to follow up – This is what makes outcomes improve.

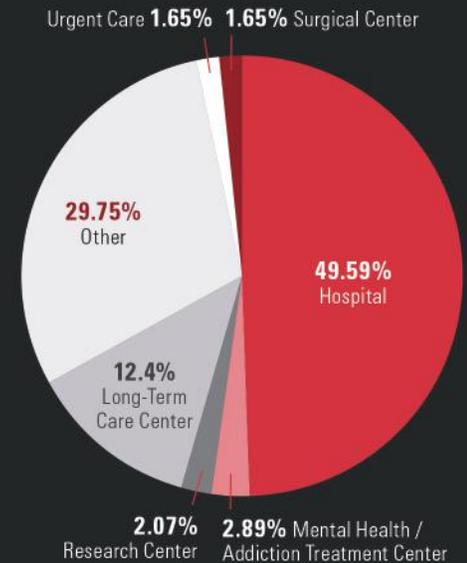


## 200+ RESPONDENTS

FROM HEALTHCARE FACILITIES  
ACROSS THE COUNTRY

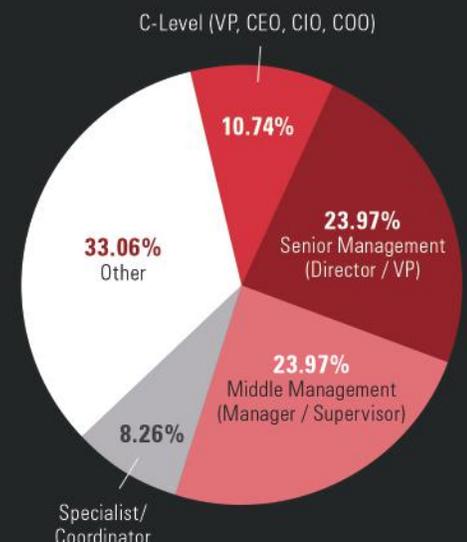
### RESPONDENT ORGANIZATION TYPE

What type of healthcare organization do you work for?



### RESPONDENT JOB LEVEL

What is your job level?



# HOW HEALTHCARE WORKERS ARE STAYING CONNECTED

## Enabling Communication Across Devices Remains Critical

Two-way radios, with their rugged build and push-to-talk functionality, remain a dominant form of communications – still in use by nearly half of all respondents. But smartphones, VOIP-based devices, and landlines are all in use for voice communications as well. This mix reflects that many hospitals utilize a combination of different communication types to connect staff members, further increasing the need for a solution that seamlessly connects teams across networks and devices.

**91%**

of healthcare workers use multiple devices to communicate

**50%**

use three or more devices

**ALMOST ALL RESPONDENTS**

said there would be value in improving communication across devices

In addition to two-way radios and smartphones, landlines and Internet/voice over IP (VoIP) also comprise part of the communications mix. In fact, 91% of healthcare workers are now using multiple devices to communicate with each other – up from 85% in 2019. Almost 50% use three or more.

### MOST USED DEVICE FOR VOICE COMMUNICATION

**01** 

SMARTPHONES

**02** 

INTERNET/VOIP

**03** 

TWO-WAY RADIOS

**04** 

LANDLINE PHONES

## Migration to Digital Two-Way Radios Continues

The transition to digital two-way radios continues as healthcare professionals recognize the enhanced communications capabilities available on a digital platform compared to analog, including enhanced voice quality, increased radio capacity, better signal coverage, and extended battery life. More than half of respondents (53%) are now using either digital radios or a combination of analog and digital. Of those still using analog, only 11% said they do not plan to make the transition to digital. By contrast, 38% will make the move in the next five years and another 31% intend to upgrade, but don't have a firm timeline for the transition yet.



## MOTOTRBO ION: GO ALL ON

The MOTOTRBO Ion smart radio is the first business-ready rugged communication device with all-on voice and broadband data capabilities. Stay connected across networks and devices. Unify critical data and workflows. Ensure the capabilities your staff needs to be at their best are always on.

**LEARN MORE TODAY**

# COVERAGE, CONNECTION REMAIN AS **TOP CHALLENGES** IN COMMUNICATIONS

For the healthcare sector, the reliability of communications is a life and death matter. So, it's no surprise that respondents listed network coverage as their top communication challenge. The ability to access data and information anytime, anywhere is at the heart of improving patient care and industry innovation, but many facilities are still striving to ensure consistent and reliable coverage across all sites and areas of operation.

Device durability and reliability is another major challenge for respondents, followed by connecting workers and teams and integrating data applications. Solving the interrelated challenges of connecting people and data will transform the way healthcare staff collaborate across all areas of the operation to improve patient care.

## TOP 5 COMMUNICATIONS CHALLENGES

- 01**  Network Coverage
- 02**  Device Durability/Reliability
- 03**  Connecting Workers and Teams
- 04**  Integration of Data Applications
- 05**  Battery Life

## BOOST YOUR NETWORK WITH NITRO

Nitro offers enterprise-grade private LTE that outperforms Wi-Fi, while providing unmatched simplicity and control. Nitro is the first fully-managed CBRS platform that combines private LTE data with business-critical voice. Deliver seamless, secure, high-fidelity voice conversations across facilities and sites with MOTOTRBO voice interoperability, and connect up to two devices to your CBRS-enabled portable two-way radio via Wi-Fi.

[LEARN MORE TODAY](#)



## WAVE

Connect your team with greater speed and efficiency with a push to talk (PTT) over cellular service that has no boundaries.

The WAVE PTX app allows for a PTT option that works the way you do, with speed, efficiency, and flexibility throughout any situation. WAVE PTX instantly connects your team across different devices, networks, and locations.

## INSTANT COMMUNICATION

Get the speed and simplicity of professional radio PTT communication with the ability to share details via text, photo, video or file attachment.

## NATIONWIDE SERVICE

Connect your professional radio system to WAVE and reach more team members over a wider service area.



[LEARN MORE](#)

Protecting staff, patients, and visitors with safety features is the

# #1 PRIORITY

for healthcare facilities.



## PRIORITIZING THE PATIENT EXPERIENCE

For patients, the hospital experience can be daunting. So, healthcare organizations want to ensure that the patient experience is as seamless and supportive as possible. Communications technology is foundational to a seamless patient experience where providers and systems respond quickly, effectively, and cohesively to any patient need. In order to achieve that, respondents said their communications systems must support priorities related to every aspect of the business.

Protecting staff, patients, and visitors with safety features was ranked as the top priority. With safety and security incidents rising across healthcare, health personnel are focused on ensuring that patient care is not compromised by threats or disruptions, however minor. The second and third highest priorities were receiving automatic alerts of potential incidents and enabling discrete communications. Both of these highlight the importance the healthcare industry places on safety and security.

### Most Desired Capabilities Also Relate to Safety, Responsiveness

When asked to select three applications and features that would help improve the efficiency of operations, respondents chose capabilities that would enable increased responsiveness. These include text messaging/alerting, emergency call/all call features, and indoor location tracking. All would help healthcare workers quickly access the people or resources needed to improve safety, service, and support at every stage of patient care.

## TOP 3 CAPABILITIES AND FEATURES DESIRED



Text Messaging/Alerting



Emergency Call/All Call



Indoor Location Tracking

# BUILDING SAFER AND MORE CONNECTED HEALTHCARE FACILITIES

When it comes to security, the majority of healthcare facilities have implemented at least a baseline of investments. 78% of respondents indicated their facility has access control and 80% have video security systems in place. Half have incident management as well – including dispatch, tracking, and reporting. Of those who haven't upgraded their technology, most plan to invest in video security, incident management, and access control in the next five years.

Yet, most respondents (62%) say it currently takes 3-5 minutes to respond to security or operational incidents. At the same time, 52% said they respond to up to 5 security/operations incidents per day and another 33% respond to anywhere from six to 21 or more incidents daily. As the number of incidents rise, the average response time may increase, leaving staff and patients more vulnerable. That's why basic security technology may not be adequate for many health facilities.

Since our last survey, there has been a rise in advanced security capabilities – with 36% now reporting they have video analytics in place, compared to 12% in 2019. Of that 36%, most are using video analytics in patient care areas to detect "slip and fall" or "fall out of bed" incidents and for license plate recognition. Facial recognition is being used by 22% of respondents, yet facilities could also likely benefit from video appearance search, which incorporates color and object recognition to find matching results in seconds or minutes, instead of hours or days. In addition, less than 5% of facilities have body-worn cameras or interoperability with public safety in place – two capabilities that offer significant potential to enhance system security. Fortunately, all facilities plan to invest in additional security technology in the next five years.

## TOP SECURITY INVESTMENTS FOR NEXT FIVE YEARS

- 01**  Video Security
- 02**  Incident Management
- 03**  Access Control
- 04**  Video Analytics
- 05**  Security Information Management Systems

## MOTOROLA SOLUTIONS' SAFE HOSPITALS ECOSYSTEM

Combining voice, video, software, and services, our Safe Hospitals ecosystem equips hospitals to respond to everyday emergencies, while also recognizing patterns, anticipating actions, and helping to prevent situations before they develop into critical emergencies. We help hospitals create a safer patient experience with modular blocks of technologies that help hospitals detect, analyze, communicate and respond to any threat.

In a healthcare facility, few things are more important than quick response. Whether it be in a case of an emergency or a smaller incident with potential to grow--time is of the essence. Through the seamless sharing of data and the automatic notification of analytics to appropriate staff, critical time is saved. No longer does security personnel have to respond to an incident without situational awareness or struggle to communicate to team members what's going on as soon as the incident occurs. No longer will unwanted individuals be able to skirt passed security checkpoints and remain on premises without the quick interception of an officer. The Safe Hospitals ecosystem ensures that your security operations match that same speed and efficiency of the health care that you provide.

[LEARN MORE](#)

# FUNDING REMAINS TOP BARRIER TO IMPROVING SAFETY AND COMMUNICATIONS TECHNOLOGY

Healthcare providers are making notable strides in creating a safer patient experience with the increased investment in security and communications technologies. Yet, a large majority of respondents (70%) cite funding as the number one barrier to making additional improvements. While advances in technology will bring greater efficiency to the workplace, enabling healthcare professionals to invest more time and budget into mission-critical services and improvements. But there are also government grants available to help build critical medical infrastructure and conduct safer operations, particularly in the face of emergencies such as COVID-19.

## Get Help with Grant Funding

Motorola provides customized support to help customers secure funding for critical communications projects, including grant research, grant alert notices, and grant application reviews by our expert team. Whether you're just starting a communications project or need to add the final touches to an application, we've partnered with grants experts at GovGrantsHelp so you can get the grants support you need.



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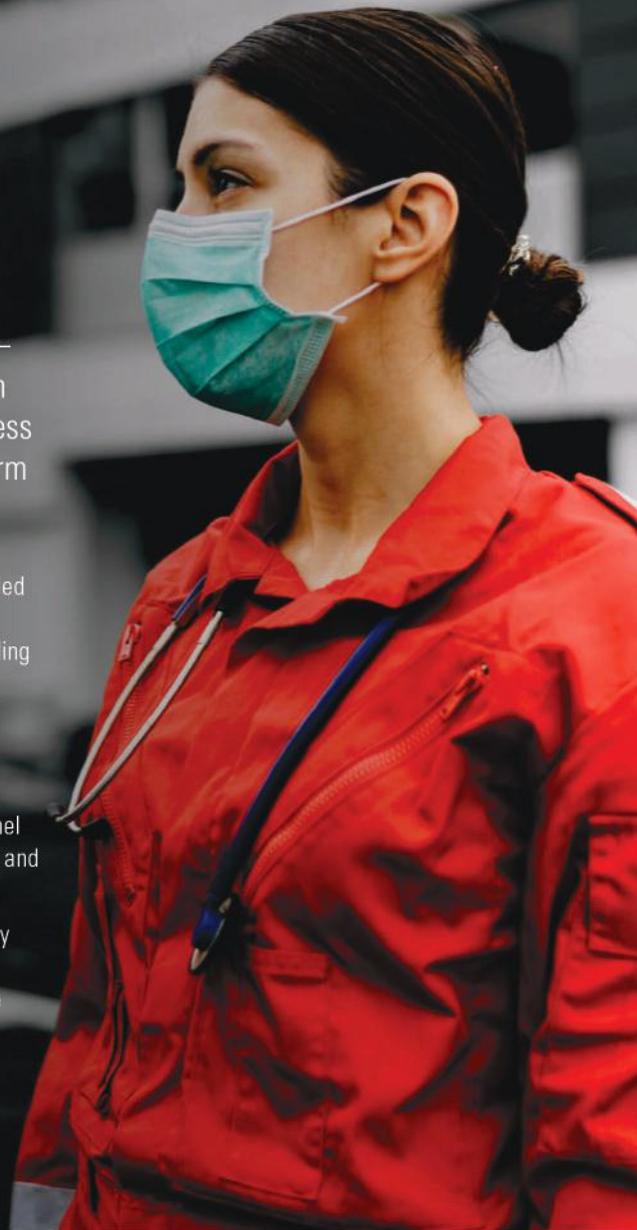
# REIMAGINING PATIENT EXPERIENCE IN THE HEALTHCARE FACILITY

Healthcare technology continues to evolve toward greater collaboration – of devices, people, and data. That’s because getting the right information to the right people at every stage of patient care, while using new business intelligence tools to extract greater value from existing data, will transform the patient experience and overall safety of healthcare facilities.

As our survey shows, there are still significant barriers to overcome to achieve seamless, unified communications. For many respondents, communicating across multiple devices remains a challenge. Others are still working to integrate data and applications. And nearly all face funding gaps that are slowing progress, despite the interest and intention to implement more modern, connected communications tools at every level of the organization.

Yet, the clear imperative to keep patients and staff safe will continue to drive investment in communications and security technology. Seamless, unified technologies are the goal. To get there, health facilities will need to implement a multitude of technologies that enable personnel to communicate across campuses and buildings of all sizes, while quickly and easily detecting and responding to potentially hazardous incidents.

As the 2021 Motorola Solutions Healthcare Survey highlights, health facilities are on a journey to achieve better outcomes for patients and a safer, more secure environment for everyone. Those healthcare organizations that embrace the necessary foundational technology have the opportunity to completely reimagine the healthcare experience.



To learn more about how Motorola Solutions is helping healthcare organizations transform safety, security, and patient outcomes, visit: [www.motorolasolutions.com/healthcare](http://www.motorolasolutions.com/healthcare)

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