

# THE TRUE COST OF HEALTHCARE IT DOWNTIME



## FINANCIAL IMPACT

- Average cost of downtime: \$7,900 per minute
- Direct revenue loss: \$208,600 on average per incident
- Lost end-user productivity: \$138,200 on average per incident

## OPERATIONAL IMPACT

- 62% delay in lab test results during unexpected downtime
- Increased patient wait times and decreased satisfaction
- Potential endangerment of patient safety



## CYBERSECURITY THREATS

- Ransomware is the greatest threat to PHI loss and EHR downtime
- Ransom demands can range from hundreds to thousands of dollars

## IMPACT ON ORGANIZATIONS

- Average cost per breached record: \$4295
- Potential loss of patient trust and reputation damage



## CYBERSECURITY CONCERNS

- 9 out of 10 largest breaches in 2024 attributed to hacking or IT incidents<sup>5</sup>
- Third-party vendors increasingly targeted<sup>5</sup>

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## HEALTHCARE DATA BREACH STATISTICS

### 2023 Overview

- 725 data breaches reported to OCR
- Over 133 million records exposed or impermissibly disclosed

### 2024 YTD (as of September)

- 491 large-scale data breaches (500+ records)



## WHAT ARE THE NEXT STEPS?

- Implement robust cybersecurity measures
- Develop comprehensive disaster recovery plans
- Regularly test and update backup systems
- Invest in staff training on data protection best practices
- Ensure compliance with healthcare regulations like HIPAA

## TAKE CONTROL OF YOUR DATA

