RESULTS FROM WEST SURVEYS

Attitudes to communication from doctors – with health condition details

85% of all healthcare consumers feel that high-tech engagement (by email, text messages and voicemails) is as helpful, or more helpful, than in-person or phone conversations

Three in ten patients declared that receiving communications from healthcare professionals about their on-going healthcare would increase feelings of trust in their healthcare provider

38% of patients with diabetes said they would be interested in receiving tips about weight management from their doctor

36% of diabetic patients said they would be receptive to stress-management tips from their doctor

37% of patients with hypertension said they would be interested in receiving tips about weight management from their doctor

35% of patients with hypertension said they would be receptive to stress-management tips from their doctor

39% of obese patients they would be interested in receiving tips about weight management from their doctor

36% of obese patients said they would be receptive to stress-management tips from their doctor

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Attitudes from people who have received such communications

66% of Americans have already received a voicemail, text or email from their healthcare provider

51% of Americans said receiving communication from their healthcare provider made them feel more valued as a patient

35% said that digital communication had improved their opinion of their healthcare provider

34% said they felt more certain about visiting that healthcare provider again

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Communication preferences among patients

68% of patients want their doctors to email them educational tips or information which will help them live a better life

45% of patients prefer phone communication when it comes to patient care between visits

49% of patients prefer email communication when it comes to patient care between visits

45% of patients prefer phone communication when being notified of medical or health product recalls

50% prefer to be alerted by email when being notified of medical or health product recalls

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Attitudes from patients and doctors about sticking to treatment plans

Only 5% of healthcare professionals said they would give their patients an A grade for sticking to their directions

83% of patients admit to not doing what their doctor tells them to do

35% of patients said they would be more like to follow directions if they received intra-visit reminders

Preventative healthcare among women

93% of women agreed that taking a proper preventive care measure could save them money

32% of women have discussed their medical history and risk factors with their doctor in the past two years

23% have been screened for diabetes in the past two years

39% have had mammograms in the past two years

14% have had some type of cancer screening in the past two years

29% have had their cholesterol checked in the past two years

47% are currently being treated for a chronic illness, such as high blood pressure, heart problems, diabetes or cancer

Preventative healthcare among men

92% of men believed that taking a proper preventive care measure can save them money

34% of men have discussed medical history and risk factors with their doctor in the past two years

23% have been screened for diabetes in the past two years

32% have had a prostate exam in the past two years

16% have had any type of cancer screening in the past two years

37% have had their cholesterol checked in the past two years

45% are currently treating a disease or chronic illness, such as high blood pressure, a heart problem, diabetes or cancer

Attitudes towards exercise weight and diet commitments – condition specific

46% of people surveyed feel they could do a better job of achieving their personal goals

56% of people surveyed feel they could do a better job at getting regular exercise

51% of people surveyed say they could do a better job of managing their weight

70% of people diagnosed as obese feel they could do a better job at getting regular exercise

Tables of statistics

81% of people diagnosed as obese say they could do a better job of managing their weight

63% of patients with osteoarthritis feel that not getting enough exercise has had a negative affect on their health

55% of people who have osteoarthritis say they could do a better job of managing their weight

61% of people with hypertension feel that not getting enough exercise has had a negative affect on their health

60% of people with hypertension say they could do a better job of managing their weight

64% of diabetic patients feel they could do a better job at getting regular exercise

Ochsner Medical Center stats summary

54 to 75% of adults aged 50 to 75 are up to date with colorectal screening programs nationwide[1]

The average 60-year-old without special risk factors for polyps has a 25% chance of having a polyp[2]

18.4% of patients contacted by Ochsner Medical Center with screening reminders made an appointment (578 of the 3,137 patients)

145 individuals benefitted from this early detection and prevention campaign

EXTERNAL SOURCES

The rise of mobile communications technology in the U.S.

By mid-2014, smartphones accounted for more than 70% of all mobile phone subscriptions in the U.S.[3]

By the end of the first quarter of 2014, 51% of mobile phone owners over the age of 55 owned a smartphone.[4]

By January 2014, 90% of all American adults had a cell phone[5]

By January 2014, 58% of all American adults had a smartphone[6]

By January 2014, 42% of all American adults owned a tablet computer[7]

By January 2014, 32% of all American adults owned an e-reader[8]

At the end of the first quarter of 2014, 85% of people acquiring a new handset picked a smartphone over a regular cell phone[9]

Attitudes to mobile technology in the U.S. [10]

67% of cell phone owners admit to checking their phone for messages, alerts or calls, even if they haven't heard it ring or feel it vibrate

44% of cell phone owners have slept with their phone next to their bed because they wanted to make sure they didn't miss any calls, text messages, or other updates during the night.

29% of cell phone owners describe their cell phone as "something they can't imagine living without."

Use of mobile technology in the U.S. [11]

81% of Americans use their phone to send or receive text messages

60% of Americans use their phone to access the internet

52% of Americans download apps to their phone

49% of Americans rely on their phone to get directions, recommendation or other location-based information

48% of Americans use their phone to listen to music

21% of Americans use a smart phone to participate in a video call or video chat

8% of Americans use a phone to check in or share their location

Current use of remote healthcare devices in the U.S.

75% of Americans already own some form of health or fitness device[12]

3 times as many Americans owned a specific fitness devices by the end of 2013 as did at the same period in 2012[13]

60% plan to purchase a fitness-focused consumer technology product in the next 12 months[14]

60% of people currently owning fitness monitors are men[15]

56% of people currently owning fitness monitors are under 34 years of age[16]

67% of current fitness monitor users are already getting enough exercise[17]

Only 40% of the general population get moving on a regular basis[18]

57% of people planning to buy a fitness monitor already exercise regularly[19]

25% of American adults are planning to purchase a wearable device in the next year[20]

42% said they were interested in a wrist-based wearable device[21]

Remote healthcare global market data

The global market for wearable electronics is now expected to grow at roughly 25% a year[22]

The global electronics market is expected to be worth more than US $11.61 billion by the end of 2020[23]

Between 2013 and 2018, the global market for remote healthcare is expected to grow by a factor of 10 or more[24]

Total global revenues for remote healthcare was estimated at US $440.6 million in 2013 and are expected to reach US $4.5 billion in 2018[25]

350,000 patients worldwide are using remote healthcare services in 2013; 7 million patients are expected to do so in 2018[26]

Medical and healthcare apps market data

With a growth rate of 13.1%, medical apps was the third-fastest growing in terms of downloads in June 2014[27]

In September 2014, 20% of downloads were in the games category[28]

10% of downloaded apps were in the education category[29]

9.5% of downloaded apps were in the business category[30]

7% of downloaded apps were entertainment apps[31]

5% of downloaded apps were health, fitness or medical apps[32]

Tables of statistics

Market data on electronic health records

By 2013, 78% of all physician practices in the U.S. had adopted some form of EHR[33]

By 2013, 59 % of non-federal acute-care hospitals had adopted an EHR system with notes[34]

By 2013, 53% of all primary care physicians had some form of EHR system in place[35]

Nearly eight in ten (80%) of office-based physicians used some type of EHR system by 2013[36]

Costs of chronic diseases

As of 2012, about half of all American adults (117 million people) have one or more chronic health conditions. One of four adults has two or more chronic health conditions[37]

Chronically ill patients accounted for 80% of health system costs in 2010[38]

Combined with early cholesterol screening and smoking cessation, by taking aspirin those at risk of coronary heart disease could reduce the total cost of their care by more than $30 billion[39]

Data used and generated by the U.S. healthcare system

According to the Institute of Medicine, healthcare only accounts for about 10% of the impact on an individual's premature death or mortality[40]

It is estimated that 80% of medical data is unstructured but still clinically relevant[41]

It is estimated that in 2011, the U.S. healthcare system generated 150 exabytes of data[42]

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