

Disconnected communication puts patient care at risk, new research reveals

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New research from Mitel, a global leader in business communications, reveals 62% of healthcare organisations experience downtime due to connectivity issues, putting vulnerable patients at significant risk.

The research, conducted in partnership with Frost and Sullivan, highlights that communication complexity remains a persistent challenge in the healthcare sector. Nearly two thirds (62%) of healthcare professionals report receiving insufficient training in new technology limiting their confidence in new systems.

The issue is not only a lack of resources, but adoption; 63% of healthcare employees report reluctance to adopting new tools. This resistance may stem from the burden of having too many communication tools (66%) or the lack of appropriate role-specific tools (64%).

The impact on patients is significant. Reliance on outdated or sub-par communication systems heightens the risk to patient safety and quality of care, contributing to treatment delays, increased strain on healthcare professionals, and a compromised patient experience.

“When communication systems experience disruption, the implications go well beyond operational efficiency,” said Luiz Domingos, CTO at Mitel. “In healthcare environments, even brief delays or periods of downtime can place significant pressure on care teams and affect patient safety.”

“At a time of growing turbulence across the healthcare system – balancing workforce shortages, burnout, rising

costs and increased demand due to an aging population – effective communication has become critical,” Luiz Domingos adds. “This research highlights the urgent need to modernise healthcare communication to close operational gaps and deliver more consistent patient-centred experience.”

The research thus points to a clear shift in priorities for healthcare leaders, recognising the need for investment, frontline staff support and improved patient care. When asked about their investment priorities:

- Average of 60% of healthcare IT decision makers prioritising workflows that directly empower healthcare professionals
- 68% are prioritising improvements in emergency and critical care workflows
- 59% targeting nursing and inpatient care workflows to support day-to-day operations
- 59% investing in public health and preventive care workflows to reduce avoidable emergency visits and improve chronic disease management.

To ensure resilient and high-quality care delivery, healthcare providers should adopt reliable, secure, and scalable systems that empower decision-making and streamline operations. These solutions not only strengthen clinical workflows today but also establish the foundation for innovation that will define the future of care.

The report, *Connected Care: Transforming Healthcare Communication for Better Outcomes* can be viewed in full **here**.

About Mitel

Mitel is a global leader in business communications, providing businesses with advanced communication, collaboration, and contact center solutions. With more than 70 million users across over 100 countries, Mitel empowers organizations to connect, communicate, and collaborate seamlessly, with the flexibility and choice they need to thrive, both now and for the future. Through proven experience and innovative solutions, Mitel delivers communications without compromise. For more information, go to www.mitel.com and follow us on **LinkedIn**.

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