



HEALTHCARE PROVIDERS



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*ESCAPE. Preparing healthcare professionals for cyberattacks
Project No.2023-1-ES01-KA220-VET-000151536*

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FACTSHEET – HEALTHCARE PROVIDERS

1. Definition

They consist of entities that deliver health and care services, such as hospitals, clinics, care homes, and rehabilitation centres. They are the primary targets of cyberattacks in the sector¹.

2. General importance

Healthcare providers ensure patient access to care, promote disease prevention, and enhance public health outcomes. They include physicians, nurse practitioners, midwives, radiologists, laboratories, hospitals, and urgent care clinics. Healthier populations are more engaged in communities and labour markets, which is why they are essential for the preservation of economic productivity and social stability².

The absence of healthcare providers would mean gaps in service delivery and, consequently, an increase in mortality and a worsening of chronic conditions, reducing life expectancy.

3. Importance in health and care, and impact in quality of care

Healthcare providers play a crucial role in ensuring safe, effective and patient-centred care. Expertise, ethical standards and decision-making are some qualities that influence the quality of services patients receive. Moreover, studies describe that they reduce medical errors, improve recovery outcomes, and enhance patient trust in health systems³.

Adequate training, digital tools, and proper staffing are factors that directly improve patients' continuity of care, shorten hospital stays, and enhance their quality of life.

4. What can I do as a healthcare professional?

- Deliver patient-centred care with empathy, respect, and professionalism.
- Keep updated with the latest advances in healthcare with evidence-based practices.
- Advocate for teamwork and interprofessional collaboration.



5. More information

5.1 Learning Materials

- [Cybersecurity for your sector \(JGT-1\)](#).
- [Sequential videos for general topics about cybersecurity \(JGT-2\)](#).
- [Cybersecurity guide for healthcare sector \(EU scope\) \(JGT-7\)](#).
- [An article exploring the current state of cybersecurity in healthcare. \(IST-36\)](#).
- [An infographic on security and cybersecurity devices used in different healthcare settings. \(IST-38\)](#).
- [An overview of cybersecurity in healthcare, focusing on the role of AI and its regulatory framework. \(IST-39\)](#).
- [Regulation of cybersecurity in healthcare \(BBS-23\)](#).
- [Cybersecurity of hospitals and healthcare providers \(BBS-24\)](#).
- [IT Security Requirements and Protective Measures – Tips and Practical Examples \(BBS-42\)](#).
- [Cyber-attacks are a permanent and substantial threat to health systems: Education must reflect that \(PRAMMER-32\)](#).
- [Systematically Applying Gamification to Cyber Security Awareness Trainings: A framework and case study approach \(PRAMMER-35\)](#).

5.2 Relevant Videos

This video with Dr Azzam shares strategies for maintaining mental balance and answers any questions about mental health as you provide care for your patients.

First Responders First: Tips for Healthcare Providers to Maximize Psychological Health

https://www.youtube.com/live/6lm3p9EMHk8?si=EXpyY1x95QM_lp6H

The video explains that healthcare providers are professionals or organisations responsible for delivering medical care, promoting health, and supporting patients' well-being across prevention, diagnosis, and treatment services.

Healthcare Providers Responsibility for Patient Safety

https://youtu.be/pbNKe_wA2zY?si=XnABnXj3wYglOWc

The following video talks about a time of increased demands on our healthcare system and healthcare providers. Ensuring that each and every patient and their family members are provided with compassionate care is a massive goal, but one that the staff at the Royal Alexandra Hospital are pursuing every day.

The Difference Between Care & Caring

<https://youtu.be/wkf-WxMZVP8?si=kse8Wf0JZngrTy0l>





5.3 Relevant Links

Several patients at Our Lady of Lourdes Hospital were wrongly diagnosed with pre-cancerous cells, which caused them to have to go through unnecessary procedures and worry. An independent review is underway concerning one consultant's cases between February and November 2024.

<https://www.thesun.ie/news/15751151/plea-patients-drogheda-hospital-pre-cancerous-cells-misdiagnosed/>

Ribera Salud, a healthcare provider based in Valencia, Spain, developed a unified IT system across all services for further integration, known as the Alzira model. This model has become a case study for successful integration of healthcare services.

https://en.wikipedia.org/wiki/Ribera_Salud

To improve access to evidence-based behavioural health treatment, Concert Health, a virtual behavioural health medical group, combines virtual services with primary care. The programme has enhanced clinical outcomes and developed transdisciplinary care experiences for patients and doctors by utilising the Collaborative Care Model (CoCM).

<https://www.ama-assn.org/practice-management/digital-health/case-studies-digitally-enabled-care-action>

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