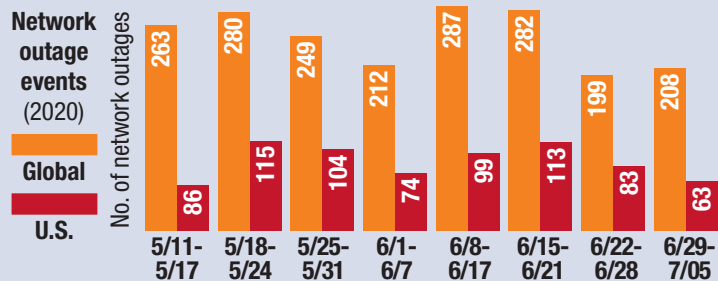


DATAPOINTS

Running the Numbers

"DataPoints" is researched and written by Karen Brown

Internet Outages Starting to Moderate



WHAT'S INTERESTING: Internet network outages remain a thorny problem as the COVID-19 pandemic wears on, but data from network monitor Thousandeyes reveals some positive signs. Global Internet network outages peaked at 287 the week of June 8, fell to 199 the week of June 22 and then ticked up to 208 during the final week of June. The picture is brighter in the U.S.: After a 115-outage high the week of May 18 and a spike to 113 outages the week of June 15, the rate has steadily dropped to a new low of 63 the week of June 29. That suggests U.S. providers are getting a better handle on the on-going higher usage rates as the COVID-19 pandemic continues.

SOURCE: [HTTPS://WWW.THOUSENDEYES.COM/OUTAGES](https://www.thousandeyes.com/outages)

Virtual Medical Appointments See Healthy Growth

Several health services will migrate toward virtual settings

(% shift of services to virtual health by 2040.)

(Total responses = 50.)

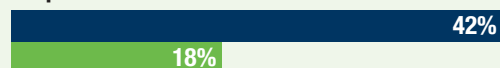
25-50%

>50%

Wellness and well-being care services



Outpatient services



Clinical preventive services



Long-term acute care and skilled nursing facilities



Inpatient hospital services

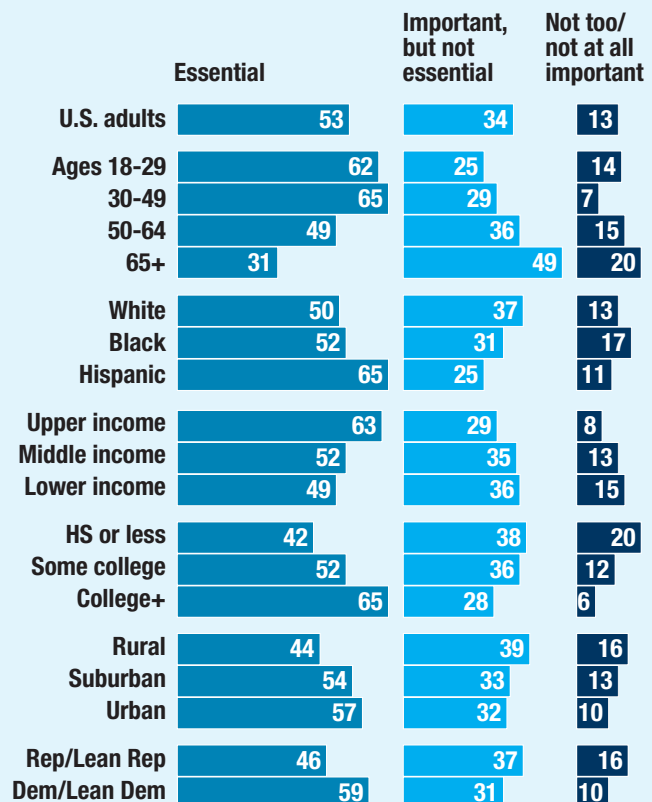


WHAT'S INTERESTING: By 2040, the phrase "the doctor will see you now" may have a different meaning, as the virtual health appointment trend appears to be accelerated thanks to the COVID-19 outbreak. According to a recent Deloitte survey, about 54% of healthcare executives expect more than half of wellness and well-being care appointments will be conducted online in a virtual telehealth environment by 2040, and about 42% think a majority of outpatient services will be virtual by then. About half of the executives also predict that between 25% and 50% of clinical preventive services will be delivered using virtual telehealth applications by 2040; another 30% of the executives are more optimistic, estimating that about 50% of preventive health appointments will be virtual.

SOURCE: [HTTPS://WWW2.DELOITTE.COM/US/EN/INSIGHTS/INDUSTRY/HEALTH-CARE/FUTURE-OF-VIRTUAL-HEALTH.HTML](https://www2.deloitte.com/us/en/insights/industry/health-care/future-of-virtual-health.html)

Internet is a Pandemic Priority

Hispanic adults, college graduates and adults under 50 are especially likely to say the Internet has been essential during the coronavirus outbreak (% of U.S. adults who say the Internet has been ____ for them personally during the coronavirus outbreak.)



WHAT'S INTERESTING: A recent Pew Research Center survey of Americans shows just how important broadband has been for U.S. consumers during the COVID-19 pandemic. Among the 4,917 respondents, 53% said the Internet has been essential during the outbreak, and another 34% said the Internet is important but not essential. Among ethnic groups, Hispanic Americans were most likely to see the Internet as essential (65%) compared to Black (52%) and White (50%) Americans. The results are not surprising, as the growing pre-pandemic reliance on home broadband has been magnified by the pandemic uptick in telecommuting among a significant portion of the American workforce.

Note: White and black adults include only those who are non-Hispanic. Hispanics are of any race. Family income tiers are based on adjusted 2018 earnings. Those who did not give an answer are not shown. Source: Survey of U.S. adults conducted April 7-12, 2020. "53% of Americans say the Internet has been essential during the COVID-19 outbreak." PEW RESEARCH CENTER. — [HTTPS://WWW.PEWRESEARCH.ORG/INTERNET/2020/04/30/53-OF-AMERICANS-SAY-THE-INTERNET-HAS-BEEN-ESSENTIAL-DURING-THE-COVID-19-OUTBREAK/](https://www.pewresearch.org/internet/2020/04/30/53-of-americans-say-the-internet-has-been-essential-during-the-covid-19-outbreak/)