

# Executive summary

Paubox surveyed 170 healthcare IT leaders about the state of their email security programs.<sup>[4]</sup> We scored each organization across eight maturity dimensions and mapped them to four tiers (Reactive, Developing, Proactive, Leading) to create the Healthcare Email Security Maturity Index.

Seven of the eight dimensions of healthcare email security scored Proactive or Leading. Only one did not: encryption and recipient experience, which scored Developing at 2.39 out of 4.<sup>[4]</sup>

That one low-scoring dimension is doing outsized damage. 58% of respondents experienced at least one email-related data breach in the past 24 months.<sup>[4]</sup> Breached organizations told us exactly where the gap is. When asked what changed after the breach, 47% named strengthening encryption policies as their top action, ahead of training, budget increases, or new tooling.<sup>[4]</sup>

The perception gap makes the problem worse. Only 60% of respondents self-rated the same tier our scoring produced. 22% over-rated their program. 18% under-rated it. Roughly 2 in 5 healthcare IT leaders hold a mental picture of their email security that does not match how their controls are configured.

The detection data is the clearest signal. 100% of respondents rated their real-time breach detection as Excellent or Good.<sup>[4]</sup> In the same sample, 58% got breached. Either detection is not performing the way leaders believe, or prevention is the real weak spot. Both explanations point to the same conclusion. The work ahead is on the prevention side of email security, and encryption is where to start.

## BY THE NUMBERS

**58%**

Experienced an email-related data breach in the past 24 months

**100%**

Rate their breach detection as Excellent or Good. Zero rated it Fair or Poor

**47%**

Of breached orgs strengthened encryption policies as their top post-breach action

**48%**

Always require recipients to log in to a portal to read encrypted email

**64%**

Have experienced a confirmed or suspected AI-generated email attack



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with AI to protect organizations from the most  
sophisticated attacks.

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