

2020 Health System CIO Priorities

COLLEGE OF HEALTHCARE INFORMATION MANAGEMENT EXECUTIVES (CHIME)

2020 IT Priorities
CereCore Survey
FEBRUARY 2020



One month before social-distancing measures were implemented in the United States, health system CIOs discussed their 2020 priorities and barriers to progress.

Optimizing EHR/EMR ranks as the top health IT priority. Telemedicine and Analytics aren't far behind.

Q: Rank your most critical health initiatives in order of importance.



1.
EHR/EMR
Optimization



2.
Patient Engagement/
Customer Technologies



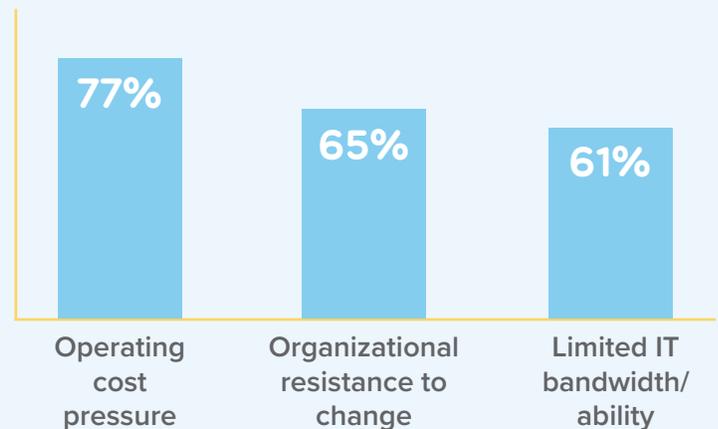
3.
Data Analytics



Q: Is your organization facing a merger or acquisition this year?

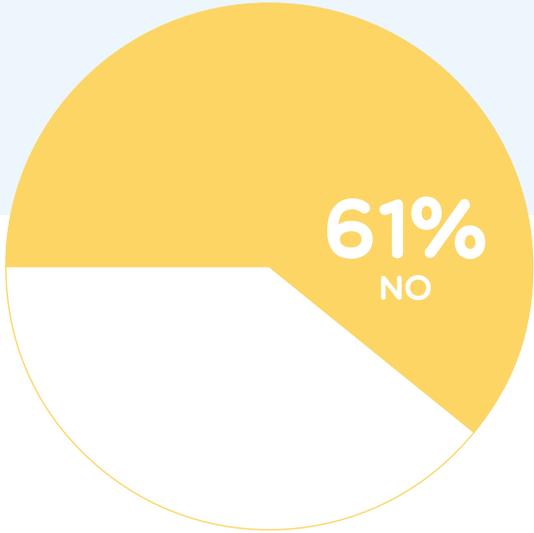
Operating cost pressure is the biggest barrier to making progress with Health IT.

Q: Rank the biggest barriers to making progress with IT initiatives.



The majority of CIOs have not performed an application rationalization or vendor contract consolidation across the enterprise - which can identify opportunities for streamlining operating and support costs.

Q: *Have you performed an application rationalization or vendor contract consolidation across the enterprise?*



Over one-third of CIOs haven't considered using a managed service provider to address gaps in bandwidth or application support.

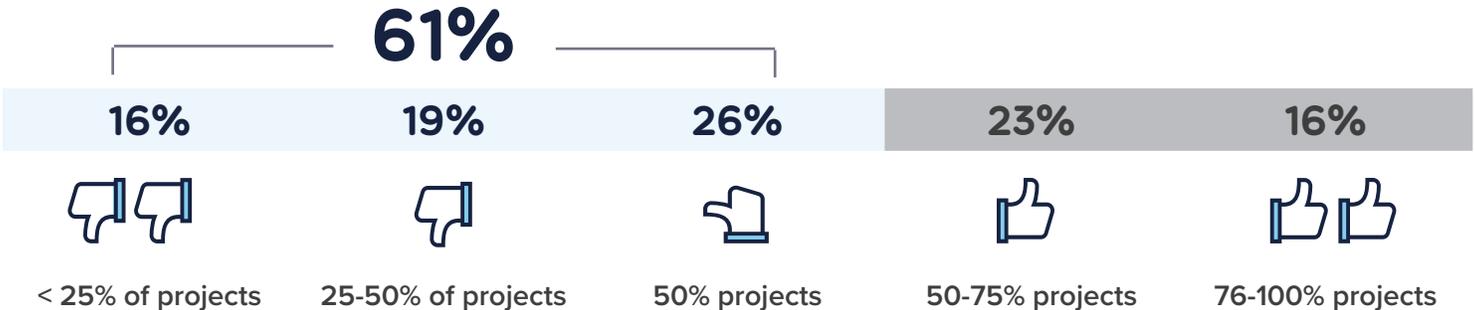
Q: *How likely is your organization to outsource or utilize managed services providers for IT and application support (or other objects)?*

29%
HAVE NOT CONSIDERED
OUTSOURCING



Over 61% of survey respondents haven't gotten the value they expected in more than half of their projects with service providers.

Q: *Of the IT and service providers you've worked with, what percentage of these projects were delivered on time, budget, and meeting the quality anticipated?*



Application expertise is the top factor in choosing a managed service provider, followed by health system expertise and costs (tied).



What is most important to you in choosing an IT or managed service provider?



EXPERTISE WITH OUR APPLICATION



HEALTH SYSTEM/HOSPITAL OPERATOR EXPERIENCE



COSTS



REPUTATION/REFERENCES



PROVIDER STABILITY

STEPS FOR MOVING FROM ADVERSITY TO ADVANCEMENT

As health system CIOs evaluate how to advance their organizations into the “new normal,” there are important takeaways from this survey that can help ensure value and streamline costs.

1.

Analyze current spending and develop a plan, including a series of exercises to rationalize vendors and contracts.

2.

Discuss SLAs, project milestones, and productivity metrics with managed services providers. Realign according to your strategic objectives as necessary.

3.

Consider project-based consulting and staff augmentation to limit risk on strategic EHR optimization initiatives.