

CIOs Rank Top Healthcare IT Priorities and Pressures for 2023

Healthcare executives, all CHIME (College of Healthcare Information Management Executives) members, shared feedback in an [online survey](#)* about IT priorities and pressures facing their health system.

TOP PRIORITIES

Q: What are the most critical IT initiatives for your organization?

- First priority**
- 29%** Cybersecurity
 - 19%** EHR/EPR optimization
 - 15%** Operational optimization

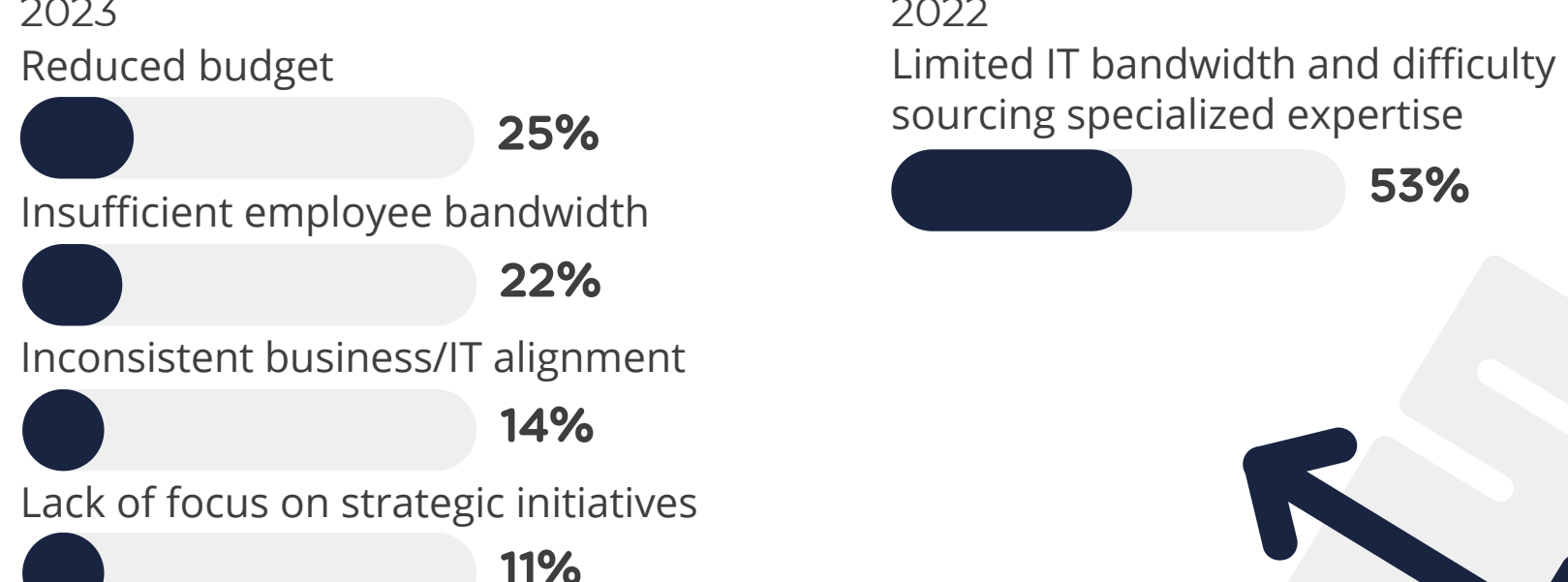


43% of those surveyed listed *patient and consumer engagement technologies* in the top three most critical initiatives for their organization.

TOP CHALLENGES

Q: What are the most significant challenges for your healthcare IT organization?

2023 results illustrate the breadth of challenges facing health IT leaders today, especially when compared to last year.



Q: What are CIOs least concerned about?

- Organizational resistance to change.**
- | | |
|---|---|
| <p>2023</p> <ul style="list-style-type: none"> 25% least concerned 11% not a concern at all | <p>2020</p> <ul style="list-style-type: none"> 65% biggest barrier to making progress with IT initiatives |
|---|---|

Perhaps the pendulum has swung as a result of healthcare executives managing through the myriad of change during the pandemic, creating more flexible and resilient organizations.

IMPROVING HEALTHCARE IT IS A MUST-DO FOR PATIENT CARE

Q: Rank the three most important areas for improvement in your healthcare IT organization.

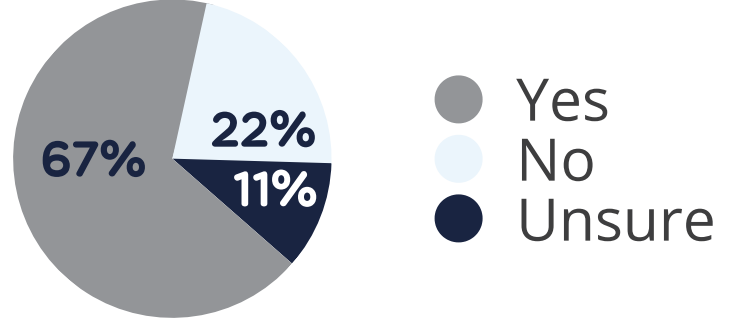


- First priority**
- 72%** Reduce cybersecurity risk
 - 56%** Improve physician/clinician satisfaction with IT services
 - 52%** Optimize EHR/EPR for clinical workflow productivity—*a priority concern for the past four consecutive years*
- Second priority**
- 57%** Improve or modernize infrastructure/network
 - 52%** Scale IT operations to meet demand/future growth

TECHNICAL DEBT

Q: Is technical debt a concern for your health system?

What is technical debt?
[McKinsey](#) has defined technical debt as “the off-balance sheet accumulation of all the technology work a company needs to do in the future.”



Concerns about Tech Debt:

- | | |
|---|---|
| <p>#1</p> <ul style="list-style-type: none"> 36% Project or deadlines experience scope creep which increases cost 13% Outdated infrastructure or equipment | <p>#2</p> <ul style="list-style-type: none"> 33% Problems maintaining products or staying current with system upgrades |
|---|---|



Preventing Tech Debt
 CIOs said they are preventing tech debt with routine upgrades, maintenance, refresh efforts and metrics-based process changes. See [how we help health systems](#) in these areas.

IT STAFF AUGMENTATION

Q: What strategies help address staffing challenges?

- | | |
|--|--|
| <ul style="list-style-type: none"> 81% Hire a contractor for a specific, short-term project 62% Hire remote employee because local talent is not readily available | <ul style="list-style-type: none"> 62% Reassign work or reorganize current IT staff 59% Contract with a partner for partial IT outsourcing |
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» Compare the pros and cons of alternate IT staffing models in this ebook [Managed Services versus Staffing Decision Guide](#).

COST SAVINGS AND EFFICIENCY

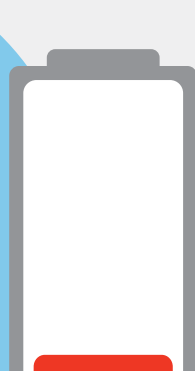
Q: Rank the highest priority area that you are pursuing to drive cost savings and efficiency.



- First priority**
- 40%** Application rationalization and optimization
 - 22%** Managed services and IT labor alternatives
 - 11%** Automation
 - 11%** Predictive analytics and actionable metrics
 - 7%** Cloud migration and/or other data center reductions
 - 7%** Contract consolidation and management

WHAT ELSE ARE HEALTHCARE CIOs WORRIED ABOUT?

At the end of the survey, health IT leaders added these free text responses about additional industry pressures.



- Burnout
- Practical use and governance of AI
- Staying current with all the changes in the healthcare vendor market for products and services and vendor management
- Post acute EHR vendor offerings are slow to mature and are holding us back
- Decreased funding and increased appetite
- Unable to implement fast enough before priorities shift

KEY TAKEAWAYS



Cybersecurity

- Tap into expertise with our virtual chief information security officer and more
- Get a healthcare-focused security risk assessment through our [advisory services](#)
- Close gaps in your network with our [Network Operations Center \(NOC\) services](#)



Optimization

- Connect with CereCore experts who can help you maximize your investment and achieve results from your healthcare technology:
- Improve EHR workflows to drive satisfaction, cost savings and revenue
 - Discover opportunities to do more with your current healthcare technology stack
 - See how metrics can improve your IT service desk, system availability and more
 - Check out [5 Best Practices](#) for Health IT Service Desk Performance



Scale

Let us take on the IT operations that healthcare demands. If you are unable to implement fast enough, perhaps it's time to extend the bandwidth of your IT team with a patient-care focused partner like us.

“Sometimes as an organization you have to take a step back and evaluate your core competencies. Should we develop it or leverage a partner who has already solved for this and can do it at scale? Doing that can help us focus on areas we do want to be our core competencies.”

| Varun Gadhok, Chief Information Officer, Surgery Partners



Hear more of Varun's strategy for using IT managed services as a foundation to support company growth on [The CereCore Podcast](#).

*The 2023 online survey and the data reported is based on responses from 27 healthcare executives, all CHIME members, sponsored by CereCore.

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