

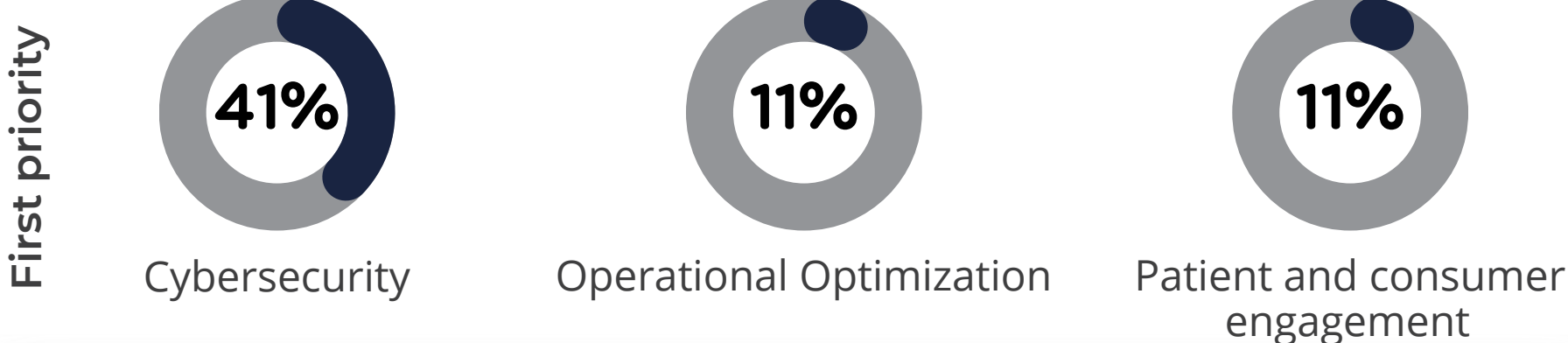
CIOs Rank Top Healthcare IT Priorities and Pressures for 2024

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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?



» 31% of those surveyed listed **patient and consumer engagement** technologies in the top three most critical initiatives for their organization.

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

Reducing cybersecurity risk is top of mind.



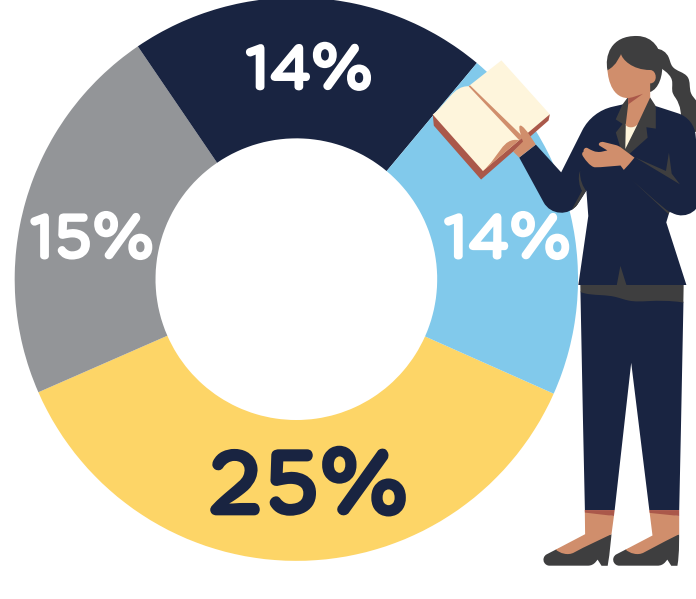
- First priority**
- 35% Reduce cybersecurity risk
 - 23% Become more automated in routine processes/tasks
 - 15% Access to more qualified IT staffing
- Second priority**
- 19% Scale IT operations to meet demand/ future growth
 - 17% Improve revenue cycle workflows
 - 14% Optimize EHR/EPR for clinical workflow productivity

Top challenges

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

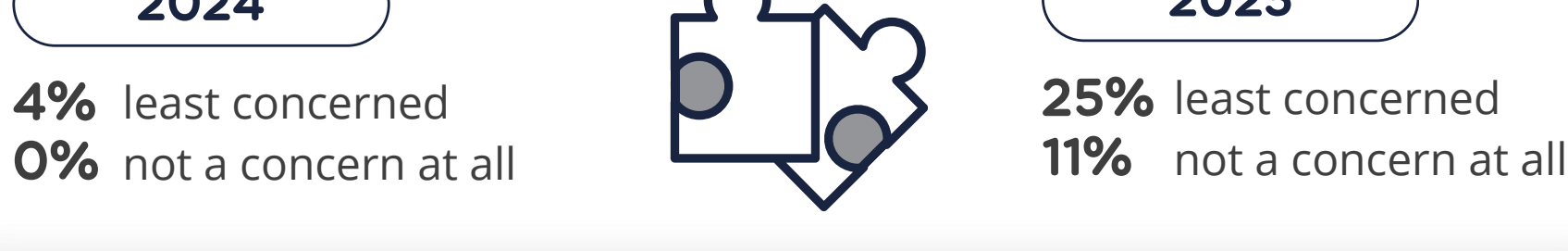
The scope of top-ranked challenges continues to grow for health IT leaders.

- Insufficient employee bandwidth
- Reduced budget
- Inconsistent business/IT alignment
- Lack of focus on strategic initiatives



Q: What are CIOs least concerned about?

Organizational resistance to change.



» While leaders view health systems as more adaptable, **change management** remains key to technology adoption.

Technical debt

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

45% of CIOs are **more concerned** about technical debt than in previous years.

However, CIOs are taking the right steps to prevent technical debt by...

- 75% Mature upgrade and system maintenance processes
- 75% Roadmap for technical refresh and lifecycle maintenance
- 44% Ongoing professional development and certification programs

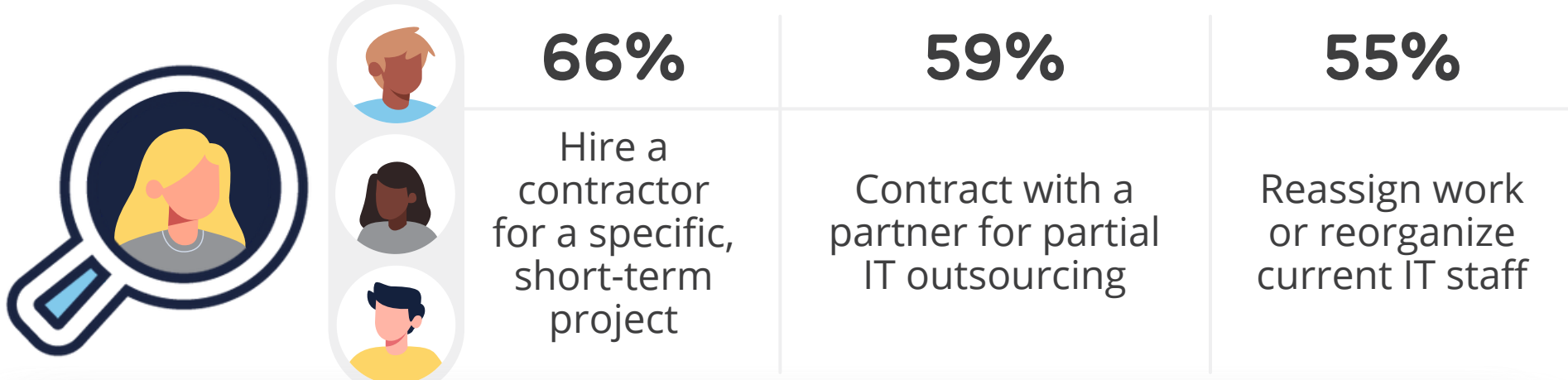


What is technical debt?
McKinsey has defined technical debt as "the off-balance sheet accumulation of all the technology work a company needs to do in the future."

» Understand what tech debt could mean for your organization in this eBook [Technical Debt and the Patient](#).

Health IT staff augmentation

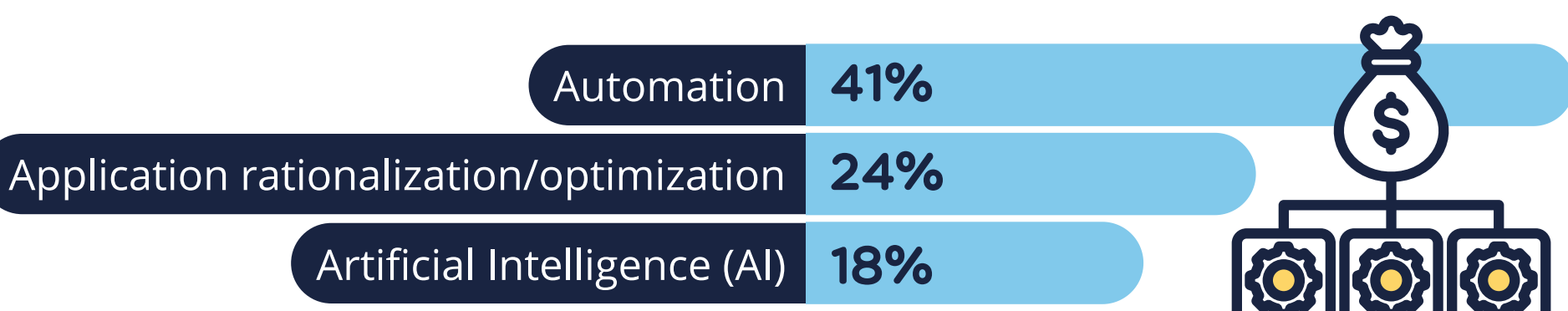
Q: What strategies help address staffing challenges?



» Compare the pros and cons of alternate IT staffing models in this eBook [Managed Services vs Staffing Decision Guide](#).

Cost savings and efficiency

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



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.

- IT management development strategy
- Push from employees for remote work and higher pay
- Rising vendor costs for rural health. Three to 10% annually is not sustainable
- Mergers and acquisitions
- Digital transformation

Key takeaways

Cybersecurity, optimization (EHR/EPR and operational), regulatory compliance, and patient engagement have topped the charts in our five years of surveying. The answers for healthcare lie in the need for specific expertise and resource capacity to realize the advancements that our industry needs.



Consider advisory services to expand the capability and capacity of your team.
Cybersecurity concerns of today justify new insight in terms of threat intelligence. A cybersecurity strategy without the viewpoint of a malicious actor or business continuity strategy could be inadequate in times of disruption.



Consider new and known support models to evolve the maturity of your team.
Use new operational concepts such as the clinical service desk and mature concepts such as managed services to focus your organization on core competencies and innovations.

*The 2024 online survey and the data reported is based on responses from 29 healthcare executives, all CHIME members, sponsored by CereCore.