

2021 Health System CIO Priorities

An online survey of CHIME (College of Healthcare Information Management Executives) members on their IT priorities.

Q: What are the most critical IT initiatives for your organization in 2021?

	2020	2021
EHR/EMR Optimization, Expansion or Migration	50%	40%
Patient Engagement/Consumer Technologies	29%	14%
Operational Optimization (Application Rationalization, Vendor Consolidation, Managed Services, Etc.)	10%	14%

*Percentage of respondents choosing this as their top ranking priority.

Q: What kind of barriers or challenges are most impactful this year?



Limited IT Bandwidth/Ability to Source Specialized Expertise (34%)

Significant Budget Reduction (30%)

Organizational Resistance to Change (4%)

Lack of Enterprise-Level Governance and Controls (6%)

M&A and Divestitures (18%)

*Percentage of respondents choosing this as their top ranking barrier.

Q: *Where do you see the greatest opportunities for cost savings and efficiency inside your organization?*

Contract Consolidation and Management

26%



Application Rationalization

36%



Infrastructure (Servers, Network, Endpoint Devices, Retirement and Consolidation)

20%



**Percentage of respondents choosing this as their top opportunity.*



Q:

The use of managed services is one of the fastest-growing models for Healthcare CIOs to deliver IT to their organizations. What areas in your organization are under consideration or would benefit from a managed services delivery model?

1. Cybersecurity (SOC) (36%)
2. Patch Management Security, Server, Etc. (12%)
3. Help Desk (14%)
4. Network Monitoring and Management (NOC) (6%)
5. Infrastructure (12%)

**Percentage of respondents choosing this as their top ranking consideration.*

Q: *Please rate the satisfaction/alignment of the IT department (projects and operations) to the rest of the business.*

Meeting Physician Satisfaction

3.2

Addressing Patient Engagement

3.3

Financial and Return on Investment

3.5

Meetings Business Vision and Mission

3.64

Meeting Stakeholder Expectations

3.7

Meeting Clinical Needs

3.72

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What advisory services would you find most valuable to lead your organization forward?

46%
Organizational
Optimization

*Percentage of respondents choosing this result as their top choice.

HELPING HEALTHCARE CIOs MOVE FORWARD

As an IT services provider with a legacy in health system operations, we know first-hand the pressures CIOs face. What steps can you take to begin tackling resource constraints and streamlining IT assets and vendors?



Assess the IT Support Desk. Our **eBook** and complementary high-level **assessment** can help focus on potential problems and begin addressing capacity quickly.



Analyze your IT Infrastructure. Our **IT Discovery, Mapping and Analysis** (code-named Lens) service helps you assess what you need and don't in a healthcare facility within 30 days.



Access our CIOs. Our **Advisory Services** team and CereCore CIO Cohort can help you access the perspectives of your peers as well as tackle critical assessment and optimization projects.