



14th Annual HIMSS Leadership Survey

Healthcare Chief Executive Officer Results

April 7, 2003

Healthcare CMO Survey

Healthcare
IT
Industry

Vendor CEO Survey



Healthcare CEO Survey
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Participant Profile

Question 1:

Which title best describes the position that you hold at your organization? (Please select only one).

Corporate President/Chief Executive Officer	62.75%
Facility President/Chief Executive Officer	13.73%
Administrator	9.80%
Other	7.84%
Director	5.88%

Question 2:

Which of the following best describes your health care organization? (Please select only one).

Stand-Alone Hospital	52.94%
Hospital as Part of a Multi-Hospital System/Network	25.49%
Other	7.84%
Physician Office/Clinic	7.84%
Mental/Behavioral Health Facility	3.92%
Ambulatory Care Facility	1.96%
Alternate Healthcare Facility (e.g. Home Health Agency)	0.00%
Long-Term Care/Skilled Nursing Facility	0.00%
Don't Know	0.00%

Question 3:

In which state do you work? (Please select only one).

West South Central	27.45%
Mountain	21.57%
East North Central	15.69%
East South Central	9.80%
West North Central	9.80%
Mid-Atlantic	7.84%
New England	3.92%
South Atlantic	3.92%

Question 4:

Which of the following best describes your health care organization's tax status? (Please select only one).

Not-for-profit	78.00%
Government	12.00%
For-profit	10.00%
Don't Know	0.00%

Question 5:

What is your health care organization's annual gross revenue? (Please select only one).

\$2 Million or Less	4.08%
\$2 Million to \$10 Million	16.33%
\$11 Million to \$50 Million	22.45%
\$51 Million to \$200 Million	22.45%
\$201 Million to \$350 Million	12.24%
\$351 Million to \$500 Million	10.20%
\$501 Million to \$1 Billion	6.12%
More than \$1 Billion	2.04%
Not applicable (e.g. Military)	2.04%
Don't Know	2.04%

IT PRIORITIES

Question 6:

Please identify the business issues you believe will have the most impact on health care *in the next two years?* (Please select five).

Cost Pressures	56.86%
Medicare Cutbacks	56.86%
Availability/Retention of Staff	49.02%
Increasing Patient Safety/Reducing Medical Errors	43.14%
HIPAA Compliance	41.18%
Improving Operational Efficiency	33.33%
Consumerism/Satisfying Consumers	31.37%
Obtaining Capital	31.37%
Facilities Upgrades/Replacement	23.53%
Government Regulation	21.57%
Improving Quality of Care	19.61%
Clinical Transformation (Adopting Clinical Best Practices)	17.65%
Adoption of New Technology	15.69%
Other (Please specify):	15.69%
Increased Competition	9.80%
Managed Care Fee Reductions	7.84%
Evidence Based Medicine	5.88%
National Healthcare Information Infrastructure (NHII)	3.92%
Other Compliance Issues (Non-HIPAA)	3.92%
Complying with Managed Care Requirements	1.96%
Mergers/Consolidation	0.00%
Don't Know	0.00%

Question 7:

What is the most significant barrier to successfully implementing IT solutions that will improve the patient care process at your facility today? (Please select only one).

Lack of Adequate Financial Support for IT	25.00%
Difficulty in Proving IT Quantifiable Benefits/ROI	16.67%
Other	14.58%
Lack of a Strategic IT Plan/Failure to Execute Implementation Plan	10.42%
Vendor's Inability to Effectively Deliver Product	10.42%
Lack of Common Data Standards	8.33%
Difficulty in Achieving End-User Acceptance or Use	4.17%
Don't Know	4.17%
Lack of Staffing Resources	4.17%
Lack of Top Management Support for IT	2.08%

Question 8:

What is your biggest frustration regarding the use of IT at your facility? (Please choose only one).

Measuring Value	37.25%
Escalating Costs	29.41%
Return on Investment	15.69%
Other	11.76%
IT Leadership	5.88%

Question 9:

What are the top concerns/issues that you deal with on a daily basis? (Please choose two).

Physician Relations	56.86%
Competitive Profitability	35.29%
Labor Shortages	29.41%
Clinical Quality	25.49%
Marketshare	23.53%
Revenue Cycle	15.69%
Other (Please Specify)	13.73%
Cost of Pharmaceuticals	7.84%
HIPAA	5.88%
Bidding on Contracts	0.00%
Medication Administration	0.00%

Question 10:

To what degree is IT supporting your top concerns?

Partial Support	68.63%
Full Support	25.49%
No Support	5.88%
Other	0.00%
Don't Know	0.00%

Question 11:

Is the Chief Information Officer considered part of the executive team at your facility?

Yes	55.10%
No	44.90%
Don't Know	0.00%

Question 12:

How closely does your facility's IT strategic plan mirror your organization's business plan?

Very Closely	45.10%
Somewhat Closely	41.18%
Other	7.84%
Not at All Closely	5.88%
Don't Know	0.00%

Question 13:

What is your level of confidence that your facility's IT department will consistently deliver on-time, on-budget projects?

Some Degree of Confidence	54.90%
High Degree of Confidence	35.29%
Little Confidence	3.92%
Other	3.92%
Don't Know	1.96%

Question 14:

Please select the statement that *best* describes the projected change, if any, in your facility's IT *operating* budget for 2003, *compared to 2002*. (Please select only one).

It Will Definitely Increase	58.82%
It Will Probably Increase	21.57%
It Will Probably Decrease	9.80%
There Will Be No Change	7.84%
Don't Know	1.96%

Question 15:

In your judgment, what portion of your facility's IT spending is controlled outside of the IT department? (Please select only one.)

1 to 10%	4.00%
11 to 20%	20.00%
21 to 30%	16.00%
Don't Know	12.00%
More than 30%	34.00%
None	14.00%