



## 14th Annual HIMSS Leadership Survey

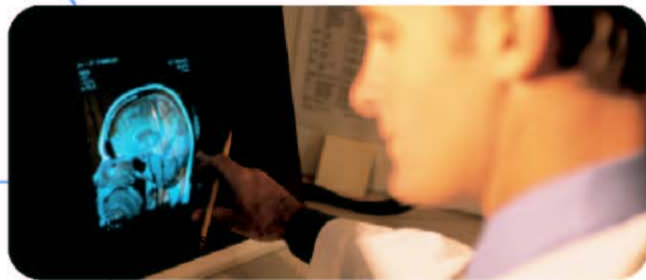
Healthcare CMO Results

April 7, 2003

Healthcare CIO Survey

Healthcare  
IT  
Industry

Vendor CEO Survey



Healthcare CMO Survey  
Questionnaire Index



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# 14<sup>th</sup> Annual HIMSS Leadership Survey

Sponsored by Superior Consultant Company  
Questionnaire Index: Chief Clinical Officer

## Participant Profile

Participant Profile—Title  
Participant Profile—Facility Type  
Participant Profile—Region  
Participant Profile—Facility Tax Status  
2003 Healthcare Organizational Total Annual Revenue

## IT Priorities

Top Business Issues Impacting Healthcare (Within Next Two Years)  
Most Significant Barriers to Implementing IT  
Remote Non-Hospital Access to Clinical Information (Physicians, Nurses and Other Practitioners)  
Which IT Areas Can Have the Most Impact on Patient Care  
Degree to Which IT Is Improving the Level of Patient Care  
Clinical Manager Part of the Executive Team  
IT Plan Mirrors Organization's Clinical Plan  
IT Department Will Deliver Projects On Time and On Budget  
Projected Change in 2003 IT Operating Budget  
Percent of IT Spending Controlled Outside of IT Department

## Participant Profile

### Question 1:

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

Chief Nursing Officer/Vice President of Nursing	51.52%
Vice President of Patient Services	17.17%
Other	12.12%
Chief Medical Officer	11.11%
Chief of Staff/Vice President of Medical Affairs	7.07%
Nurse Manager	1.01%
Chief Medical Information Officer	0.00%

### Question 2:

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

Stand-Alone Hospital	50.51%
Hospital as Part of a Multi-Hospital System/Network	42.42%
Other (Please Specify)	6.06%
Physician Office/Clinic	1.01%
Ambulatory Care Facility	0.00%
Mental/Behavioral Health Facility	0.00%
Long-Term Care/Skilled Nursing Facility	0.00%
Alternate Healthcare Facility (i.e. home health agency)	0.00%
Don't Know	0.00%

### Question 3:

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

East North Central	22.00%
South Atlantic	20.00%
Mountain	14.00%
New England	14.00%
West North Central	11.00%
West South Central	8.00%
Mid-Atlantic	7.00%
East South Central	4.00%

### Question 4:

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

Not-For-Profit	88.00%
For-Profit	7.00%
Government	5.00%
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	7.14%
\$2 Million to \$10 Million	14.29%
\$11 Million to \$50 Million	15.31%
\$51 Million to \$200 Million	20.41%
\$201 Million to \$350 Million	14.29%
\$351 Million to \$500 Million	6.12%
\$501 Million to \$1 Billion	11.22%
More Than \$1 Billion	1.02%
Not Applicable (E.G. Military)	1.02%
Don't Know	9.18%

## 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).

Availability/Retention of Staff	74.00%
Medicare Cutbacks	57.00%
Increasing Patient Safety/Reducing Medical Errors	57.00%
Cost Pressures	53.00%
Consumerism/Satisfying Consumers	38.00%
Improving Operational Efficiency	36.00%
HIPAA Compliance	35.00%
Improving Quality of Care	23.00%
Facilities Upgrades/Replacement	22.00%
Adoption of New Technology	22.00%
Government Regulation	20.00%
Obtaining Capital	18.00%
Managed Care Fee Reductions	18.00%
Clinical Transformation (Adopting Clinical Best Practices)	15.00%
Evidence Based Medicine	9.00%
Other compliance Issues (Non-HIPAA)	9.00%
Other (Please Specify):	5.00%
Increased Competition	4.00%
Complying with Managed Care Requirements	4.00%
National Healthcare Information Infrastructure (NHII)	2.00%
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	21.35%
Vendor's Inability to Effectively Deliver Product	16.85%
Difficulty in Proving IT Quantifiable Benefits/ROI	14.61%
Lack of a Strategic IT Plan/Failure to Execute Implementation Plan	13.48%
Lack of Staffing Resources	11.24%
Other	10.11%
Difficulty in Achieving End-User Acceptance or Use	6.74%
Don't Know	2.25%
Lack of IT Understanding of the Clinical Process	2.25%
Lack of Top Management Support for IT	1.12%

**Question 8:**

Do physicians, nurses and other practitioners have secure, on-line access to clinical patient information, such as laboratory results, from a remote, non-hospital location?

Yes	57.00%
No	40.00%
Don't Know	3.00%

**Question 9:**

In what area do you feel that IT can have the most impact on patient care? (Please choose only one).

Reducing Medical Errors/Improving Patient Safety	45.45%
Implementation of Enterprise-Wide Systems (e.g. MPI, ERP, Clinical Information)	23.23%
Clinical Transformation (Adopting Clinical Best Practices)	17.17%
Enabling Practitioners to Obtain Patient Data From Remote Locations (e.g. Home)	7.07%
Other	4.04%
Mitigating Staffing Shortages	2.02%
Upgraded Data Security	1.01%

**Question 10:**

To what degree is IT improving the level of care that patients receive?

Greatly Increasing Level of Care	11.11%
Increasing Level of Care	45.45%
Neutral	35.35%
Decreasing Level of Care	3.03%
Greatly Decreasing Level of Care	0.00%
Don't Know	5.05%

**Question 11:**

Are you part of the IT Steering Committee/IT Decision Making Team at your facility?

Yes, For All Projects	34.69%
Yes, For Some Projects	56.12%
No	9.18%
Don't Know	0.00%

**Question 12:**

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

Very Closely	27.27%
Somewhat Closely	53.54%
Not at all Closely	11.11%
Don't Know	5.05%
Other	3.03%

**Question 13:**

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

High Degree of Confidence	19.39%
Some Degree of Confidence	50.00%
Little Confidence	25.51%
No Confidence	2.04%
Other	3.06%

**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	40.40%
It Will Probably Increase	29.29%
There Will Be No Change	12.12%
It Will Definitely Decrease	2.02%
It Will Probably Decrease	8.08%
Don't Know	8.08%

**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%	15.63%
11 to 20%	13.54%
21 to 30%	9.38%
More than 30%	29.17%
None	13.54%
Don't Know	18.75%