

Making strides to modernize healthcare

It's no surprise that there's work to be done to improve the patient and employee experience. But this CHIME study finds that hospital CIOs are making strides to modernize—balancing patient, business, and security priorities in the process.



Taking steps in the right direction

CIOs are actively pursuing new solutions to better the healthcare experience.

60%

of CIOs believe their organization is doing a very good or excellent job using technology to increase the amount of time clinicians have to spend with patients

45%

of CIOs believe their organization must reduce the amount of time spent on routine, repetitive tasks

80%

of CIOs strive to manage/resolve IT support issues and requests (e.g., EHR outages, email issues, equipment requests, etc.)

Connecting systems from bedside to back office

CIOs are using technology to reduce routine tasks using natural voice techniques, point-of-care solutions, and structuring workflows.



Top three steps organizations are planning to use to modernize clinical operational workflow and improve clinician experience:

1

Integrating new solutions with existing software solutions/legacy systems

2

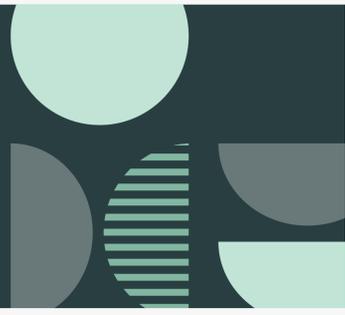
Moving some applications/IT workloads to public cloud solutions

3

Leveraging natural language processing solutions/voice recognition

Prioritizing the patient

Top three goals for improving patient engagement and experiences



1

Care coordination

2

Admission & discharge support

3

Wellness guidance

Security response is paramount

Healthcare breaches are the costliest of any industry, and the ability to respond is key.



Rate your org's response to downtime, security incidents and/or breaches.

60%

Excellent
(less than 2 hours)

34%

Fair
(8–12 hours)

6%

Poor
(more than 21 hours)

Aligning IT with business goals

In the midst of it all, CIOs must keep an eye on serving the business, as well as their patients.



What are the top ways you are demonstrating the alignment of your IT initiatives to the business operational goals?

1

Demonstrating the reduction of the variation in the care process (either percentage or \$\$)

2

Reducing unplanned work and improving time to market

3

Environment security and governance policy support

It's an ever-evolving world of healthcare technology out there—and organizations need the right partners in place to keep up. Discover how ServiceNow can help you **deliver better patient and business outcomes** today for a healthier tomorrow.