

2019 Hospital Executive Level Priorities – CEO

The **H**ospital **E**xecutive **L**evel **P**riorities surveys take the pulse of Hospital and Healthcare Executives across the country to understand what is important to them. The results of the 2019 H.E.L.P. surveys were based upon 1,262 respondents. The top five (5) CEO priorities are Quality of Care & Patient Safety, Financial Reimbursement/Penalties, Hospital-Physician Relations/Integration, Cost Containment, and Retaining Talent or Employee Turnover.

This H.E.L.P. survey covers twelve (12) broad industry leading topics. The following table scores each priority on a scale of 1 through 100, with one hundred being the most important. The “Change” column reflects the difference from 2018.

| CEO HELP | 2017 | 2018 | 2019 | CHANGE |
|---|------|------|-------------|--------|
| Quality of Care & Patient Safety | 93.5 | 82.6 | 81.4 | -1.2 |
| Financial Reimbursement/Penalties | 56.5 | 70.4 | 76.3 | +5.9 |
| Hospital-Physician Relations/Integration | 68.0 | 70.4 | 73.6 | +3.2 |
| Cost Containment | 66.7 | 65.4 | 71.8 | +6.4 |
| Retaining Talent or Employee Turnover | 71.4 | 73.0 | 70.9 | -2.1 |
| Registered Nurse/Professional Recruitment | 65.4 | 75.8 | 68.3 | -7.5 |
| Competing for Patient Volume | 61.3 | 57.5 | 61.7 | +4.2 |
| Regulatory Mandates/Healthcare Reform Changes | 54.6 | 59.5 | 60.6 | +1.1 |
| Capital Equipment/Technology Acquisition | 48.3 | 44.2 | 54.1 | +9.9 |
| Information Technology & Management | 59.9 | 57.5 | 53.2 | -4.3 |
| Population Health/Healthcare Uncertainty | 50.8 | 45.2 | 51.0 | +5.8 |
| Mergers & Acquisitions | 39.5 | 38.8 | 38.2 | -0.6 |