



## 2023 Hospital Executive Level Priorities – CEO/COO

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 2023 H.E.L.P. surveys were based upon 3,418 respondents.

This H.E.L.P. survey covers fourteen (14) 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 2022. **The top three (3) CEO/COO priorities are Registered Nurse/Professional Recruitment, Quality of Care & Patient Safety, and Retaining Talent or Employee Turnover.**

CEO HELP	2021	2022	2023	CHANGE
<b>Registered Nurse/Professional Recruitment</b>	<b>75.8</b>	<b>68.3</b>	<b>90.1</b>	<b>+21.8</b>
<b>Quality of Care &amp; Patient Safety</b>	<b>82.6</b>	<b>81.4</b>	<b>85.5</b>	<b>+4.1</b>
<b>Retaining Talent or Employee Turnover</b>	<b>73.0</b>	<b>70.9</b>	<b>79.4</b>	<b>+8.5</b>
Maintaining Competitive Salaries, Wages, & Benefits	-	-	<b>78.1</b>	N/A
Cost Containment	65.4	71.8	<b>65.4</b>	-6.4
Controlling Contract Labor Utilization	-	-	<b>63.7</b>	N/A
Financial Reimbursement/Penalties	70.4	76.3	<b>60.2</b>	-16.1
Hospital-Physician Relations/Integration	70.4	73.6	<b>55.9</b>	
Capital Equipment/Technology Acquisition	44.2	54.1	<b>54.0</b>	
Competing for Patient Volume	57.5	61.7	<b>52.4</b>	
Bed Capacity	-	-	<b>51.8</b>	
Population Health/Healthcare Uncertainty	45.2	51.0	<b>49.0</b>	
Regulatory Mandates/Healthcare Reform Changes	59.5	60.6	<b>47.8</b>	
Mergers & Acquisitions	38.8	36.4	<b>31.7</b>	