

## 2018 Hospital Executive Level Priorities – CNE

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 2018 H.E.L.P. surveys were based upon 1,146 respondents. The top five (5) Nurse Executive priorities are Patient Satisfaction & Experience, Quality of Care & Patient Safety, Retaining Talent or Employee Turnover, Financial Reimbursements and Registered Nurse Recruitment.

This H.E.L.P. survey covers sixteen (16) 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 2017.

CNE HELP	2016	2017	2018	CHANGE
Patient Satisfaction & Experience	94.3	90.1	90.1	0.0
Quality of Care & Patient Safety	92.6	98.0	87.7	-10.3
Retaining Talent or Employee Turnover	81.3	82.6	76.3	-6.3
Financial Reimbursements	64.1	74.6	74.6	0.0
Registered Nurse Recruitment	71.9	78.1	74.2	-3.9
Leadership Development	68.0	63.3	73.0	+9.7
Cost Containment	69.4	72.5	70.0	-2.5
Regulatory Mandates	58.8	58.1	59.2	+1.1
Succession Planning	60.2	58.8	58.5	-0.3
Lowering Readmission Rates	61.0	70.4	57.5	-12.9
Capacity	58.1	62.5	54.6	-7.9
Redesigning Care Process	65.8	64.5	54.6	-9.9
Information Technology & Management	N/A	54.6	53.8	-0.8
Capital Equipment/Technology Acquisition	52.4	56.5	52.4	-4.1
Mergers & Acquisitions	42.7	38.8	36.5	-2.3
Rising Travel/Agency Costs	43.8	41.7	35.7	-6