

## 2019 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 2019 H.E.L.P. surveys were based upon 1,262 respondents. The top five (5) Nurse Executive priorities are Quality of Care & Patient Safety, Patient Satisfaction & Experience, Retaining Talent or Employee Turnover, Registered Nurse Recruitment, and Leadership Development.

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 2018.

CNE HELP	2017	2018	2019	CHANGE
Quality of Care & Patient Safety	98.0	87.7	<b>97.7</b>	+10.0
Patient Satisfaction & Experience	90.1	90.1	<b>85.5</b>	-4.6
Retaining Talent or Employee Turnover	82.6	76.3	<b>83.3</b>	+7.0
Registered Nurse Recruitment	78.1	74.2	<b>77.9</b>	+3.7
Leadership Development	63.3	73.0	<b>77.5</b>	+4.5
Cost Containment	72.5	70.0	<b>76.3</b>	+6.3
Financial Reimbursements	74.6	74.6	<b>74.6</b>	-
Regulatory Mandates	58.1	59.2	<b>64.9</b>	+5.7
Succession Planning	58.8	58.5	<b>62.5</b>	+4.0
Lowering Readmission Rates	70.4	57.5	<b>61.3</b>	+3.8
Redesigning Care Process	64.5	54.6	<b>57.5</b>	+2.9
Information Technology & Management	54.6	53.8	<b>57.5</b>	+3.7
Capital Equipment/Technology Acquisition	56.5	52.4	<b>54.6</b>	+2.2
Capacity	62.5	54.6	<b>52.8</b>	-1.8
Rising Travel/Agency Costs	41.7	35.7	<b>45.5</b>	+9.8
Mergers & Acquisitions	38.8	36.5	<b>40.2</b>	+3.7