



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