

# 2024 DIGITAL & IT INVESTMENT TRENDS

Survey Conducted by HFMA  
Sponsored by Guidehouse  
Sept 2023

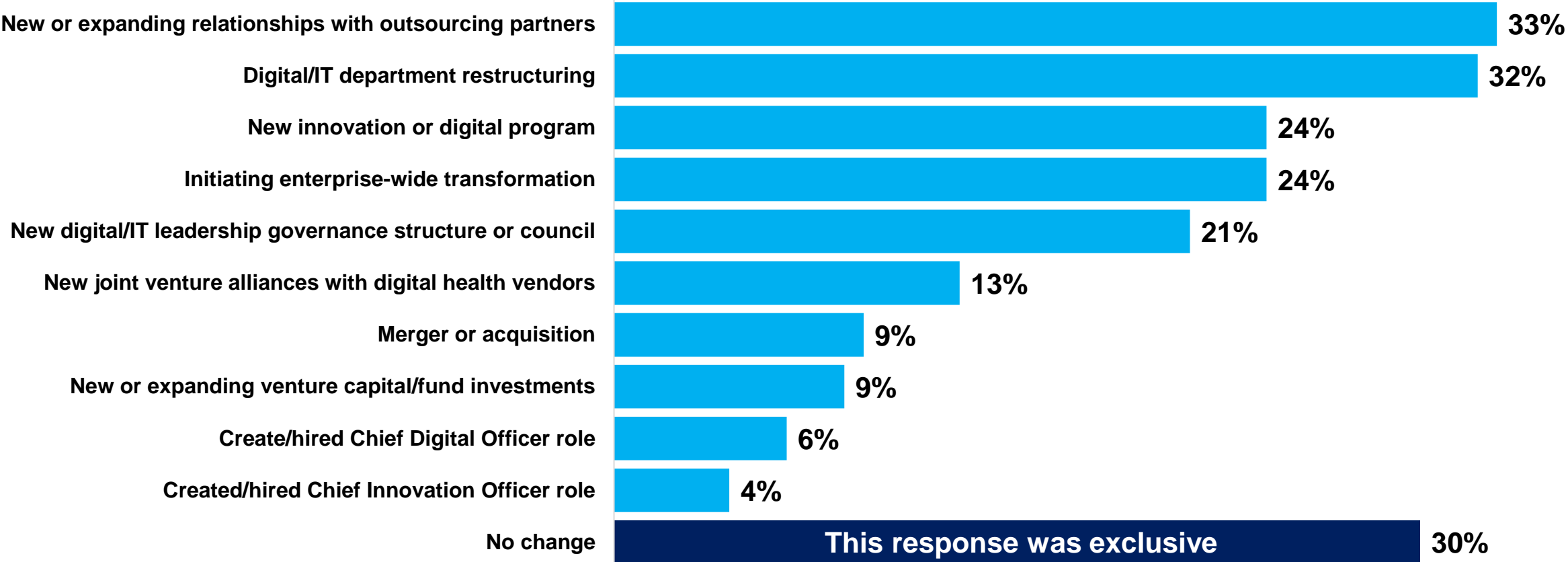


# Overview

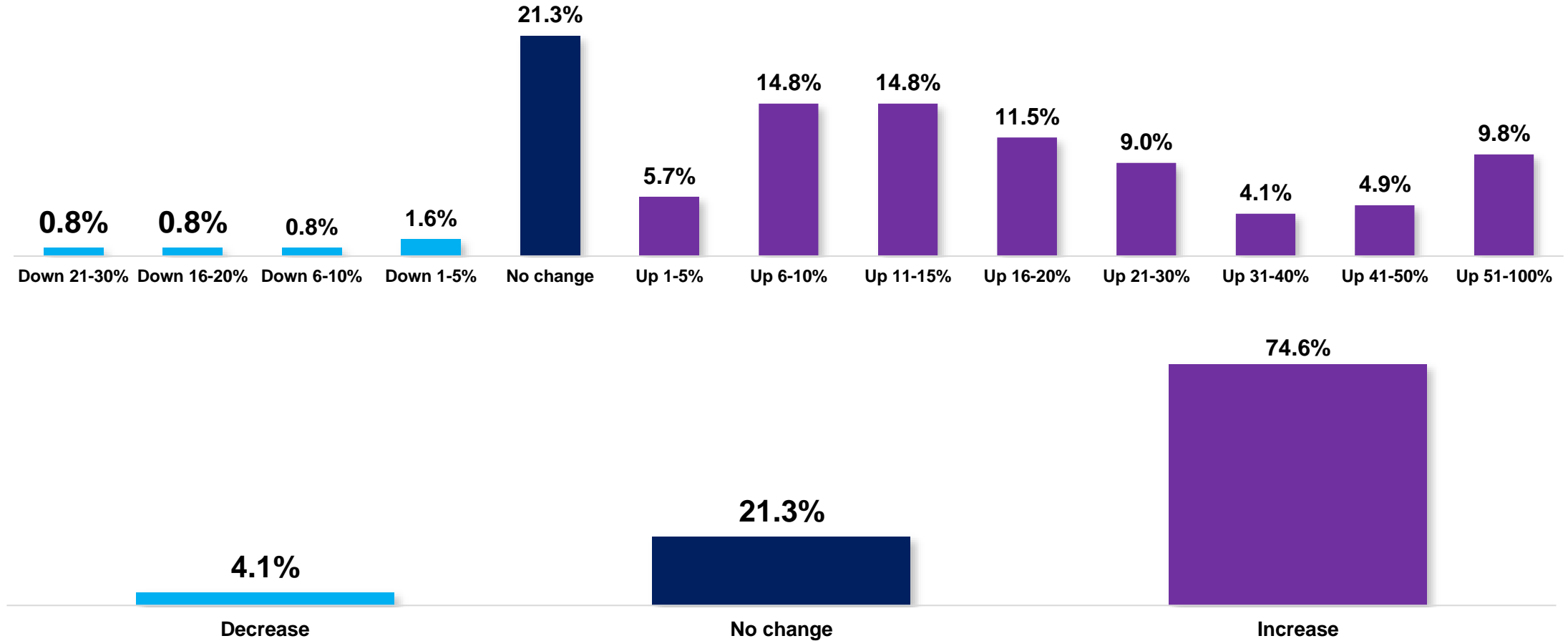
## Online survey

- 19 questions
- Fielded from 8/31/2023 – 9/11/2023
- Job level
  - CFO 61%
  - Vice President 21%
  - President/CEO 13%
  - Other Chief Officer 4%
  - Executive Director 1%

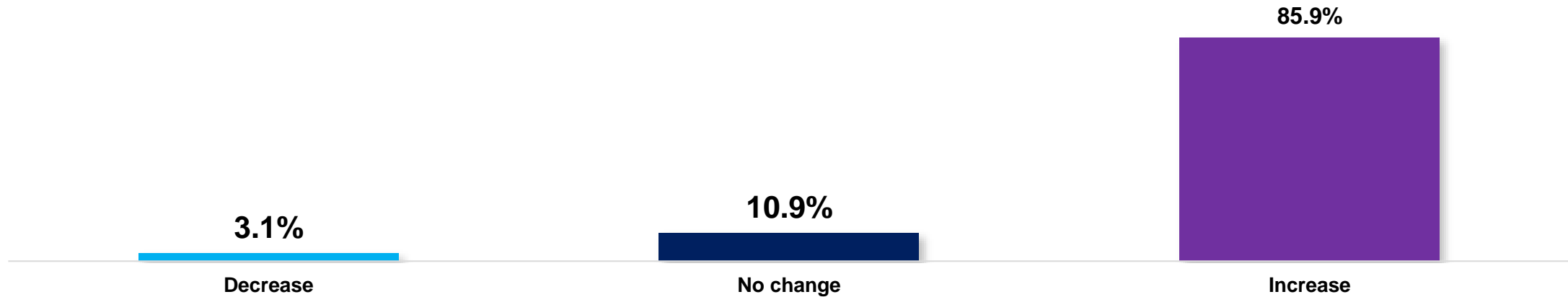
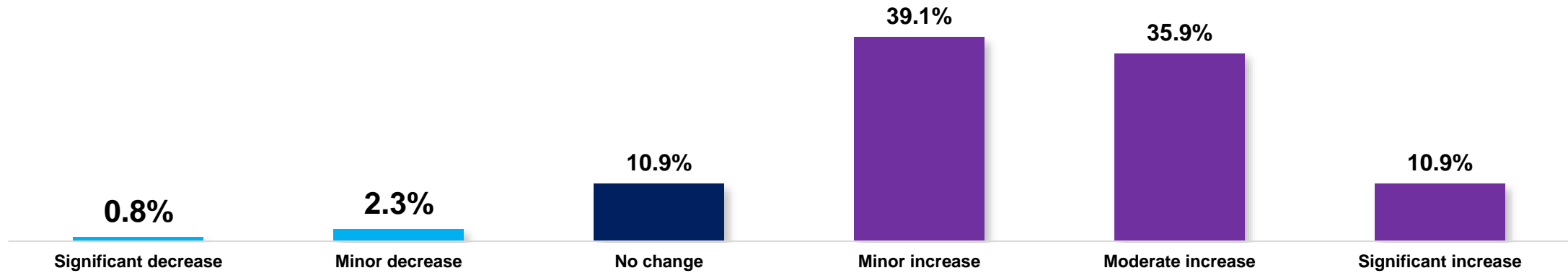
# How has your organization's digital and technology decision-making structure, processes or capabilities changed in 2023 compared to 2019? Please select all that apply.



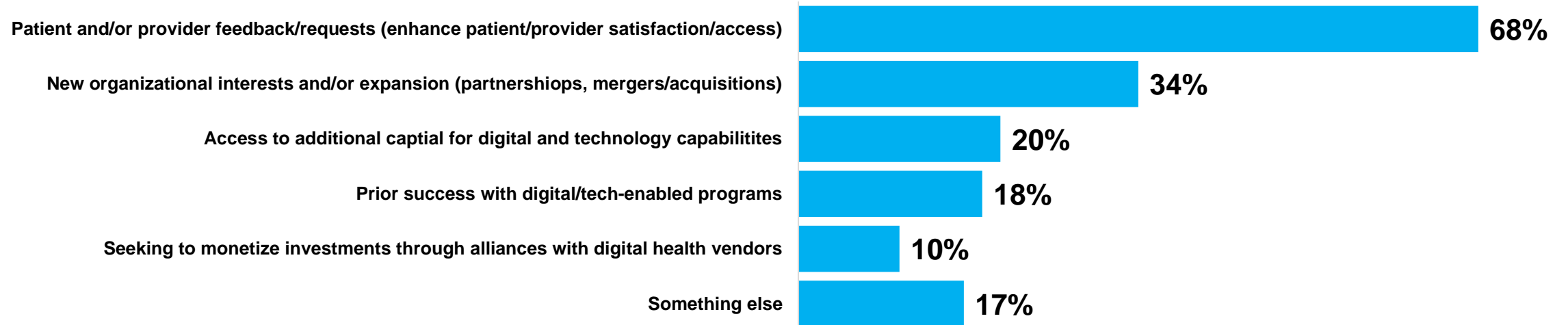
# How does your organization's 2023 digital and technology budget compare to your 2019 (pre-pandemic) digital and technology budget?



# How do you expect your organization's digital and technology budget to change in 2024 compared to 2023?

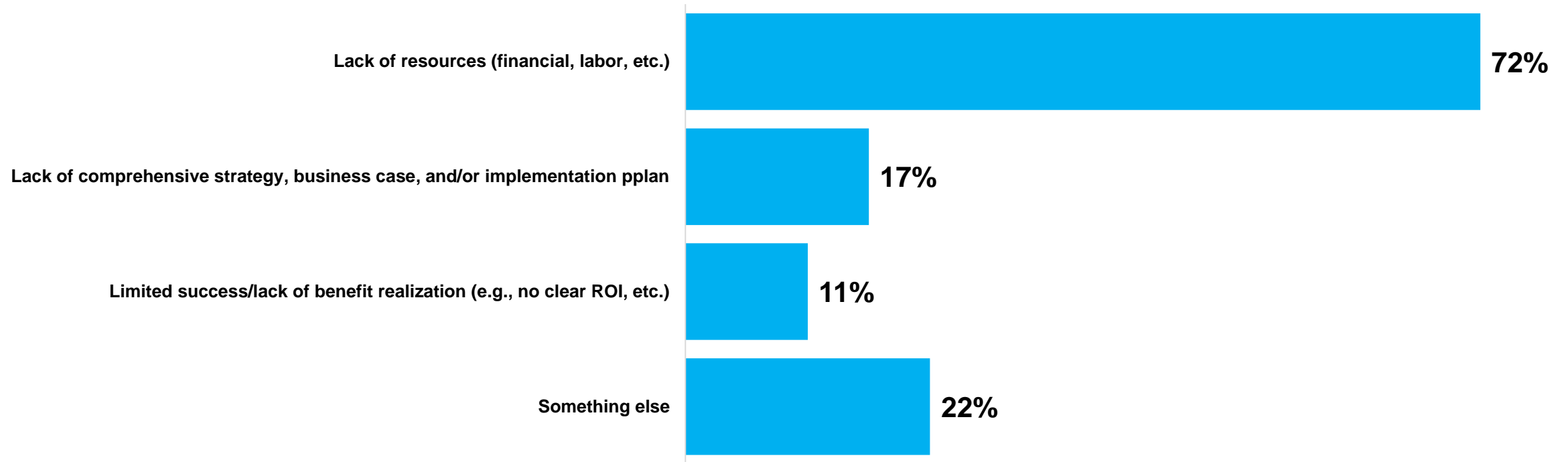


# Why is your organization increasing its digital and technology investments? Please select all that apply.



Something Else	
Additional compliance requirements and potential security risks	More security threats. Additional regulatory requirements that force investment in data extraction and reporting
Cohesive front door patient experience	New EMR
Efficiency and effectiveness of operations. Expansion of tele-health capabilities to serve all our communities with shortages of providers and staff.	Regulations
Increase in established technology costs	Software and security are more expensive than ever
Increasing contract prices	Updating systems for more efficiency
More security threats. Additional regulatory requirements that force investment in data extraction and reporting	Upgrading existing systems

# Why is your organization decreasing or not changing its digital and technology investments? Please select all that apply.



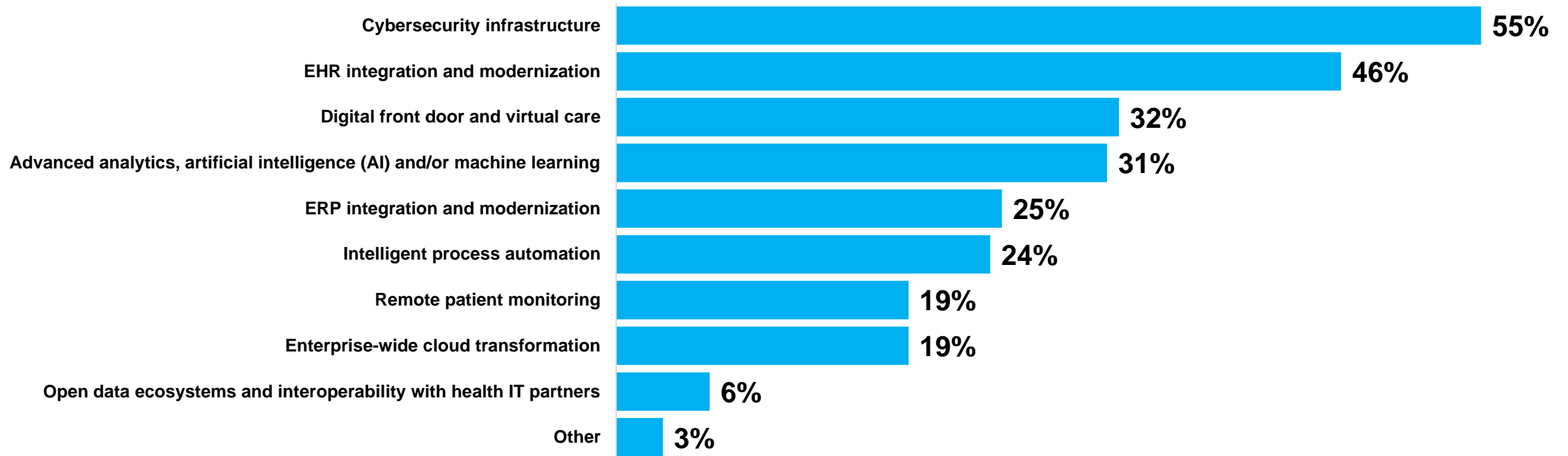
**Something Else**

Becoming more efficient

Significant investments in technology have been made and the resulting move to cloud-based infrastructure will result in slightly decreased technology operating costs assuming no new infrastructure investments.

# Where is your organization prioritizing its digital and technology investments over the next year?

Please select your organization's three highest priorities.

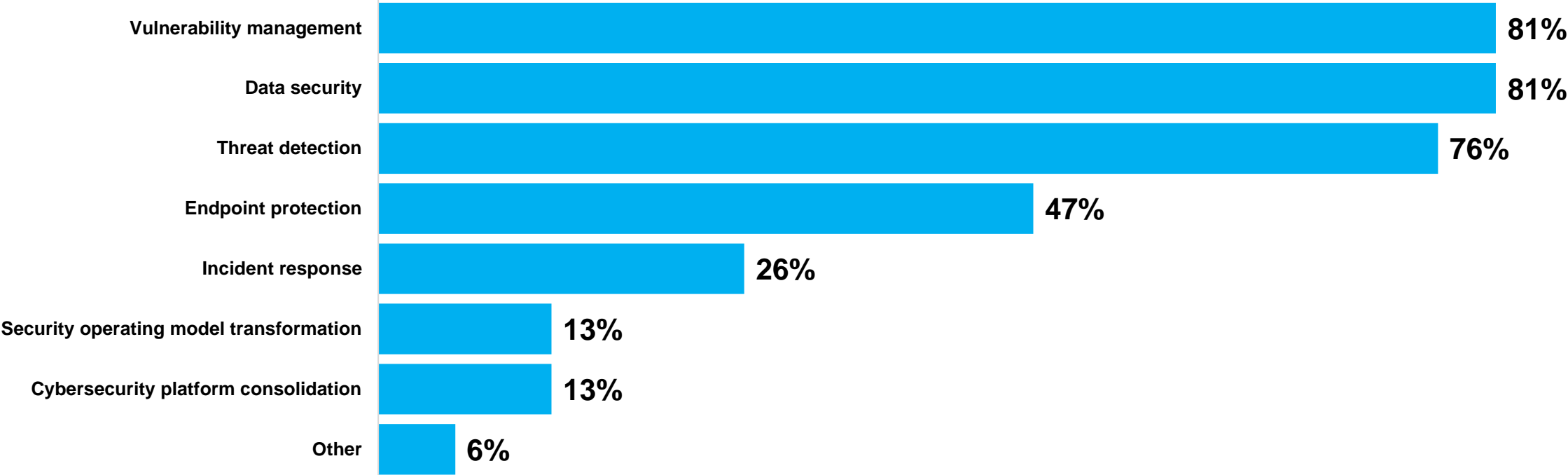


Other
Billing system
Don't know



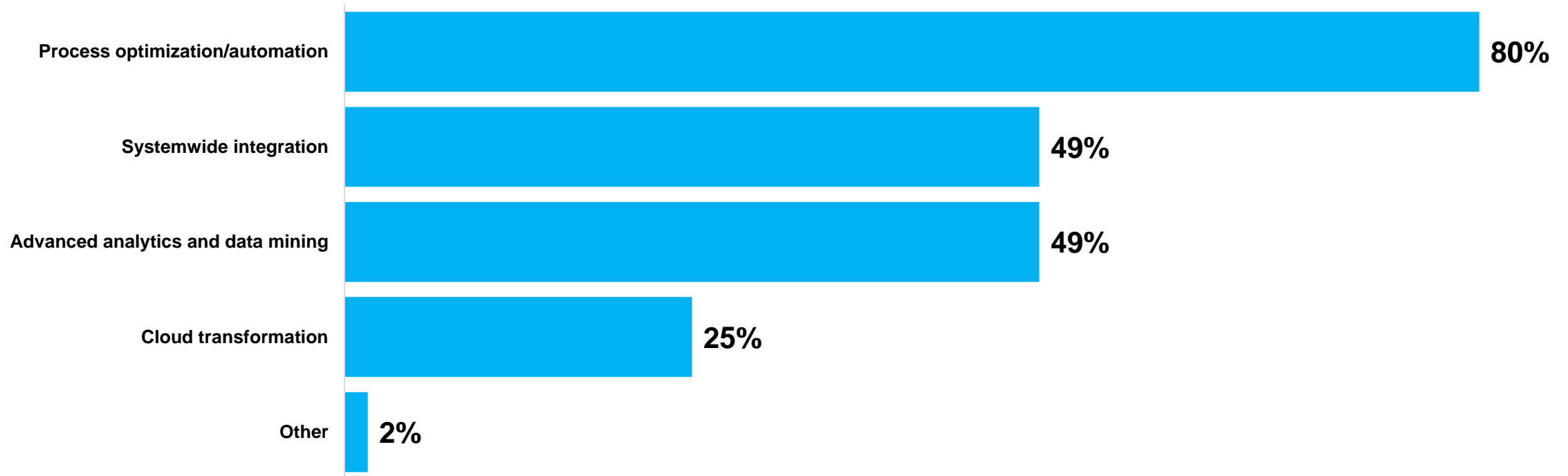
# Given your investment in cybersecurity infrastructure, what specifically is your organization's intended focus area(s)?

Please select all that apply.



Other  
To preserve the CFO's mental health

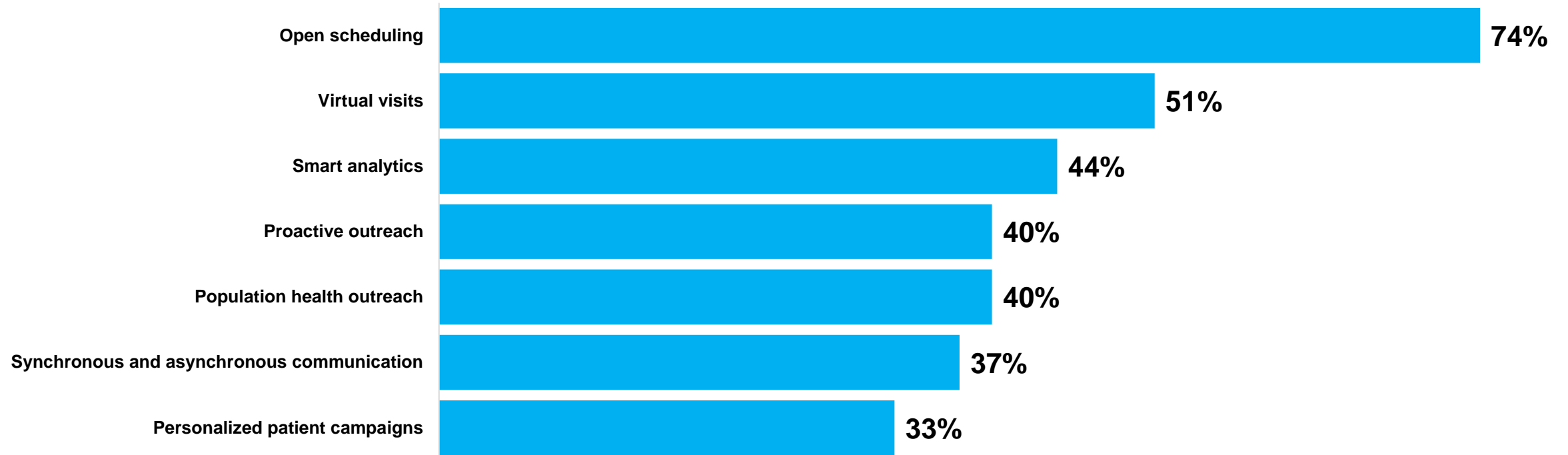
# Given your investment in EHR integration and modernization, what specifically is your organization's intended focus area(s)? Please select all that apply.



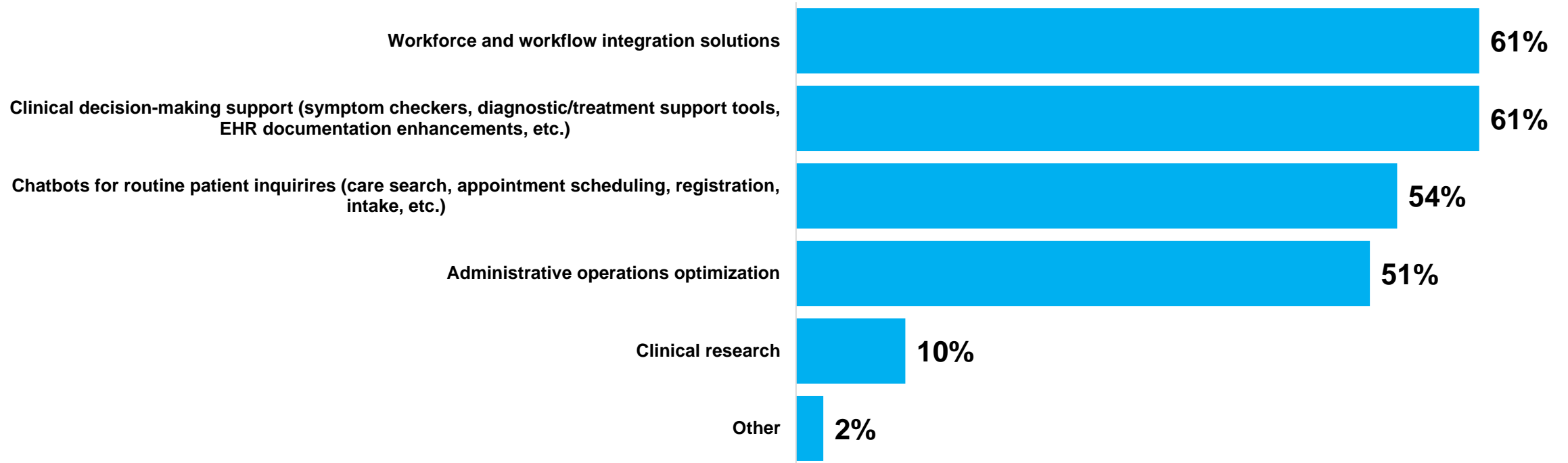
No "Other" descriptions provided.

# Given your investment in digital front door and virtual care, what specifically is your organization's intended focus area(s)?

Please select all that apply.



# Given your investment in advanced analytics, AI, and machine learning, what specifically is your organization's intended focus area(s)? Please select all that apply.



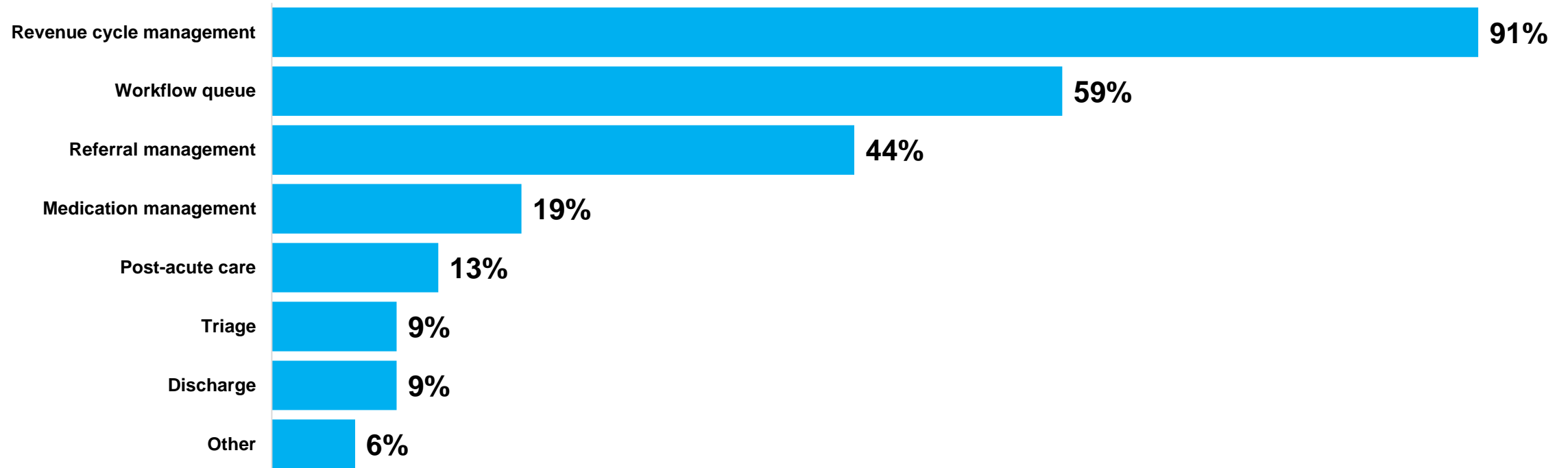
No "Other" descriptions provided.

# Given your investment in ERP integrations and modernization, what specifically is your organization's intended focus area(s)? Please select all that apply.



# Given your investment in intelligent process automation, what specifically is your organization's intended focus area(s)?

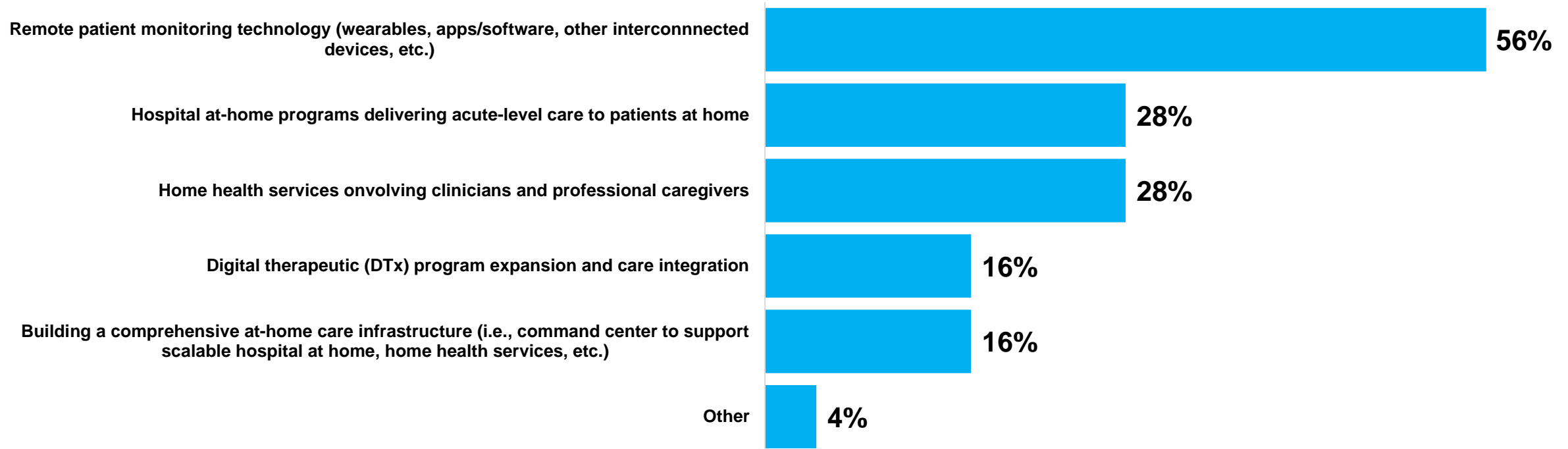
Please select all that apply.



No "Other" descriptions provided.

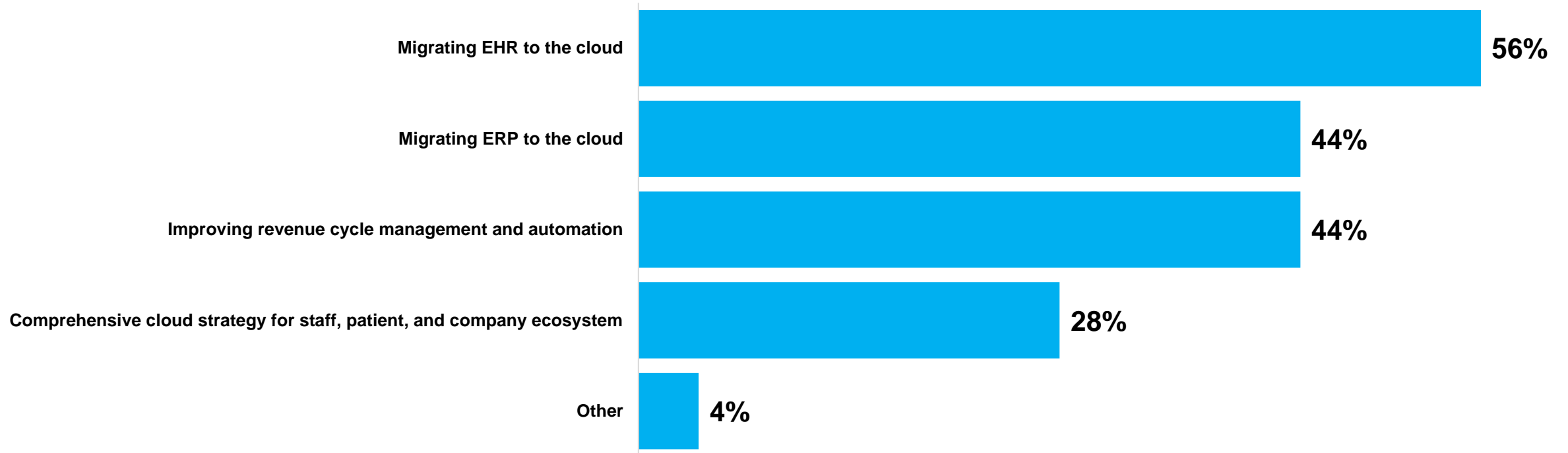
# Given your investment in remote patient monitoring, what specifically is your organization's intended focus area(s)?

Please select all that apply.



No "Other" descriptions provided.

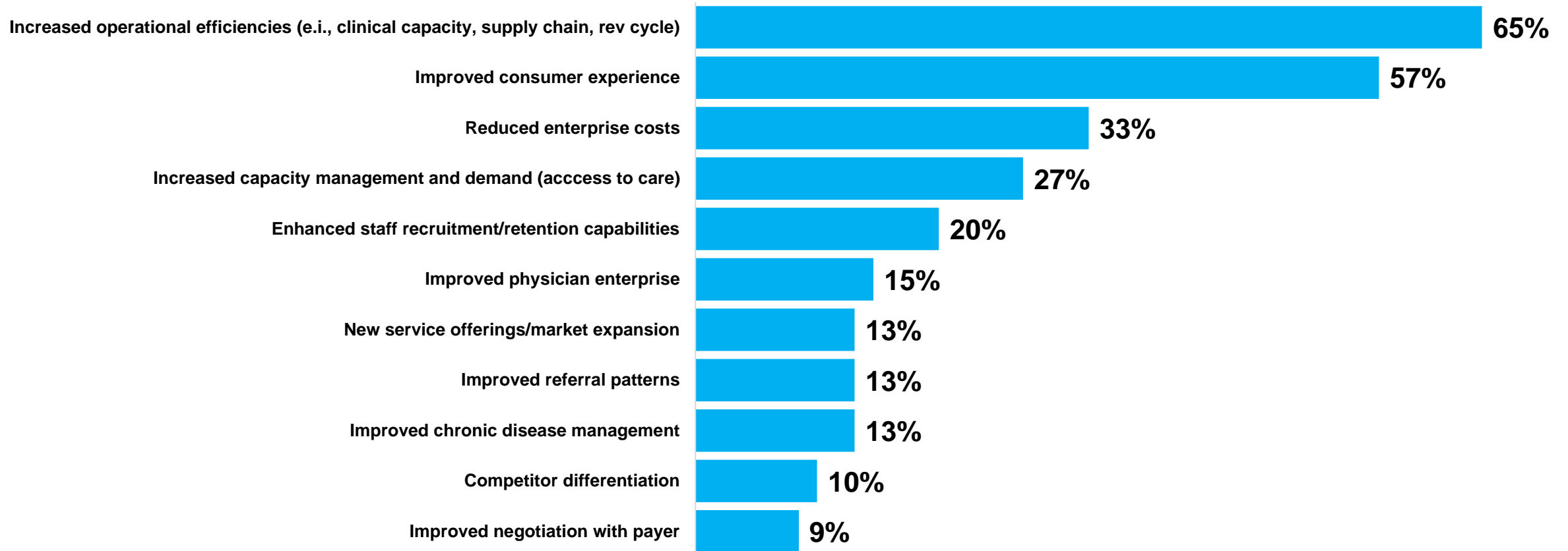
# Given your investment in enterprise-wide cloud transformation, what specifically is your organization's intended focus area(s)? Please select all that apply.



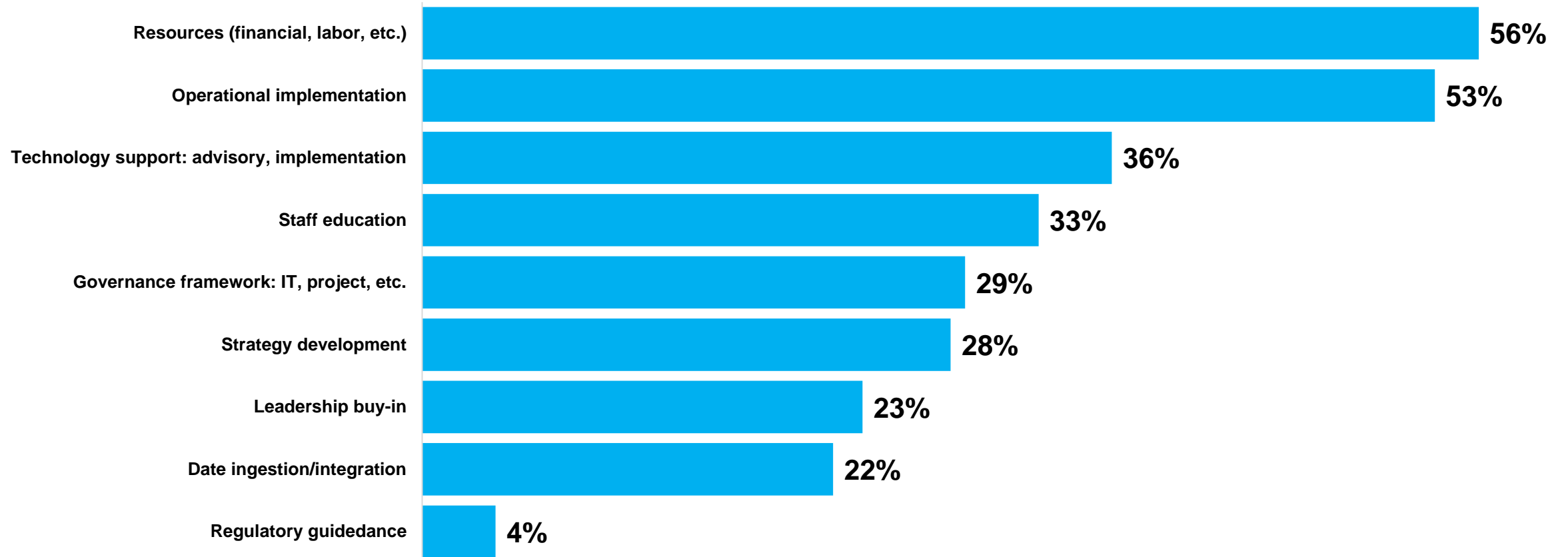
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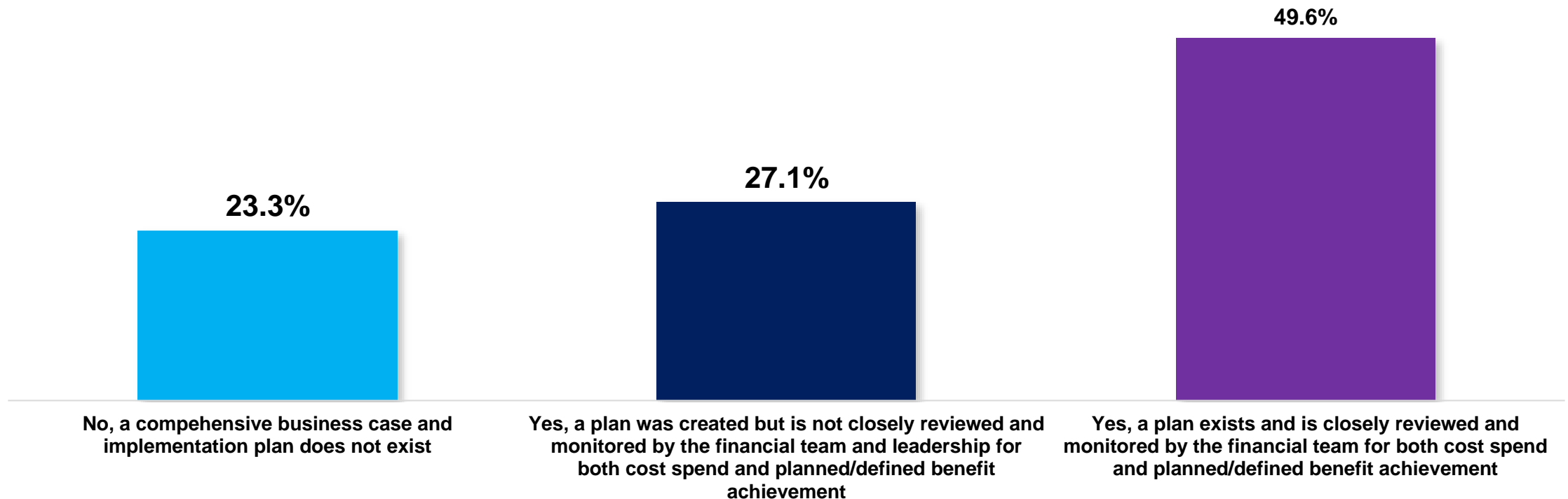
## How does your organization hope to benefit from investments in digital and technology? Please select up to three answers.



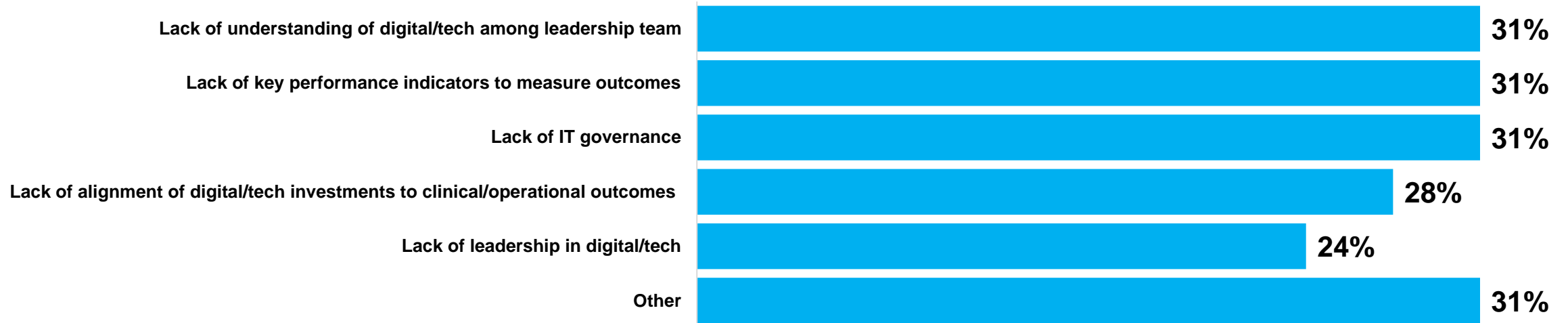
## What areas of support do you think are the most needed to make your investment successful? Please select up to three answers.



# Are your digital and technology investments supported by a clear, comprehensive business case and implementation plan? Please select one.

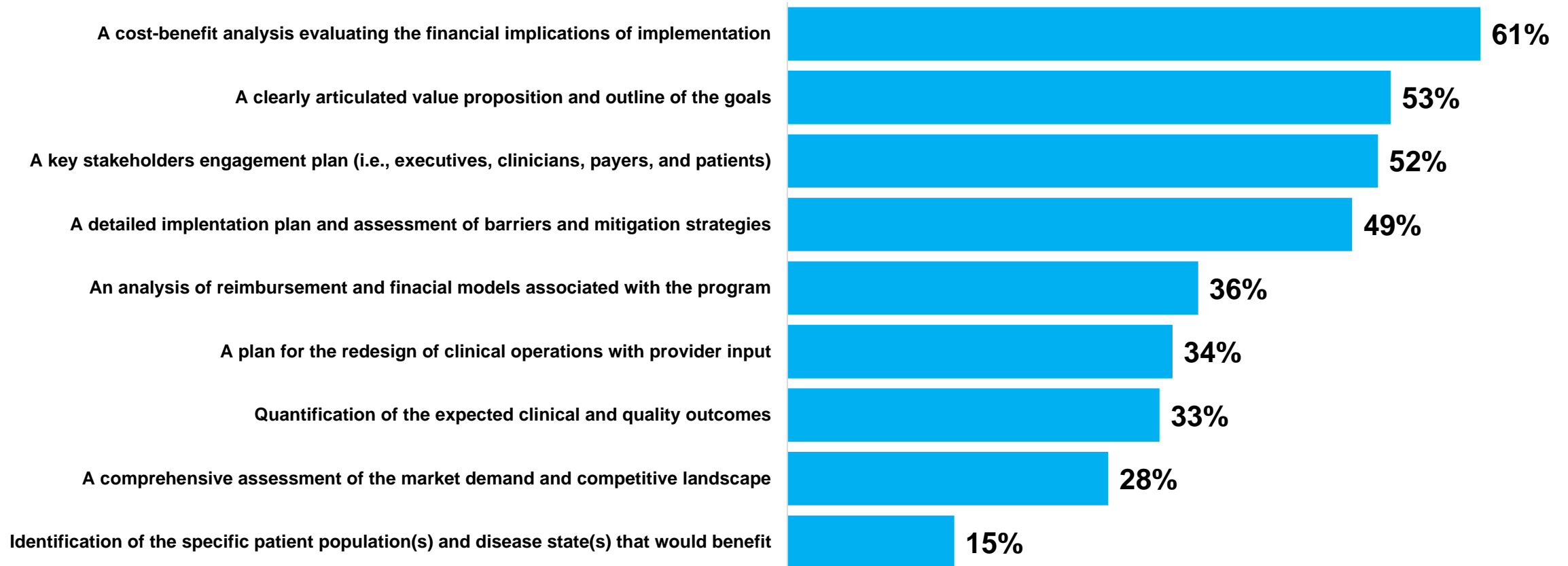


# Why don't you have a business case or implementation plan? Please select all that apply.



Something Else	
Alignment	Lack of resources
Early in the process	Lack of time to commit to implementation
Finances	Small operation that doesn't utilize business plans
Financial and staffing limitations	We are in the beginning stages for planning these projects

# Does your digital health and technology investments business case and implementation plan include the following components? Please select all that apply.



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