HEALTH IT

Healthcare CIOs lack strong trust in their data, survey shows

A new survey of 85 healthcare CIOs found they are not extremely confident in their organization's information but intend to invest in improving data trust and self-service.

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A new survey (https://www.dimins.com/white-papers/survey-data-trust/) from software company Dimensional Insight found healthcare chief information officers aren't too confident in their organization's information but intend to invest in improving data trust and self-service.

The poll included responses from 85 healthcare CIOs who were members of a professional organization for CIOs and other senior healthcare IT leaders. Respondents were asked to rate the index of trust in their data on a 1 to 10 scale with 10 being the highest.

Forty-eight percent of CIOs rated their trust in their financial data as an 8 or above. Only 40 percent of respondents gave an 8 or higher for their clinical data, and 36 percent gave an 8 or higher for their operational data.

The survey also asked CIOs what percentage of their user population they'd consider to be self-serviced in making data-driven choices. Of the three categories, clinical users had the lowest levels of self-service. Over half of the respondents said 30 percent or less of their clinical population is self-serviced in data-enhanced decision-making.

However, the results indicate that health IT leaders generally plan to improve their data trust and self-service.

In the financial category, 70 percent intend to increase their investment in improving data trust, while 68 percent plan to increase their investment in self-service analytics.

Seventy-six percent want to increase their investment toward improving their clinical data trust, and 78 percent want to amp up their investment in clinical self-service analytics.

From the operational side, 77 percent plan to invest in improved data trust and 73 percent intend to increase their investment in self-service analytics.

The survey also offers advice to organizations as they begin to make these investments. George Dealy, Dimensional Insight's vice president of healthcare applications, recommended keeping subject matter experts close to the data and promoting transparency.

"Trusted data is more important than ever as healthcare organizations migrate from the fee-for-service model to value-based care," Dimensional Insight president and CEO Fred Powers said in a statement. "During this transition, healthcare organizations must weigh investments, risks and tradeoffs against quantitative, trustworthy data."

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