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# Less Than 50% of Healthcare CIOs Have Strong Trust in their Data

**A survey found that healthcare executives lack data trust and report low levels of self-service in making data-driven decisions.**



Source: Thinkstock

**By Jessica Kent**

November 14, 2018 - Healthcare CIOs reported a lack of strong trust in their data and low levels of self-service for making data-driven decisions, research from Dimensional Insight revealed.

The organization surveyed 85 healthcare CIOs about the level of trust their organizations have in their financial, clinical, and operational data. When asked to rate data trust on a ten-point scale, just 40 percent of respondents assessed clinical data as an eight or higher, and just 36 percent rated their trust in operational data the same. Forty-eight percent assessed their financial data as eight or higher.

The survey also asked respondents to evaluate their user population's level of self-service data analytics. The results showed that healthcare organizations have low levels of self-service, particularly in clinical settings. More than half of respondents said that 30 percent or less of their clinical user population is self-serviced in data-driven decision making.

Most organizations plan to increase their investments in both data trust and self-service. At least 70 percent of CIOs said they will invest in clinical, operational, and financial data trust improvements. Most participants (68-78%) reported that they would invest in improving users' capacity for self-service data analytics.

“This survey demonstrates that healthcare organizations have a long way to go in developing rock-solid trust in their data and self-service access to it. It appears that executives are aware of these challenges and are ready to dedicate resources to improve both trust and access,” the report stated.

To keep up with the rapidly changing healthcare landscape, organizations will need to be able to trust their data and use it to make actionable clinical decisions.

To improve data trust and decision-making, the report recommended that organizations involve clinicians in designing and implementing health IT systems.

“Clinical involvement is crucial, especially by clinicians who know which data to include, as well as how it needs to be represented to deliver insights. They are also in the best position to determine the context for presenting information to the user community that best fosters understanding—and ultimately builds trust,” the report said.

Additionally, the report suggested that executives promote data visibility and transparency within their organizations, which will help clinicians make more informed decisions.

The results of this survey echo findings from a 2017 Dimensional Insight [survey](#), which showed that over half of organizations do not have comprehensive, enterprise-wide data governance plans in place — a critical step in ensuring users can trust their data.

“There is still a need to make the governance process easier for everyone involved so that data is consistent, well-documented and trustworthy. The time is now to make that a reality for healthcare,” Dimensional Insight President and CEO Fred Powers said at the time.

As organizations continue to make the shift toward quality, holistic patient care, they will need to be able to rely on their data to make clinical decisions.

“Trusted data is more important than ever, as healthcare organizations migrate from the fee-for-service model to value-based care,” said Powers. “During this transition, healthcare organizations must weigh investments, risks, and tradeoffs against quantitative, trustworthy data. This kind of data-driven decision-making will be critical in shaping the initiatives and high-stakes choices required by value-based care.”