

Quick-Hitting Survey Role of the CNIO

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Executive Summary

Methodology

In July 2019, The Health Management Academy conducted a quick-hitting survey of Leading Health Systems to better understand the evolution of the CNIO role. The 19 responding Chief Nurse Informatics Officers (CNIOs) represent health systems with an average Total Revenue of \$7.8 billion that own or operate 360 hospitals and have approximately 4.3 million admissions per annum.

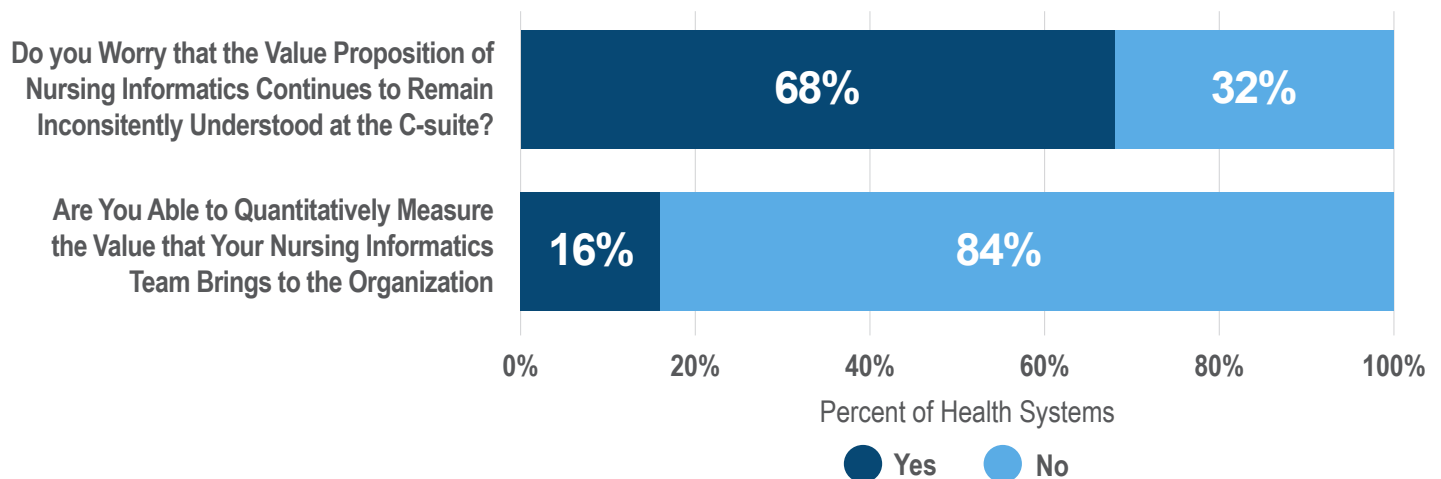
Key Findings

- Most health systems (84%) do not have a way to quantitatively measure the value of nursing informatics at their organization, which may partially explain why many CNIOs (68%) worry that the value proposition of the nursing informatics team is inconsistently understood across the C-Suite.
- The majority (68%) of health systems have career pathways for informatics nurses and this is consistent across all health system sizes.
- CNIOs expect their roles to become more strategic in the next 3-5 years, focusing on the development and execution of IT strategies with greater involvement in areas such as artificial intelligence and analytics.

Results

The majority of health systems (84%) are unable to quantitatively measure the value of the nursing informatics team to the organization (Figure 1). Reflective of this challenge, a majority of CNIOs (68%) are worried about the inconsistent understanding of nursing informatics' value proposition across the C-suite. Of the CNIOs that are unable to quantitatively measure their team's value, 75% are worried that their value proposition is inconsistently understood by the C-Suite. Of health systems that can quantitatively measure the value of nursing informatics, only 33% of CNIOs have this concern.

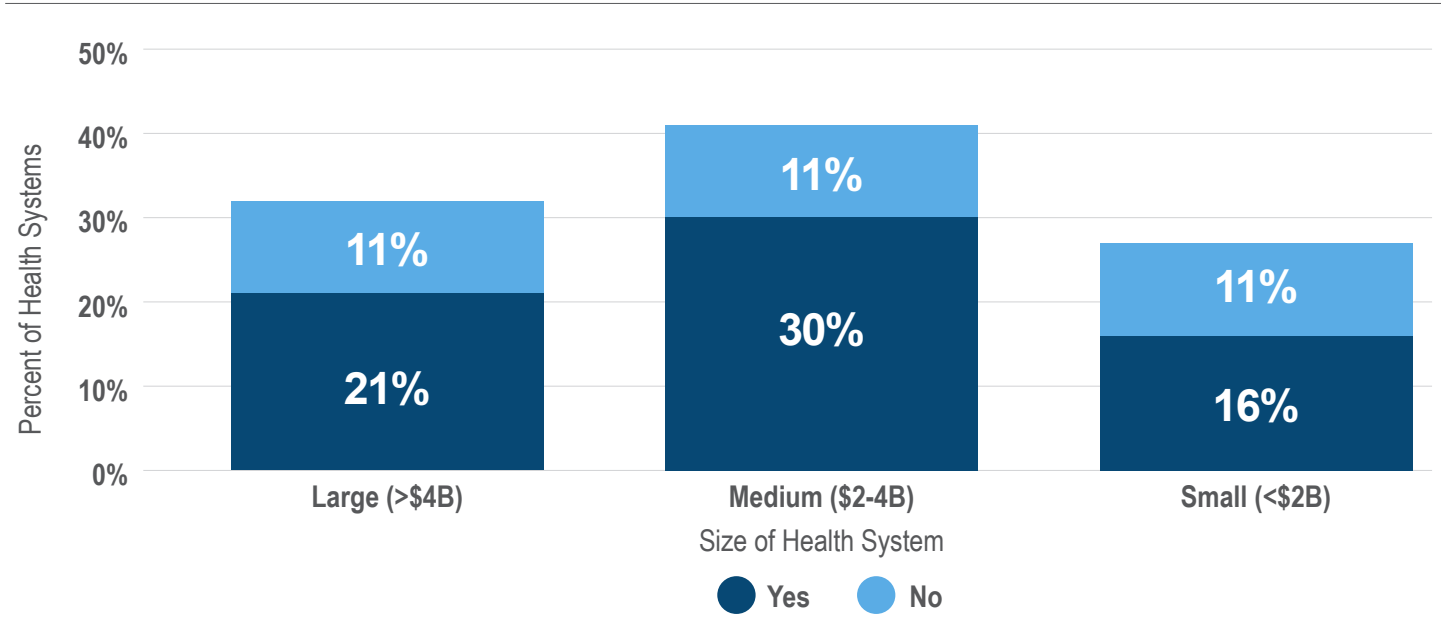
Figure 1. Measuring the Value of Nursing Informatics



CNIOs are heavily engaged with data analytics at their organizations. On average, CNIOs ranked the involvement of their role in data analytics as a 7.0 on a scale of 1 (Not very integral) to 10 (Highly integral). Additionally, CNIOs work closely with Chief Nursing Officers (CNO) on new IT initiatives, ranking the CNO engagement as a 7.0 on a scale of 1 (Lowest) – 10 (Highest).

Additionally, the majority of health systems (67%) have a career pathway for their informatics nurses (Figure 2). Net patient revenue (NPR) was used to segment the health systems to determine the association of size with the development of career pathways. However, the analysis revealed that health system size does not play a factor in whether or not informatics nurses have career pathway at their health system.

Figure 2. Do you have a career pathway for informatics nurses?



As executives evaluate the continued evolution of the CNIO role, the majority of executives (74%) believe that the CNIO role will be focused on workflow design, data analysis (63%), and training and education activities (53%) (Figure 3).

Additionally, CNIOs expect to become more strategic in the next 3 – 5 years. Many CNIOs noted an expected increased involvement in the development and execution of IT strategies and broader strategic initiatives such as quality improvement, virtual health, and EMR optimization. CNIOs also expect their role to evolve to emphasize interdisciplinary interactions, expand across care settings, and be more involved in promoting technology to facilitate population health and care management strategies. CNIOs will be focused on optimizing and improving usability of current technologies and enhancing human/technology interfaces, while also taking a strategic lens to new innovation and technologies such as predictive analytics and artificial intelligence.

One CNIO specified, ***“I believe the role will become more strategic and less operational. The CNIO of the future will be using predictive analytics to help drive key business decisions in the C-suite.”***

Figure 3. Do you think the future role of the CNIO will be to primarily manage:

