Dimensional **INSIGHT**®

HIMSS Analytics Survey

Sponsored by Dimensional Insight®

How Successful Are Healthcare Organizations With Clinical Analytics?

EXECUTIVE SUMMARY

Over the last several years, there has been a great focus in healthcare on population health and in enabling clinicians to make better decisions through the use of technology. The question is, how successful have efforts been to effectively use clinical data to improve patient outcomes? This is what HIMSS Analytics and Dimensional Insight set out to learn in a survey of healthcare executives.
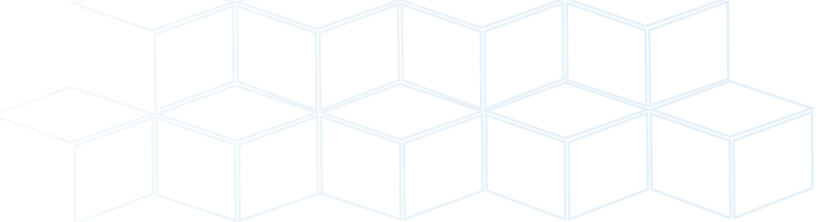
THE RESULTS

HIMSS Analytics surveyed 110 senior healthcare leaders about their use of analytics. What the survey found is that while most hospitals are using analytics in clinical areas, purely clinical projects are not a top area of focus for many organizations.

❒ 90% of respondents report using analytics in clinical areas.

❒ Only 28.4% of respondents are using analytics for effectiveness of care projects, 21.6% are using for population health, and 10.8% are using for chronic care management.

❒ Among healthcare organizations that have not yet deployed analytics but plan to do so, only 31.8% say population health will be a top focus area. 59.1% say effectiveness of care will be a top focus area.

In addition, the survey revealed that healthcare leaders rate clinical staff (physicians and nurses) the lowest among five categories of stakeholders on their ability to drive decisions through their use of analytics.
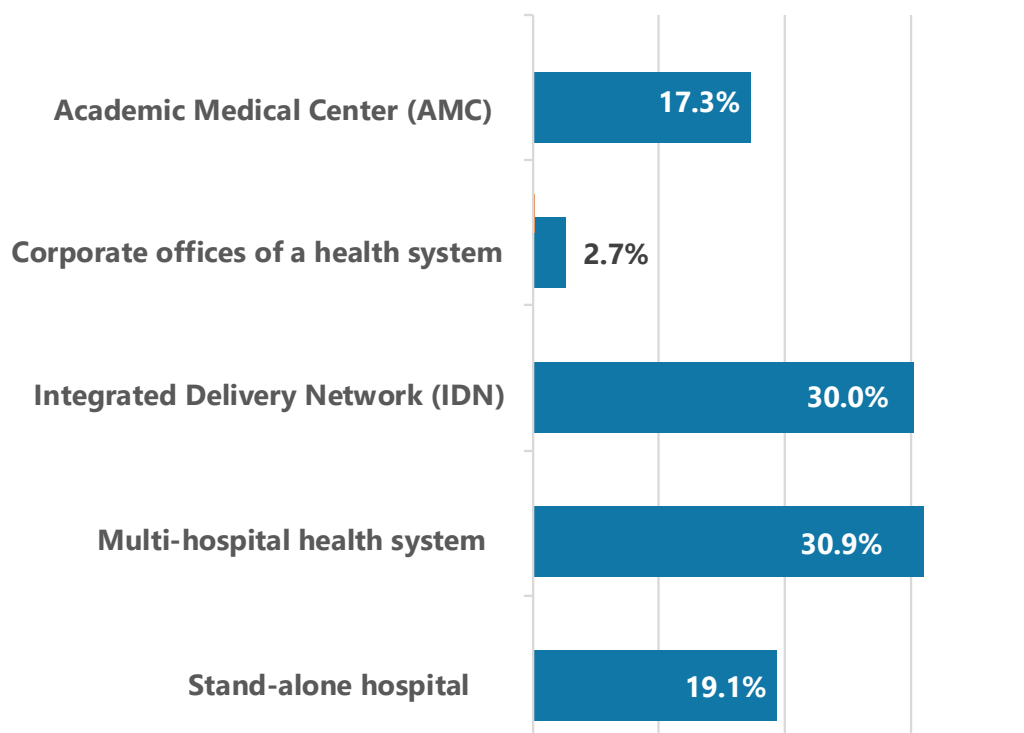
❒ On a scale of 1 to 7 (1=extremely low, 7=extremely high), the average score of stakeholders to drive decisions through analytics was a 5.17.

❒ On that scale, healthcare leaders rated clinical staff a 4.39 (15.1% lower than the average).
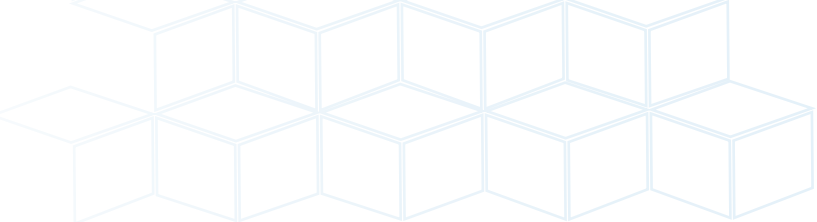
"Clinicians will effectively use data for decision-making when it is integrated into their workflows, but that is seldom the case at this point," says George Dealy, vice president of healthcare solutions at Dimensional Insight. "The projects that healthcare organizations can more easily wrap their arms around are those that might use clinical data — such as for readmissions improvement — but are focused on improving processes that have financial implications as opposed to directly improving patient care."

Type of organization

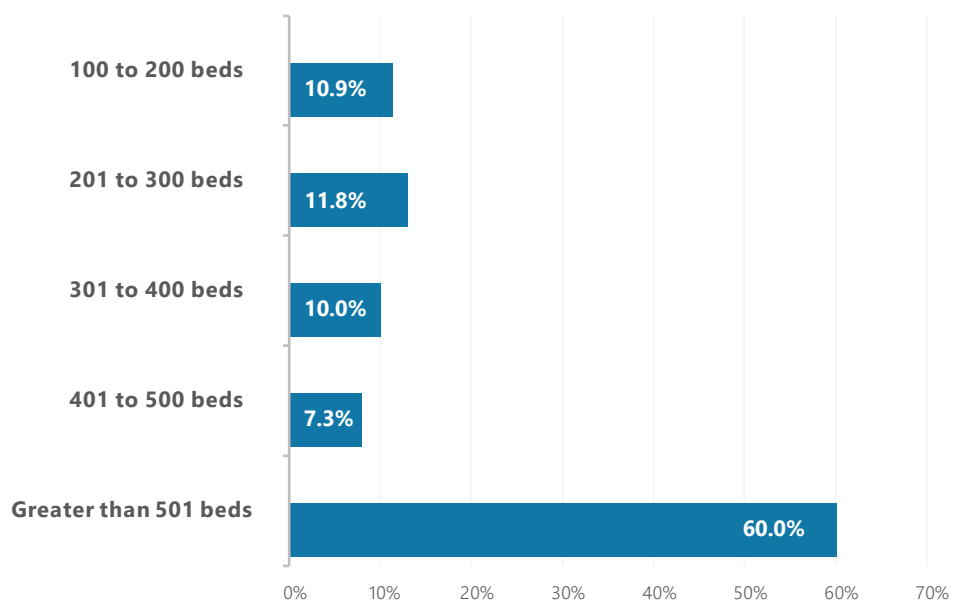| Organization Type	Percentage
Academic Medical Center (AMC)	17.3%
Corporate offices of a health system	2.7%
Integrated Delivery Network (IDN)	30.0%
Multi-hospital health system	30.9%
Stand-alone hospital	19.1%

Number of beds

Beds	Percentage
100 to 200 beds	10.9%
201 to 300 beds	11.8%
301 to 400 beds	10.0%
401 to 500 beds	7.3%
Greater than 501 beds	60.0%

Title

- CEO 16%
- CIO 31%
- CMIO/CNIO 16%
- EVP/VP of IT 15%
- Other 22%
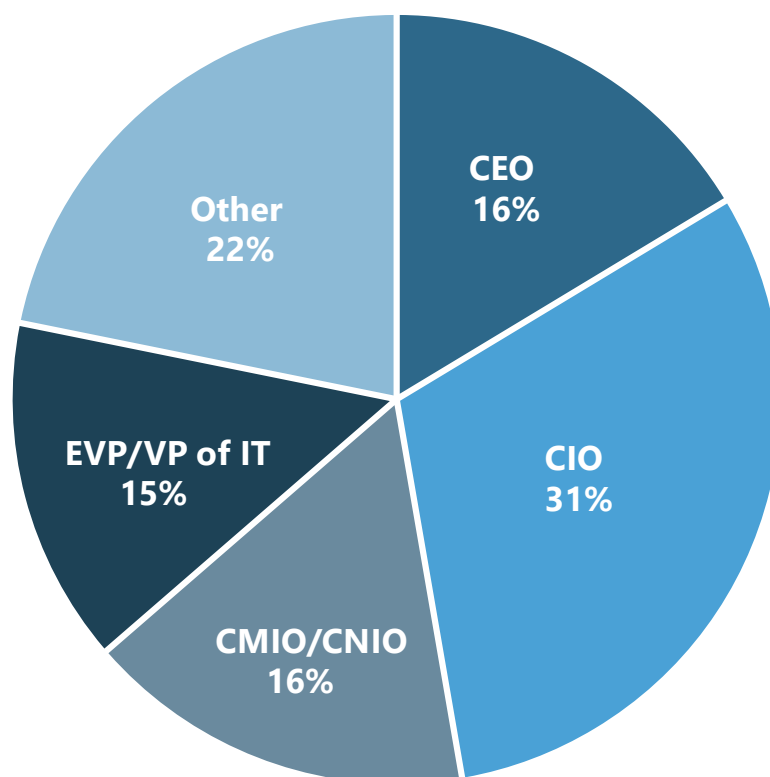
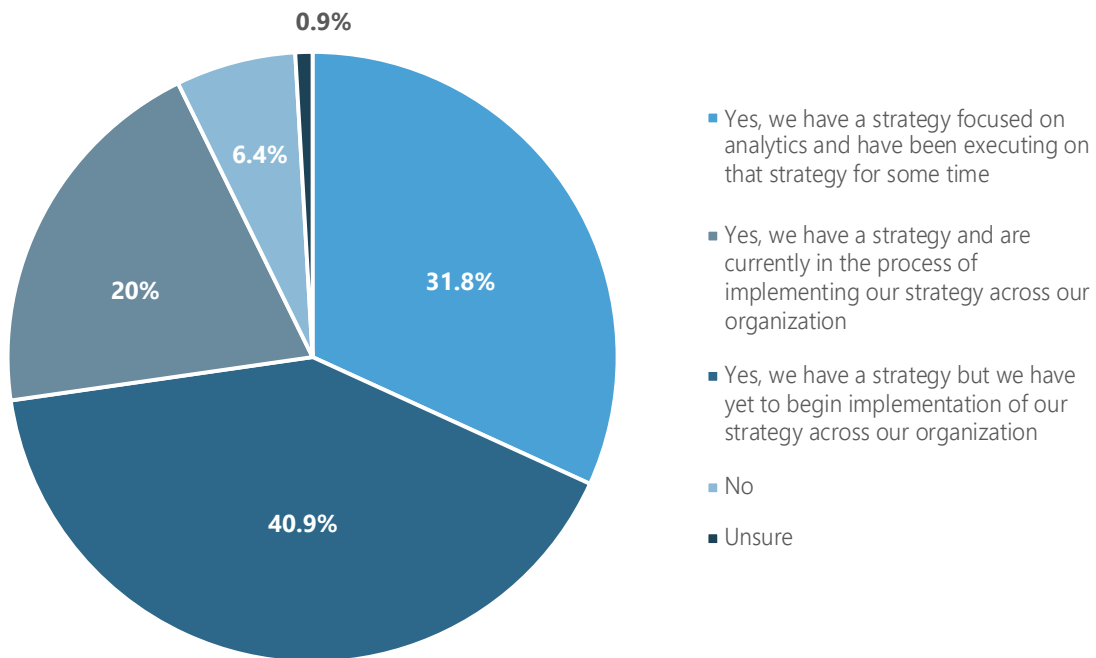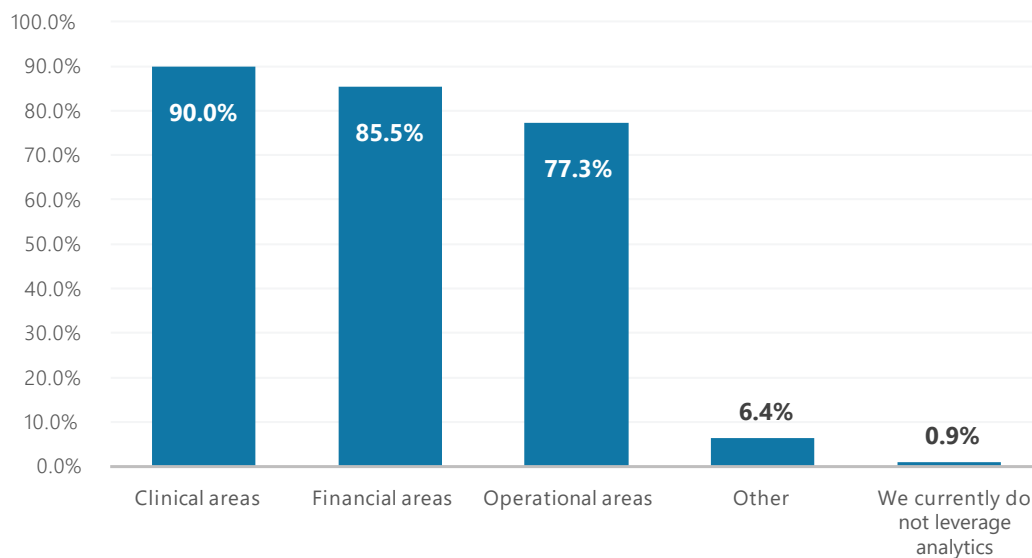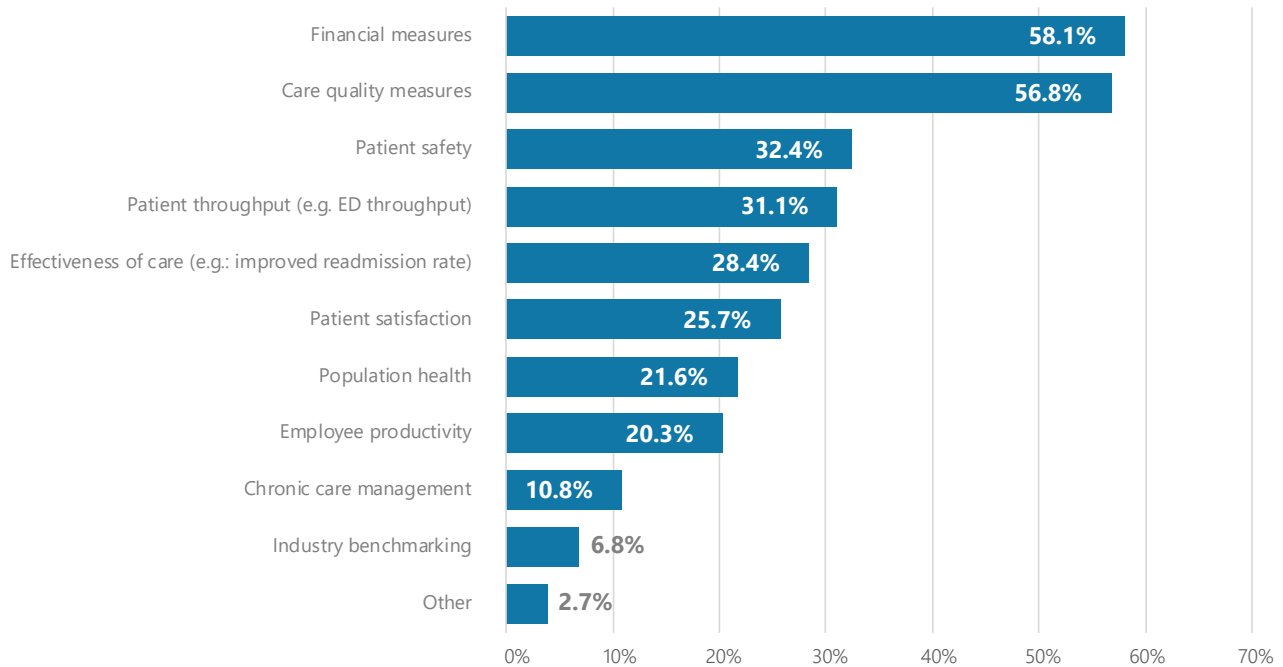**1. Does your organization have a strategy to integrate analytics into the workflow across your organization?**

- Yes, we have a strategy focused on analytics and have been executing on that strategy for some time
- Yes, we have a strategy and are currently in the process of implementing our strategy across our organization
- Yes, we have a strategy but we have yet to begin implementation of our strategy across our organization
- No
- Unsure

Pie chart values: 0.9%, 6.4%, 20%, 31.8%, 40.9%

2. In what areas is your organization currently utilizing analytics?

Bar chart values:
- Clinical areas: 90.0%
- Financial areas: 85.5%
- Operational areas: 77.3%
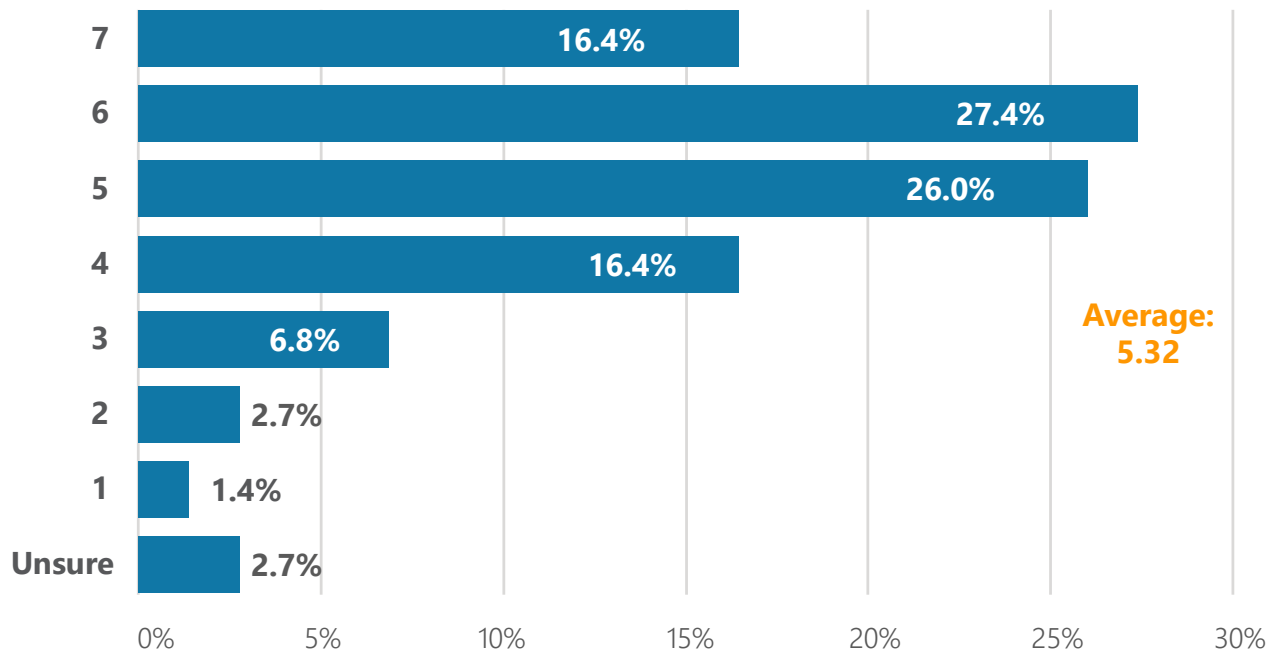- Other: 6.4%
- We currently do not leverage analytics: 0.9%

3. What do you consider to be the top areas of focus for your organization through your use of analytics and the executive dashboard?

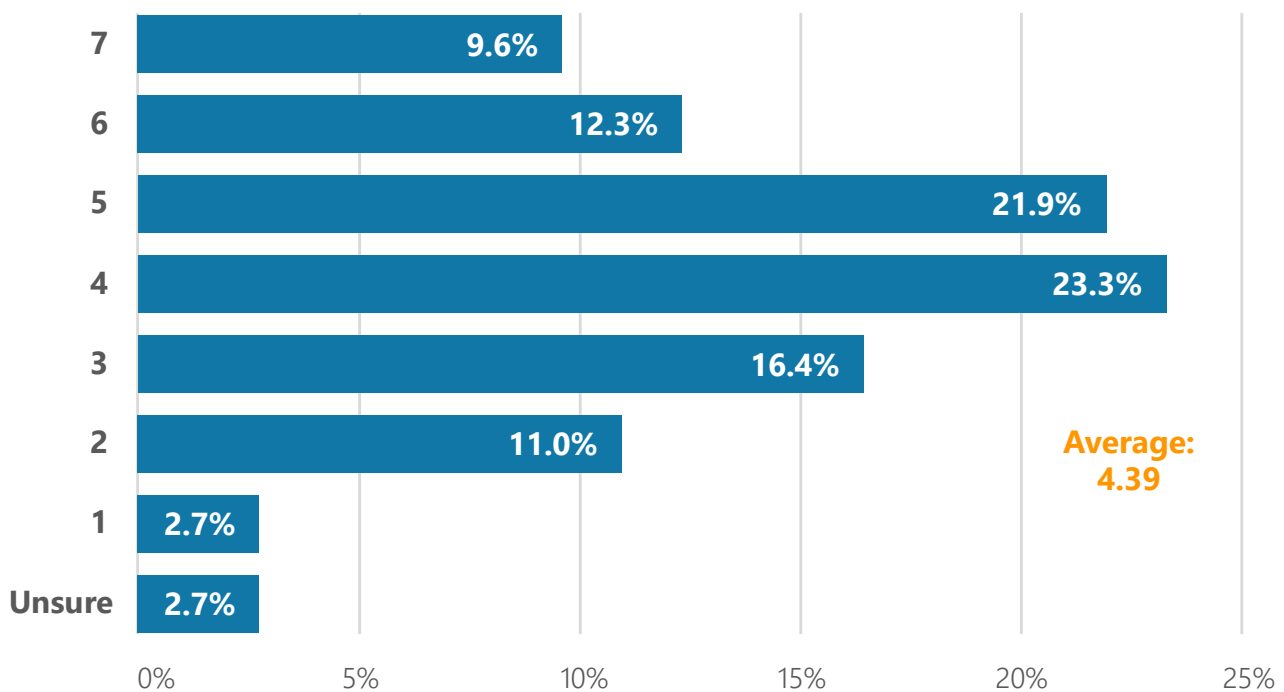| Area	Percentage
Financial measures	58.1%
Care quality measures	56.8%
Patient safety	32.4%
Patient throughput (e.g. ED throughput)	31.1%
Effectiveness of care (e.g.: improved readmission rate)	28.4%
Patient satisfaction	25.7%
Population health	21.6%
Employee productivity	20.3%
Chronic care management	10.8%
Industry benchmarking	6.8%
Other	2.7%

4. Given your organization's use of an executive dashboard, how would you rate the following stakeholders on their ability to drive decisions through the use of analytics?
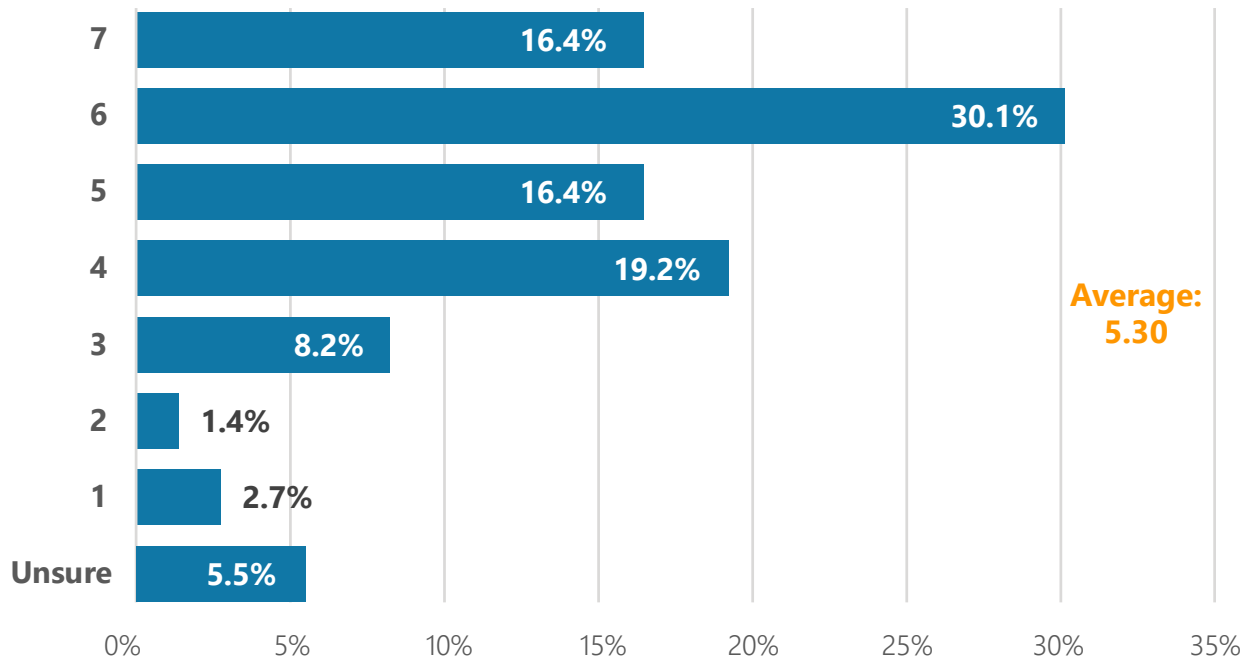
C-Suite/Executives

Rating	Percentage
7	26.0%
6	37.0%
5	20.5%
4	8.2%
3	2.7%
2	2.7%
1	1.4%
Unsure	1.4%

Average: 5.63
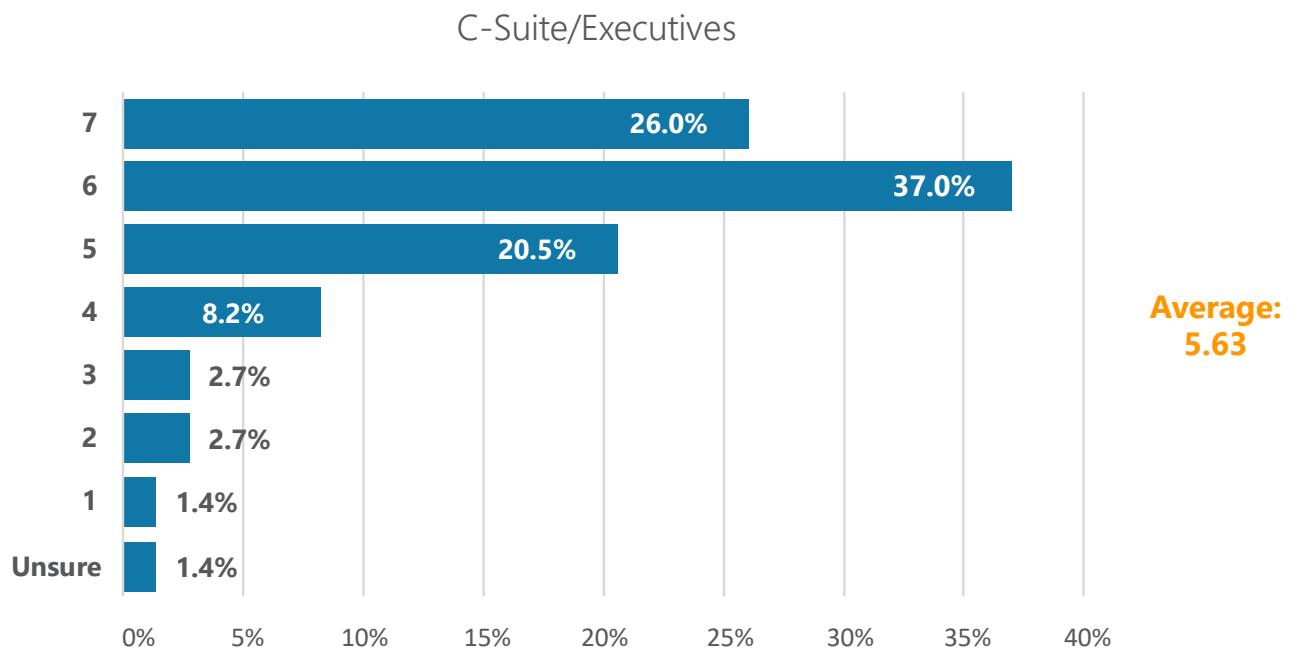
Department heads (clinical, financial, operational leaders)

Rating	Percentage
7	16.4%
6	27.4%
5	26.0%
4	16.4%
3	6.8%
2	2.7%
1	1.4%
Unsure	2.7%

Average: 5.32

Clinical staff (physicians/nurses)

Rating	Percentage
7	9.6%
6	12.3%
5	21.9%
4	23.3%
3	16.4%
2	11.0%
1	2.7%
Unsure	2.7%

Average: 4.39

Business staff (revenue cycle, business office)

Rating	Percentage
7	16.4%
6	30.1%
5	16.4%
4	19.2%
3	8.2%
2	1.4%
1	2.7%
Unsure	5.5%

Average: 5.30

Operational staff (supply chain, materials management)

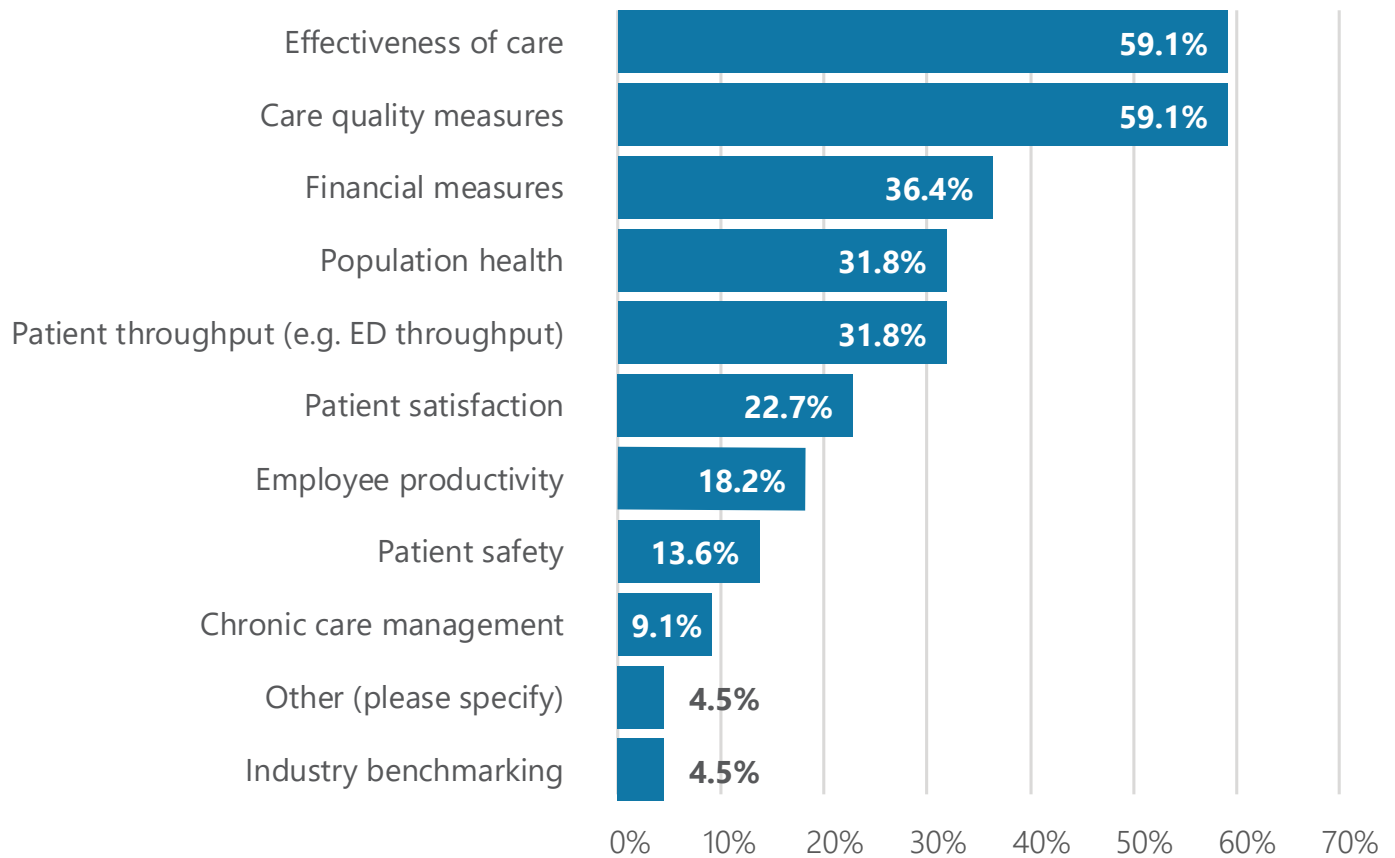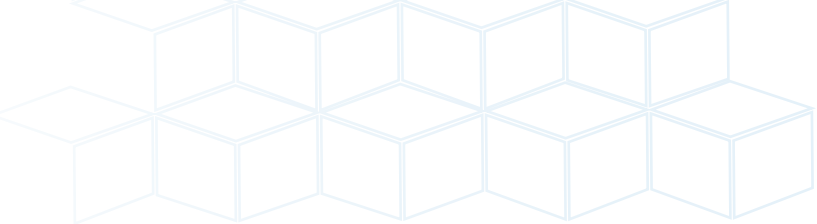| Rating	Percentage
7	10.8%
6	28.4%
5	17.6%
4	25.7%
3	4.1%
2	5.4%
1	2.7%
Unsure	5.4%

Average: 5.19
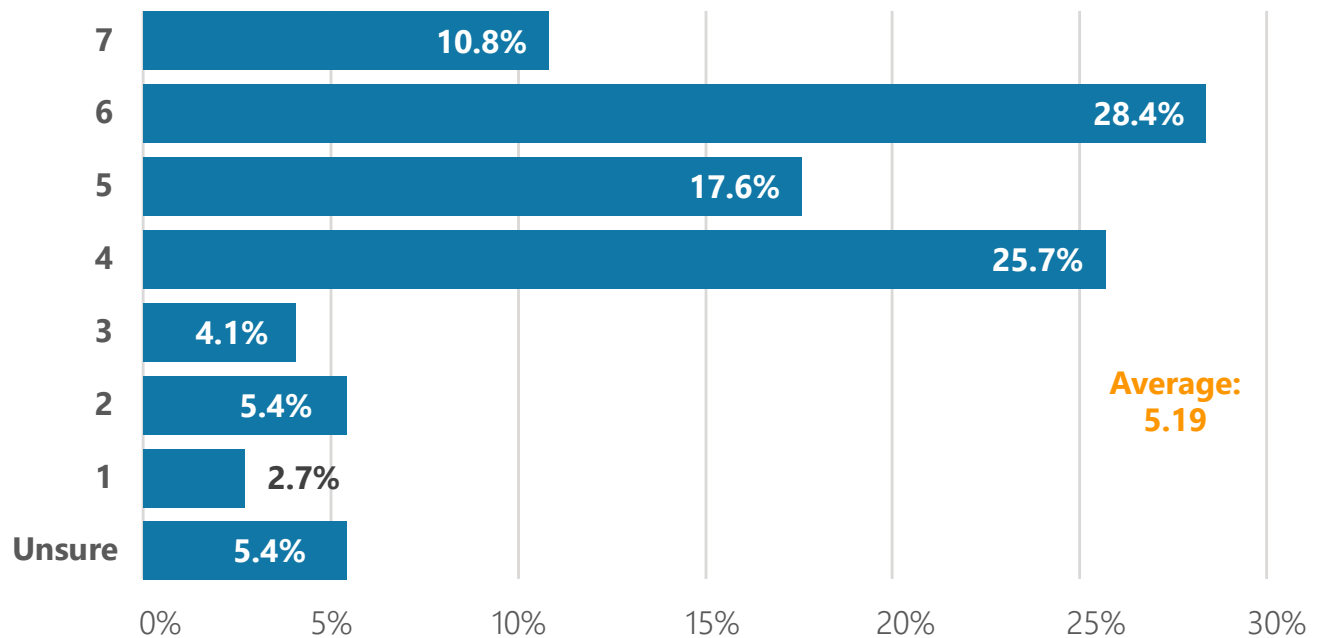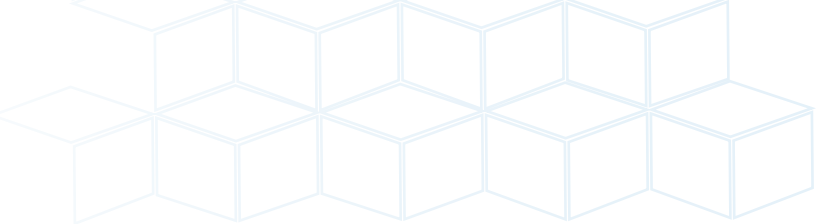
5. For organizations that do not have an executive dashboard, in what areas do you expect to invest in analytics within the next two years?

Category	Percentage
Operational	81.8%
Clinical	72.7%
Financial	68.2%
Unsure	9.1%
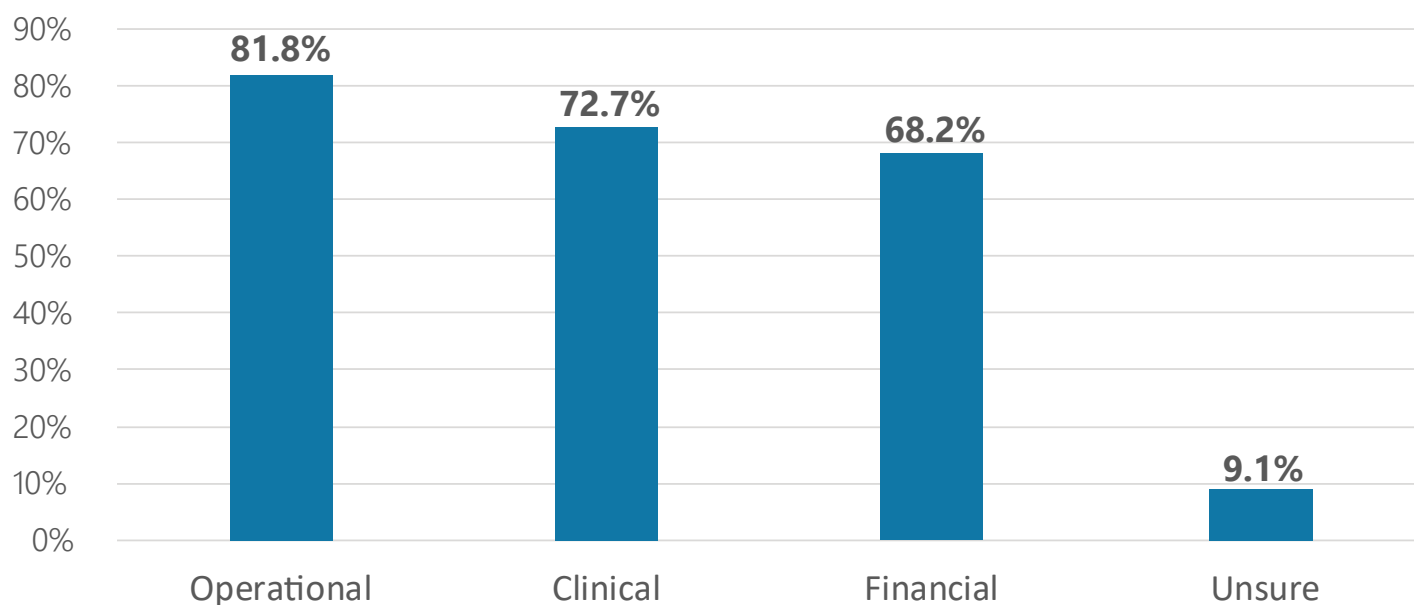
6. For organizations that do not have an executive dashboard, what do you expect to be the top areas of focus for your organization through your use of analytics?

| Category	Percentage
Effectiveness of care	59.1%
Care quality measures	59.1%
Financial measures	36.4%
Population health	31.8%
Patient throughput (e.g. ED throughput)	31.8%
Patient satisfaction	22.7%
Employee productivity	18.2%
Patient safety	13.6%
Chronic care management	9.1%
Other (please specify)	4.5%
Industry benchmarking	4.5%

CONCLUSION

While most hospitals and health systems aim to use clinical data for decision-making, truly clinical projects that move the needle on patient outcomes are not of urgent concern for most hospitals right now. The top areas in which healthcare organizations are using analytics are for financial and care quality measures. Population health, for all the talk about it, is still hard for providers to wrap their arms around, as are related issues such as chronic care management.

As a result, physicians and nurses are the least empowered within healthcare organizations to make data-driven decisions. In order to enable greater clinician use of data, hospitals and health systems need to make data and analytics more accessible to physicians and nurses and make it part of the provider workflow.
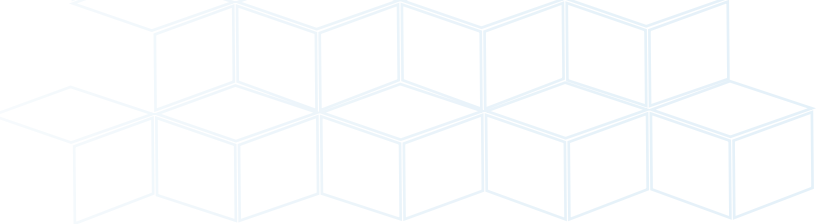
ABOUT DIMENSIONAL INSIGHT

Dimensional Insight® is a leading provider of analytics, data management, and performance management solutions, offering a complete portfolio of capabilities ranging from data integration and modeling to sophisticated reporting, analytics, and dashboards. The company is a seven-time Best in KLAS winner in healthcare business intelligence and analytics, most recently ranking #1 in 2020. Founded in 1989, Dimensional Insight has thousands of customer organizations worldwide. Dimensional Insight consistently ranks as a top performing analytics organization by customers and industry analysts in its core market segments including healthcare, manufacturing, and beverage alcohol.

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