HIT 3.0: Welcome to the Revolution

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CEO & President, CHIME

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The CHCIO Program is the first certification program exclusively for CIOs and IT executives in the healthcare industry. A CHCIO demonstrates the commitment, knowledge and experience required to master the core skills inherent to successful healthcare CIOs and IT executives.

QUALIFICATIONS
• CHIME membership
• 3+ years as healthcare CIO or equivalent
• Desire to enhance professional stature

EXAMINATION
• At CHIME events or online testing centers
• ~125 multiple choice questions
• Computer-based without study guides
• Must be completed within 2.5 hours
IT Leaders
Healthcare 2017: The Perfect Storm
What’s Important to the C-Suite?

NOT I.T.
American College of Healthcare Executives
Top Issues Confronting Hospitals: 2016

<table>
<thead>
<tr>
<th>Issue</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
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<tbody>
<tr>
<td>Financial challenges</td>
<td>2.7</td>
<td>3.2</td>
<td>2.5</td>
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<tr>
<td>Patient safety and quality</td>
<td>4.6</td>
<td>4.2</td>
<td>4.7</td>
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<td>Governmental mandates</td>
<td>4.2</td>
<td>4.5</td>
<td>4.6</td>
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<td>Personnel shortages</td>
<td>4.8</td>
<td>5.1</td>
<td>7.4</td>
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<tr>
<td>Patient satisfaction</td>
<td>5.5</td>
<td>5.3</td>
<td>5.9</td>
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<tr>
<td>Physician-hospital relations</td>
<td>5.9</td>
<td>5.7</td>
<td>5.9</td>
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<tr>
<td>Access to Care</td>
<td>5.8</td>
<td>6.2</td>
<td>5.5</td>
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<tr>
<td>Population health management</td>
<td>6.6</td>
<td>6.3</td>
<td>6.8</td>
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<tr>
<td>Technology</td>
<td><strong>7.2</strong></td>
<td>7.1</td>
<td>7.3</td>
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Care Improvement Process

Status Quo – Fee for Service

Managed Care

Quality Care

Value Care

Wellness Care
The Healthcare Digital Leader: From Crawling to Walking Upright, to Carrying the Organization

**Advisor Role**
- Tech Manager
  - IT Operations

**Supportive Role**
- CIO 1.0
  - Application Purveyor
  - Vendor Manager
  - Project Manager
  - Asset Manager
  - Problem Manager
  - Skill Manager
  - Process Navigator

**Enabler Role**
- CIO 1.5
  - Knowledge Purveyor
  - Technology Interpreter
  - Process Visionary
  - Process Consultant
  - Financial Analyst
  - Change Agent
  - Educator
  - Lobbyist

**Driver Role**
- CIO 2.0
  - Service Broker
  - Project Advisor
  - Venture Capitalist
  - Customer Service
  - Innovator
  - Economist
  - Risk Manager
  - Political Visionary
Building Blocks of HIT 2.0

- Healthcare Information Exchange
- Certified Electronic Health Record
- Patient Portals
- Data Warehouse
- Business Intelligence
- Complete Data Integration
- Data Analytics
- World-class IT Team

- Unified Communications
- ACO System
- Population Health System
- Document Management
Evolution: Gradual development of something, especially from a single to a more complex form.

Revolution: Fundamental change in a way of thinking about or visualizing something.
CIO / HIT 3.0: The Transformational Leader

What is a transformational leader?

How do I become one?
Digital Leader 3.0

- Operational Management (2.0)
- Senior Management Leadership (Strategic)
- Change Leadership
- Innovation
- Talent Management
- Information Governance/Knowledge Management
- Relationship Management
The Role of Vision
Setting Vision:
Clear Target
Vision Exercise

Envisioning the Future:
Seeing with the Mind’s Eye

Tomorrow’s Healthcare Environment
Storage

Paul Stusiak @psftc

Petabyte storage cost 2010=$80,000 2020=$4. I suspect that the electricity to run it will cost more. #CMLS2015
Cell Service

- 4G = 1,400-fold faster
- 5G = 100x faster than 4G
- Download movies in seconds vs minutes by 2020
Blank Canvas
Tomorrow’s Healthcare IT Environment
“Enduring companies have clear plans for how they will advance into an uncertain future.”

Jim Collins “Building Your Company’s Vision”
What makes for a successful vision statement?

1. Communicates the resultant outcome or future position of the organization
2. Inspirational and invokes followership
3. Simple and concise

Our reason to be...
Vision Statements

“We create happiness by providing the finest in entertainment for people of all ages, everywhere”

“Be the first choice for pharmacy, wellbeing and beauty - caring for people and communities around the world”

“Globally Responsive, Regionally Engaged”

“To inspire and nurture the human spirit – one person, one cup and one neighborhood at a time”

“Shaping the future of healthcare through IT Leadership”
Vision Statements

“Leading the way”

“Striving to be the world’s leader in patient experience, clinical outcomes, research and education”

“To be earth’s most customer centric company”

“To bring inspiration and innovation to every athlete in the world”

“Exceptional Leaders Transforming Healthcare”
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Our Path Forward

Vision Picture

Sutter Health
With You. For Life.
Strategy in Dynamic Times:  
On Target
What is your strategic focus?

Healthcare – Three Process Trends
1. Integration
2. Value (Cost & Quality)
3. Transparency
Healthcare Value = HIT Value

Healthcare Value = Patient Outcomes & Revenue Enhancement = IT/Informatics Value

Dollars Spent

Adapted from Value Measurement for Healthcare, Harvard Business School Executive Education
Care Improvement Process

- Status Quo – Fee for Service
- Managed Care
- Quality Care
- Value Care
- Wellness Care
“…technology by itself is never a primary root cause of either greatness or decline.”

From “Good to Great” by Jim Collins
Strategy of Engagement
Employee Engagement Groups

Engaged
Loyal and psychologically committed to the organization. More productive and more likely to stay with their company for at least a year.

28%

Not Engaged
May be productive, but not psychologically connected to their company. More likely to miss workdays and more likely to leave.

55%

Actively Disengaged
Physically present, but psychologically absent. Unhappy with their work situation and insist on sharing this unhappiness with their colleagues.

17%
Engagement Drives: Profitability / Productivity / Positive Outcomes

- Engagement Percentile
- Average % Gain/Loss in Profitability

1st Percentile: -79.5
10th Percentile: -45.6
20th Percentile: -29.9
30th Percentile: -18.1
40th Percentile: -8.7
50th Percentile: 0.0
60th Percentile: 8.7
70th Percentile: 18.1
80th Percentile: 29.1
90th Percentile: 44.1
99th Percentile: 78.7
Thank you!

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