

2011 AMDIS-Gartner Survey of CMIOs

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Viewpoint:

This decade brings the second wave of major change for the CMIO role.

- **Wave 1 was general acceptance of the need and funding for the “full-time” CMIO.**
- **Wave 2 = evolving responsibilities, growing resources, and expanded accountability from clinician acceptance of EHR to harvesting value from ICT**

Notable Comments

- What words come to mind when thinking of the CMIO's job?
Switzerland
The Psychology of Technology
- Top objectives?
Convince ourselves that an EDW is actually worthwhile and then get off our butts and start doing it

Today's Agenda

- Survey Purposes
- Survey Stats and Respondents Profile
- Top Challenges with Later Stage MU and Being a Successful ACO
- CMIO Compensation
- CMIO Reporting Relationships
- Recommendations

AMDIS-Gartner Study Purposes

- Inform CMIOs about current state of the profession.
- Advise CXOs about resources, factors required for success, and best practices.
- Combine with other research to provide strategic and prescriptive recommendations to health systems

Survey Stats

- Fielded July 2011; invited via the AMDIS list serve
 - Not representative of all health systems
 - Indeterminate bias from AMDIS member status
 - Respondents to date almost all from the US
- Sought individuals from healthcare delivery organizations playing CMIO/CCIO roles (whatever their titles)
- N = 73 respondents
- Only required answer was title
- Combination of closed- and open-ended questions

Respondents' Organization

Clinical IT Snapshot

- 81% from integrated delivery systems with physician practices, 9% from single hospitals
- Most have enterprise-wide responsibilities
- Over half (58%) have 75%-100% of inpatient orders placed via CPOE
- Over half (59%) have 75-100% of employed/outpatient services physicians using ambulatory EMRs

CMIO Profile

- 64% in your first CMIO position (*down* from 81% in 2010, and the lowest in 7 years)
- Most new CMIOs still come from within the health system
- Aspirations shift slightly - 71% want to stay in this CMIO job long-term (14% at a different institution)
 - 7% would like to become CIOs
 - 7% would like to become CEOs/COOs
 - 4% would like to become CMO
- Don't trust a CMIO under 30???
56% are 50+ years of age; 44% are 30-49

Meaningful Use and ACO

- Probe CMIO perspectives on the concerns and challenges of meeting later Stage MU criteria and being a successful ACO
- Provided lists of possible concerns and the opportunity to add to the list; rate the concerns on a scale of 1 (not a concern) to 5 (a significant challenge)

Later Stage Meaningful Use: Top Challenges/Concerns

- Challenges with assembling and reporting the required data
- Complexity or confusion about the criteria
- Lack of executive leadership and change management

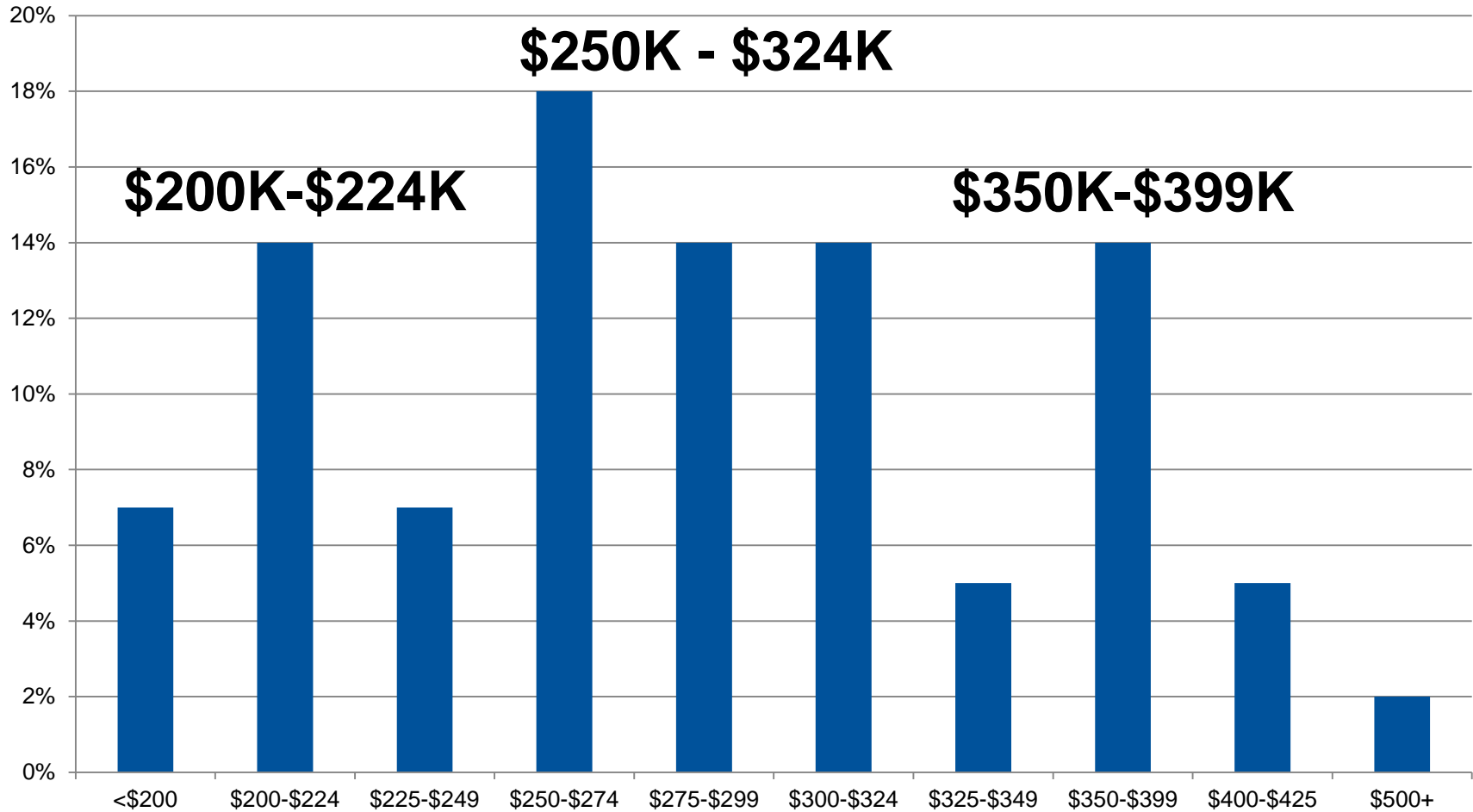
Becoming a Successful ACO: Top Challenges/Concerns

- Inadequate compensation relative to the risk
- Gaps in IT systems for care management
- Gaps in business/clinical analytics/reporting
- Confusion over criteria

CMIO Compensation

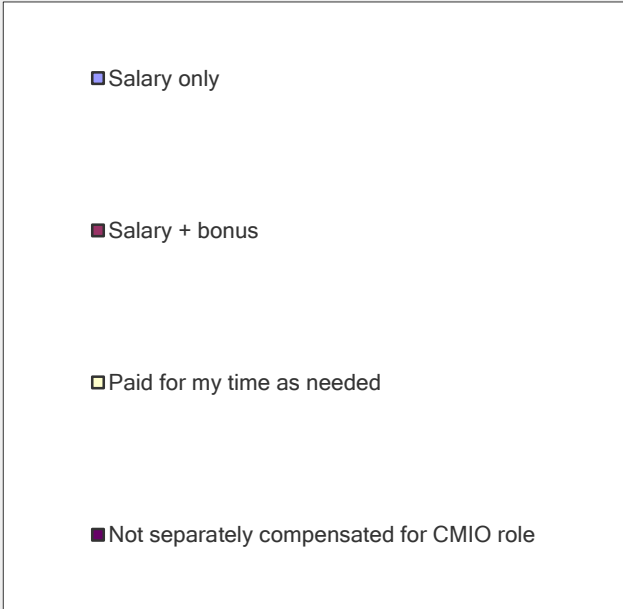
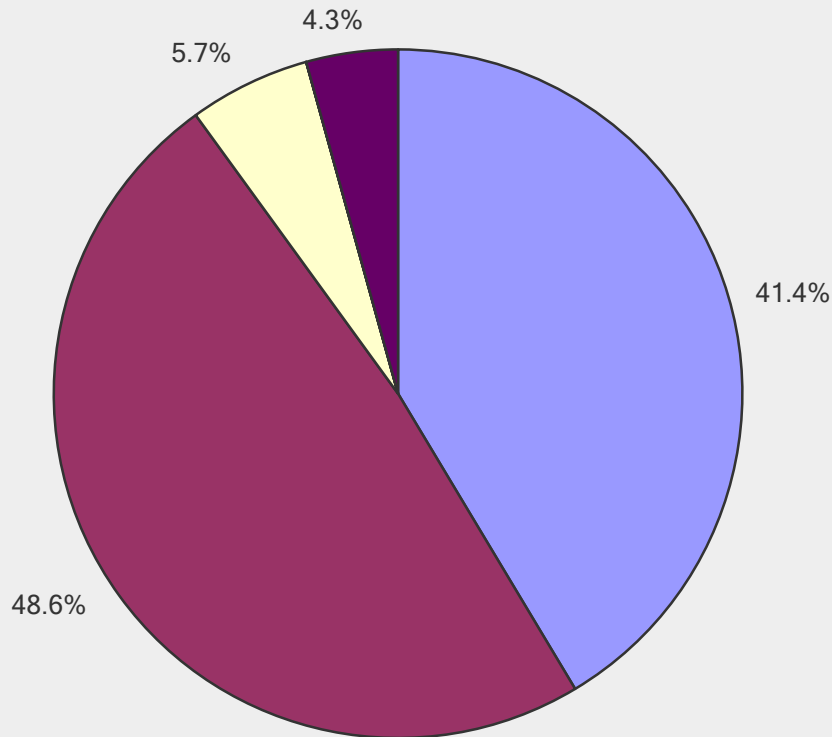
- Very wide range of salaries, reflecting wide range of experience, medical specialties, number of staff, etc.
- Where salary is the same, ranged from around \$150,000 to \$500,000+
- Most clustered around \$250,000-\$300,000 and \$345,000-\$375,000

CMIO Compensation



Salary and Bonus

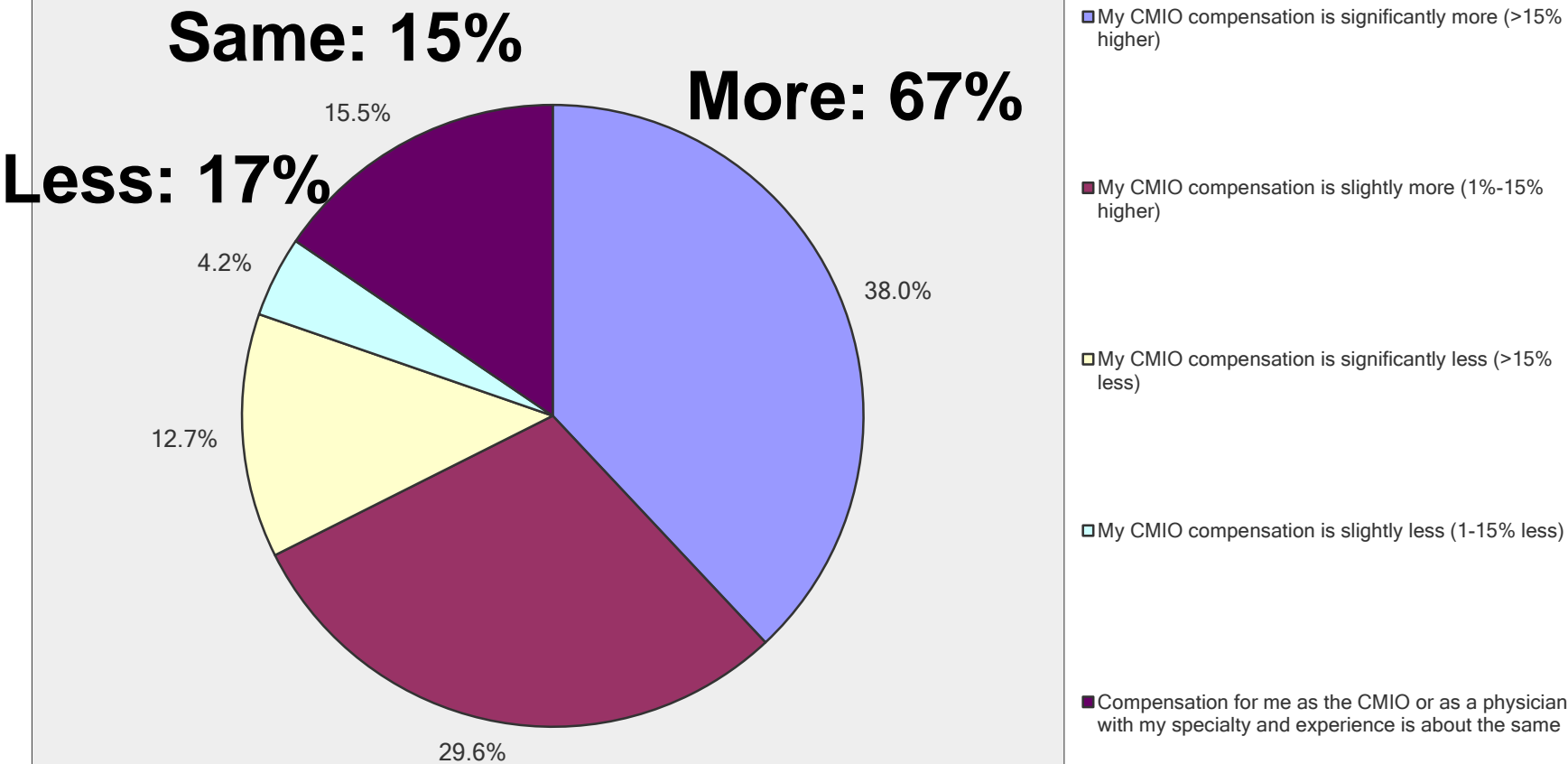
Salary only: 41% AMDIS - Gartner 2011



Salary + Bonus: 49%

How Does Compensation Compare With Physicians in Your Specialty/ Experience Level?

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Actions: Positioning for Business Accountability, Change Management and Agility

1. Making time for expanded role and different level/type of accountability
 - Usability + value
 - Performance analytics and dash boarding (EDW, etc.) – hospitals, enterprise, “bundled services”
 - Operating cost control/utilization/patient throughput
 - ICT support of bundled services/chronic disease/ACO care management: profitability, risk mitigation, revenue growth, quality
 - Extending the patient-provider relationship
 - Tele-health
2. Learn about cost accounting
3. Develop executive / communication and personnel management skills
4. Learn about/execute portfolio management