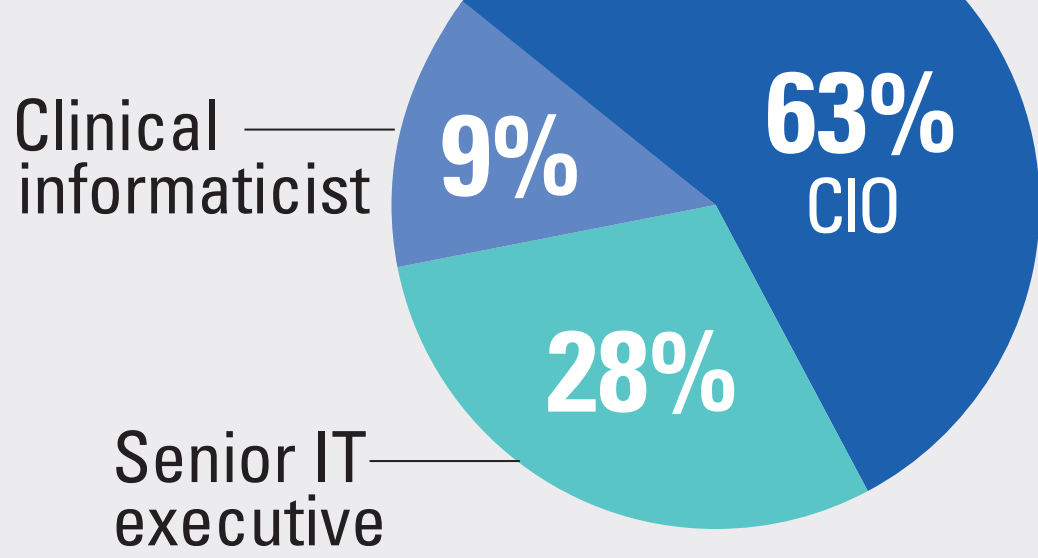
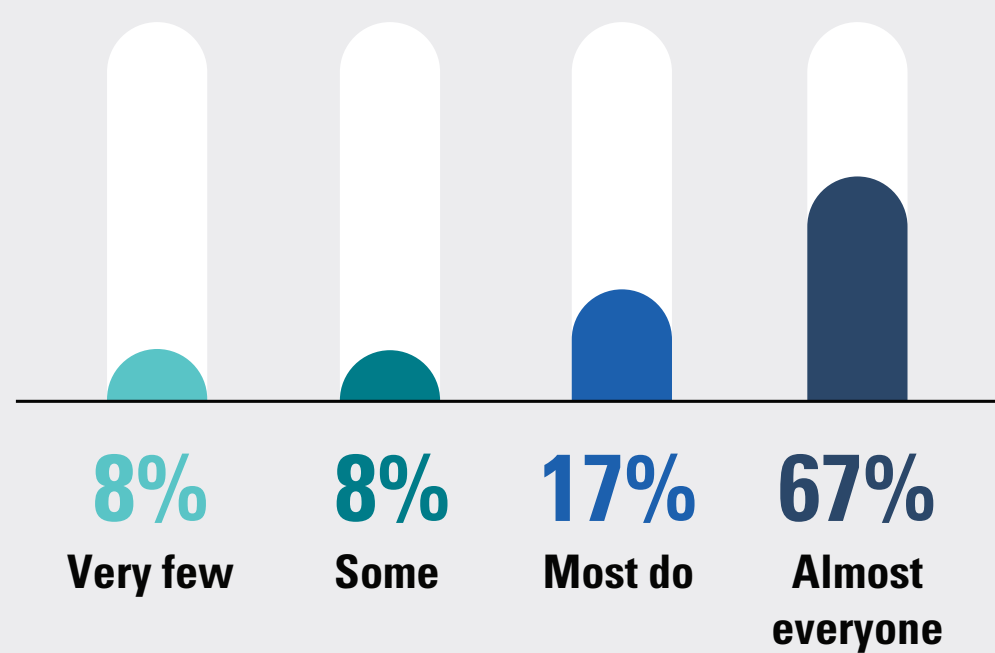


4

Top Skills of Highly Successful Health IT Leaders

The role of IT leader is becoming more and more strategic. Consequently, the skills to succeed are evolving. In a Spok survey of CHIME members, we asked respondents what skills are needed to lead a modern IT strategy that addresses the needs of all stakeholders in the organization.

Do health IT leaders in your organization have the skills to be successful in 2020?



Survey respondents

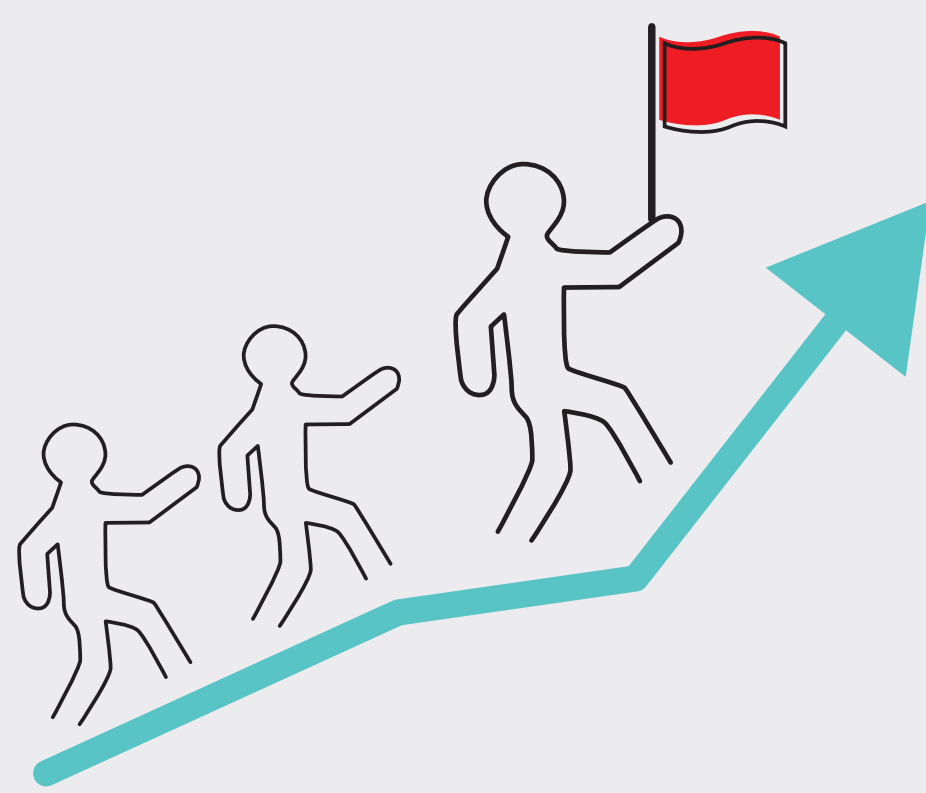
Total respondents: 73
Data collected: Oct. 2019

Skills of the modern IT leader

1

Able to lead through change

62% said change management was the No. 1 skill to sharpen in 2020. Managing change is the foundation of any IT project and today's IT leaders must be able to set the stage for change. One critically important tactic is to recruit key individuals from outside the IT department who will help you drive change. So, start building a network of change agents who will put in a good word about your future projects.



2

Bridge the gap between IT and other business units

51% said they would focus on building better relationships with business unit leaders. Your role isn't about being the controller of IT technology—it's about navigating the expectation to integrate technology capabilities into the core business. It's time to update your operating model and look for ways that technology can bring the business and IT together.



3

Take on a more strategic leadership role

48% say IT leaders should focus more on business goals at a strategic level and less about the technical/operational aspects. Digital innovation needs a champion. IT leaders are the best candidates to enable business transformation and ensure technology is used to its fullest potential. Are you devoting more time to business strategy and innovation?



4

Set and sell a compelling strategic agenda/plan

41% want to plan a more strategic agenda for 2020. IT environments should be agile, fluid, and iterative. Avoid silos of information by always considering enterprise architecture and integration. You'll want technology that pulls data from multiple sources, stores it in its native form, and uses it when it's needed. Cloud-based technology and other innovations are making it imperative to evolve the way IT has traditionally functioned.



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