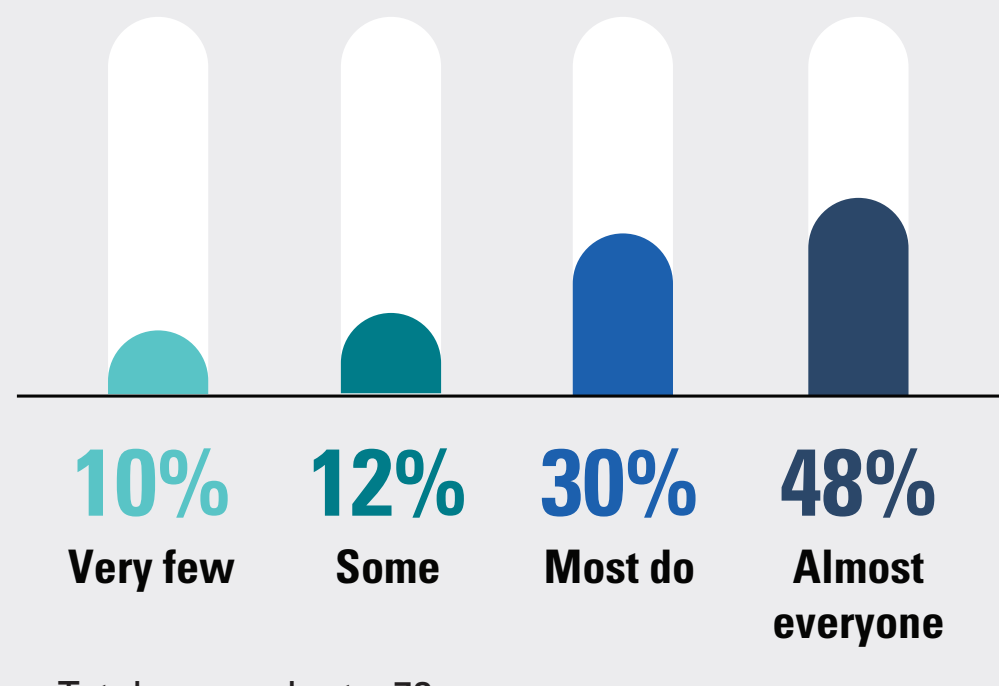


6

Skills Health IT Middle Managers Can Improve in 2020

In a Spok survey of CHIME members, we asked respondents if IT middle managers have the skills to be successful in 2020. Good news! Most IT leaders seem to think their staff are properly skilled, yet many agree there's room for improvement.



Total respondents: 73
Data collected: Oct. 2019

What percent of your IT staff have the skills to be successful in 2020?

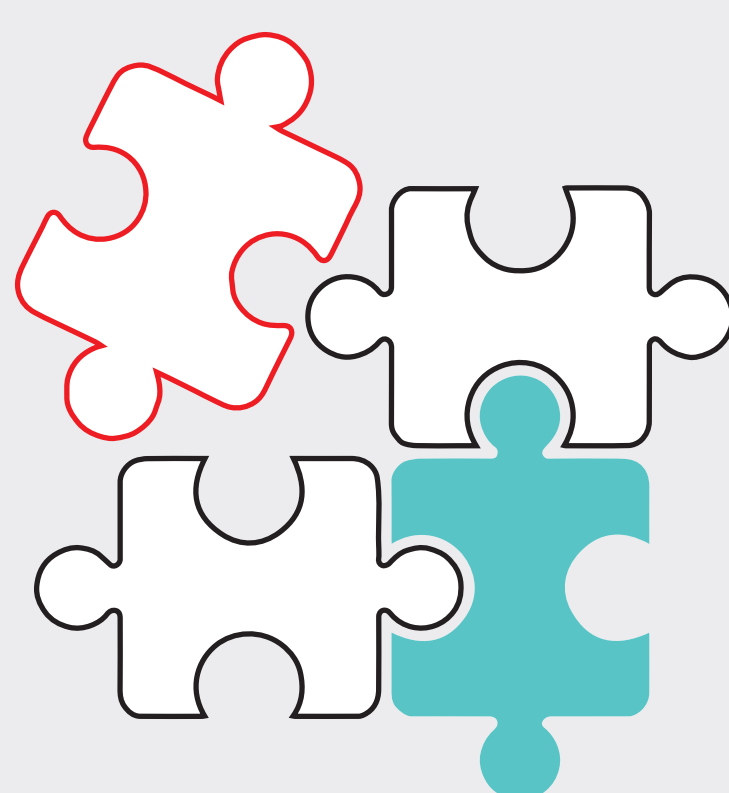
Want to up your game in 2020?

Focus on these six areas for improvement

1

Improve project management skills

64% said middle managers need to work on being better project managers. This often means the difference between a project coming in on time and on budget—or failing.



2

Speak [non-IT] lingo

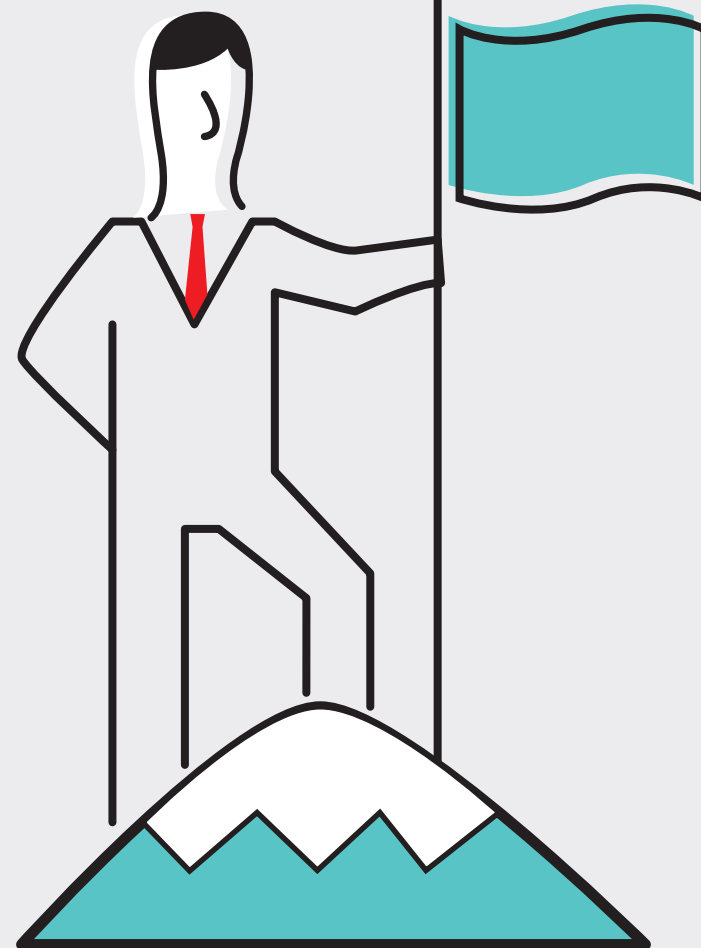
63% said middle managers need to learn to speak the same language as clinicians and other internal teams. Miscommunication between IT and end users can lead to project delays, security concerns, and other conflicts. IT can improve communication by clarifying terms and conducting basic IT education.



3

Be better leaders

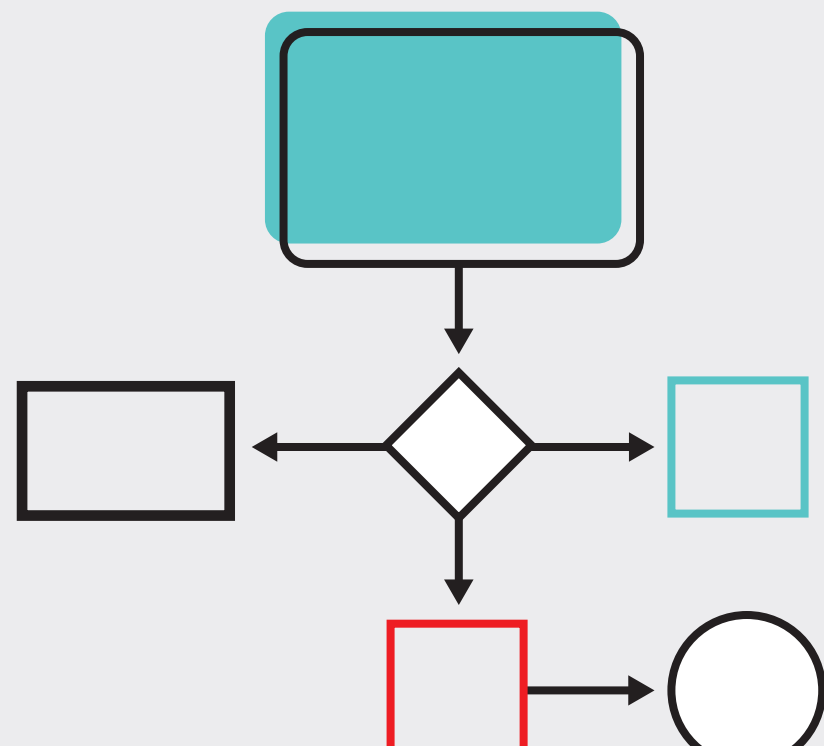
62% want middle managers to step up their game when it comes to leveraging IT platforms and processes. With greater focus on analytics, cloud, and positive return on their EHR investments—IT leaders need the entire IT department to help make sure they're getting the benefits they expected from these new technologies.



4

Understand other [non-technical] aspects of the business

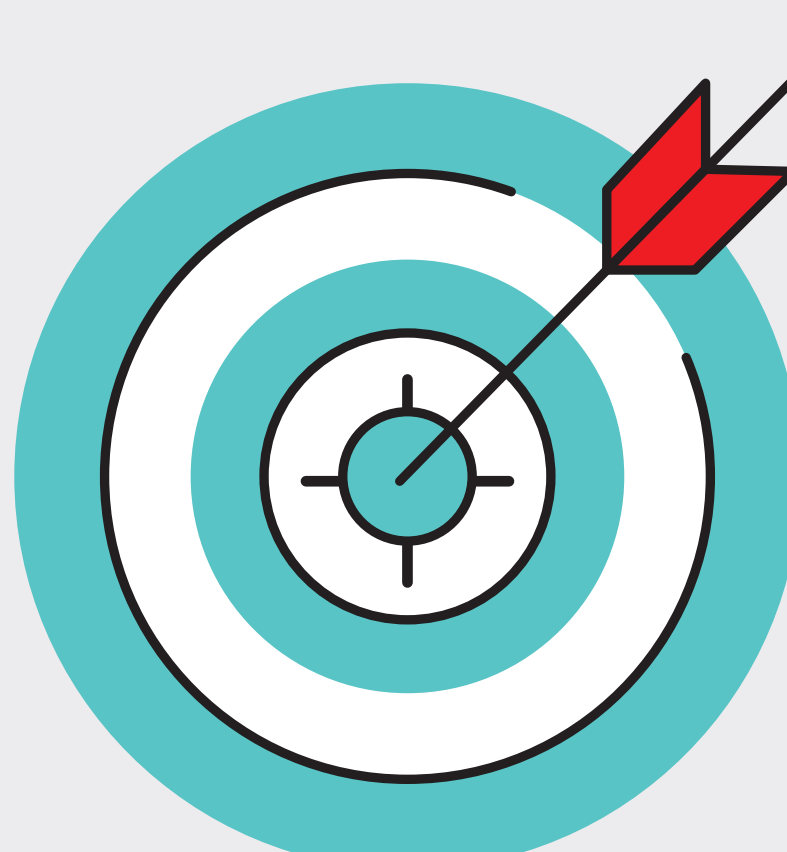
45% want middle managers to better understand how technology can make a difference in the way hospitals deliver care. IT needs to ensure technology is helping remove barriers and optimize clinical workflows.



5

Set goals that support business strategy

40% want middle managers to set goals that help achieve strategic initiatives. This means ensuring that the right IT infrastructure is in place to improve patient care, control costs, and improve operational capacity.



6

Develop financial acumen

37% want middle managers to develop financial skills, such as budgeting, forecasting, and justifying. Hospitals operate like any business, so managing cost and risk is imperative. IT implementation and adoption should be given equal consideration—because real ROI is realized when IT improves efficiency, quality, and safety of care delivery.



Learn more at spok.com/ITdepartment