

Survey Brief

Modernizing Healthcare Operations:

Insights from the CHIME Members Leadership Survey



“ The issue is not a lack of tools – it’s how effectively they work together. ”

Executive Summary

Healthcare leaders are reassessing how well their operational technology environments are prepared to support the next era of care delivery.

According to the CHIME 2026 Leadership Pulse Survey, nearly 90% of healthcare leaders believe operations must modernize to manage growing clinical, regulatory and financial demands. At the same time, most leaders say their current tools work well within the individual functions they were designed to support, but performance breaks down at the handoffs when work moves across teams and the entire health

system. These insights underscore that the issue is not a lack of tools, but how effectively systems and the data within them work together.

More than three-quarters of leaders say operating across multiple tools is central to the challenge. When work moves across teams, assembling information, reconciling data and tracking accountability across systems increases coordination burden and extends time to resolution. And **as issues remain open longer, risk rises** — especially in safety and compliance. For many organizations, this fragmentation is viewed as a governance and patient safety concern.

90%

Believe operations must modernize

75%+

Say operating across multiple tools is central to the challenge

70%

Prioritize action plan completion

Approximately **80% identify interoperability as a top priority**, and nearly **70% emphasize the importance of ensuring action plans are completed**. Leaders are increasingly evaluating systems not only on functional performance, but on their ability to exchange usable data, preserve shared context and support coordinated execution across the enterprise.

Budget pressure also shapes modernization decisions. **Eighty-five percent cite financial constraints as the leading barrier to change**. Rather than slowing momentum, this discipline is refining it. Leaders are prioritizing strategies that demonstrate measurable impact without adding operational strain.

The message from healthcare leaders is clear: the next era of healthcare operations will be defined not by adding solutions, but by simplifying and connecting operations so systems work together by default, data remains governed and defensible and work carries beyond reporting and through to closure.

80%

Prioritize interoperability

70%

Prioritize action plan completion

85%

Cite financial constraints

Key Findings

The CHIME 2026 Leadership Pulse Survey reflects a market that is not lacking tools, but reassessing how those tools work in tandem. Leaders describe environments that function within departments but require increasing coordination as care delivery extends across settings, regulatory expectations intensify and budget constraints tighten.

Across the leadership responses, several strategic themes emerge →



Interoperability has become a strategic filter



Tool sprawl is creating operational drag



Capacity, not awareness, is the constraint



The focus is shifting from monitoring to follow-through

1 Interoperability has become a strategic filter

Most healthcare leaders report that their current tools work well for the functions they support. Within domains like safety, compliance, provider management and patient experience, capabilities are often mature. The challenge shows up when work must move across those domains and teams.

As responsibilities cross workflows, teams must rely on multiple tools to maintain shared context and accountability. That coordination exposes a structural gap: tools that function well individually are not always designed to exchange usable, standardized data across the entire organization. When data cannot move cleanly, issues remain open longer, follow-through slows and risk increases — particularly in safety and compliance workflows.

Nearly 80% cite interoperability as a top concern, and roughly 74% indicate that integration with existing systems, including the EHR, is a key factor in future solution selection. Leaders are also

evaluating not only whether systems integrate, but whether they can sustain continuity — preserving operational history through migration and archiving, standardizing data across platforms and maintaining access during downtime.

These findings reflect more than technical preferences. Interoperability is emerging as a leadership requirement — and, increasingly, a buying gate. When workflows span departments, facilities and domains, leaders need systems that exchange usable data, preserve context and support coordinated follow through at enterprise scale.

One leader noted that siloed systems can “risk and delay care,” and better interoperability “directly translates into safer care and better patient outcomes.” While the survey does not quantify safety impact directly, leaders are clearly linking operational fragmentation, data access gaps and delayed resolution to patient safety and governance risk.

80%

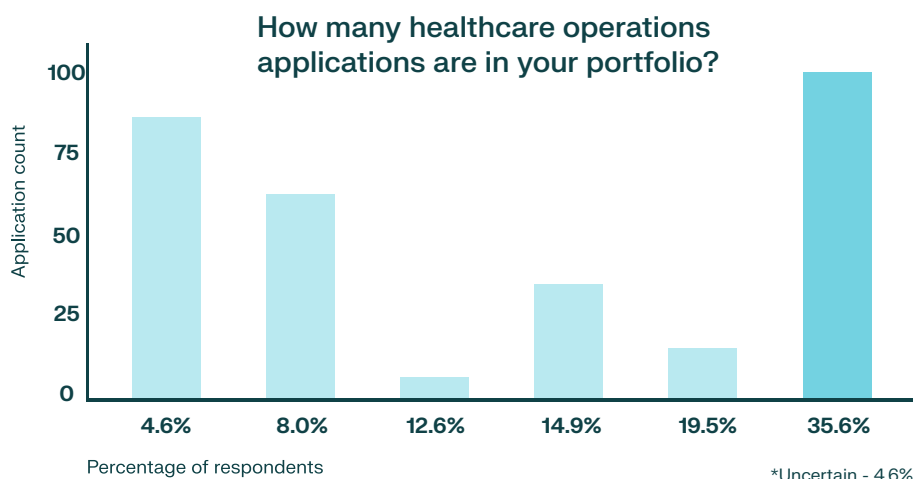
Identify interoperability as a top priority

74%

Say EHR integration is a key buying factor

2 Tool sprawl is creating operational drag

Healthcare leaders are managing substantial technology portfolios. In some cases, organizations operate with more than 100 systems enterprise-wide, including 10 to 20 or more dedicated to safety, compliance, provider management and patient experience — underscoring the layered complexity within a health system's technology ecosystem.



More than 76% say managing too many tools makes operations harder. Nearly half cite integration complexity and data quality concerns as primary barriers. Approximately 31% report actively exploring vendor consolidation, and roughly 70% identify reduced total cost of ownership as a key selection factor.

“In some cases, organizations operate with more than 100 systems enterprise-wide.”

Leaders are signaling that modernization is about strategic simplification. As portfolios expand, workflow friction increases — from manual reconciliation to custom reporting and duplicate data entry. Disparate systems often require additional rework to meet evolving reporting requirements.

For many organizations, simplification also means retiring legacy systems without losing access to the operational history those systems contain. Secure archiving, governed retention and ready access to historical data can reduce cost and risk while preserving the evidence required for compliance, litigation, quality review and enterprise oversight.

Modernization, therefore, is not about accumulation. It is about deliberate simplification — consolidating where appropriate, standardizing data across environments and reducing coordination burden so execution can remain consistent across sites, departments and domains.

76%

Say too many tools make operations harder

70%

Prioritize reduced total cost of ownership

31%

Exploring vendor consolidation

3 Capacity, not awareness, is the constraint

High Visibility

Many CHIME leaders report they have clear visibility into their operations today. About 70% say their tools are effective at monitoring indicators across risk, compliance, workforce and patient experience, and roughly 80% prioritize early risk identification and proactive monitoring. Many also signal growing investment in predictive analytics and AI-supported insight. These capabilities are increasingly viewed as foundational as they enable earlier trend detection, cross-domain visibility and faster intervention.

70%

Effective monitoring

80%

Prioritize early risk detection

Execution Constraint

Limited IT bandwidth

But visibility is not the same as execution. More than half also cite limited IT bandwidth as a barrier to modernization, and budget constraints remain significant. Initiatives that require heavy customization or extended integration cycles face practical resistance — reinforcing the need for modernization approaches that reduce implementation lift, protect operational continuity and standardize data as systems evolve.

Budget constraints

The constraint emerging from the survey is the ability to translate insight into accountable action at scale. Leaders are evaluating modernization pathways that improve reliability without introducing new operational burden.

4 The focus is shifting from monitoring to follow-through

While many organizations express confidence in their ability to monitor and report on operational performance within a single domain, nearly 70% say their priority is ensuring that action plans are actually completed.

Healthcare organizations have invested significantly in visibility — dashboards, analytics and cross-domain reporting. The emerging question is what happens next.

As a result, modernization strategies are increasingly evaluated on closed-loop execution. Leaders are looking beyond what systems can surface to how they clarify ownership, support action plan completion and reduce time to resolution across domains. Sustained performance depends not only on identifying issues, but on ensuring that work moves consistently from signal to documented closure — with data that remains governed, accessible and defensible throughout the process.



70%

Prioritize ensuring action plans are completed



What this means for healthcare leaders

The next stage of modernization is less about adding more point solutions and more about simplifying the environment so workflows connect by default, with shared accountability from signal to action to closure. The CHIME findings suggest four realities shaping this shift:



Interoperability is foundational and increasingly a buying gate.



Tool sprawl carries measurable economic and coordination costs.



Capacity constraints demand pragmatic sequencing.



Competitive differentiation is shifting toward reliable execution across teams and the entire organization.

Modernization is not slowing — it is becoming more disciplined. Leaders are concentrating on platforms that reduce coordination burden, reinforce accountability and scale without introducing additional operational strain.

The defining question is no longer whether systems function. It is whether they function together in a way that sustains reliable execution amid regulatory change, financial pressure and operational complexity.



Aligning technology to operational discipline

These findings suggest that healthcare operations are entering a more disciplined phase of digital maturity. As organizations refine their modernization strategies, the emphasis is on fewer disconnected platforms and more coordinated operational environments supported by a governed data foundation.

Leaders are shifting from evaluating tools in isolation and instead assessing how well systems support execution across teams while delivering improved outcomes. Interoperability with the EHR has become a threshold requirement. Integration complexity and data quality are increasingly recognized as structural risk factors rather than technical inconveniences. When data cannot move cleanly across systems, early warning signals weaken, action slows and governance oversight becomes more difficult to sustain. Success will be defined by the ability to connect workflows, preserve ownership, maintain data integrity and consistently move organizations from insight to resolution.

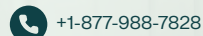
Ultimately, the organizations that will define the next era of healthcare operations are those that can translate insights into reliable execution at scale — strengthening safety, governance and performance across increasingly complex care environments.

About RLDatix

RLDatix solutions for safety, workforce and data are used by over 10,000 healthcare organizations across the world. Our mission is to help organizations raise the standard of care by delivering safer and more efficient health and care. Visit rldatix.com to learn more.

As the sponsor of the CHIME 2026 Leadership Pulse Survey, RLDatix is committed to advancing operational discipline across safety, compliance, provider management and patient experience. We believe modernization is not about adding more systems, but about strengthening how organizations connect data, preserve accountability and translate insight into reliable execution.

Recognized as Best in KLAS in several categories and trusted by 100% of health systems ranked on the U.S. News and World Report Best Hospitals list, RLDatix partners with healthcare organizations to reduce fragmentation, simplify governance and improve performance across complex care environments.



Introducing RLD360™

RLD360 is RLDatix's AI-powered platform for raising the standard of care for your patients, providers and organization. It connects work across safety, compliance, provider management and patient experience so organizations can:

- Detect risk earlier across domains
- Strengthen coordinated follow-through
- Preserve ownership across teams
- Produce defensible proof for boards and regulators
- Reduce repeat failures through connected learning
- Strengthen patient loyalty and growth by closing the loop on patient feedback and service recovery

Rather than adding another layer of reporting, RLD360 supports end-to-end operational execution — helping organizations move from awareness to sustained performance improvement.

