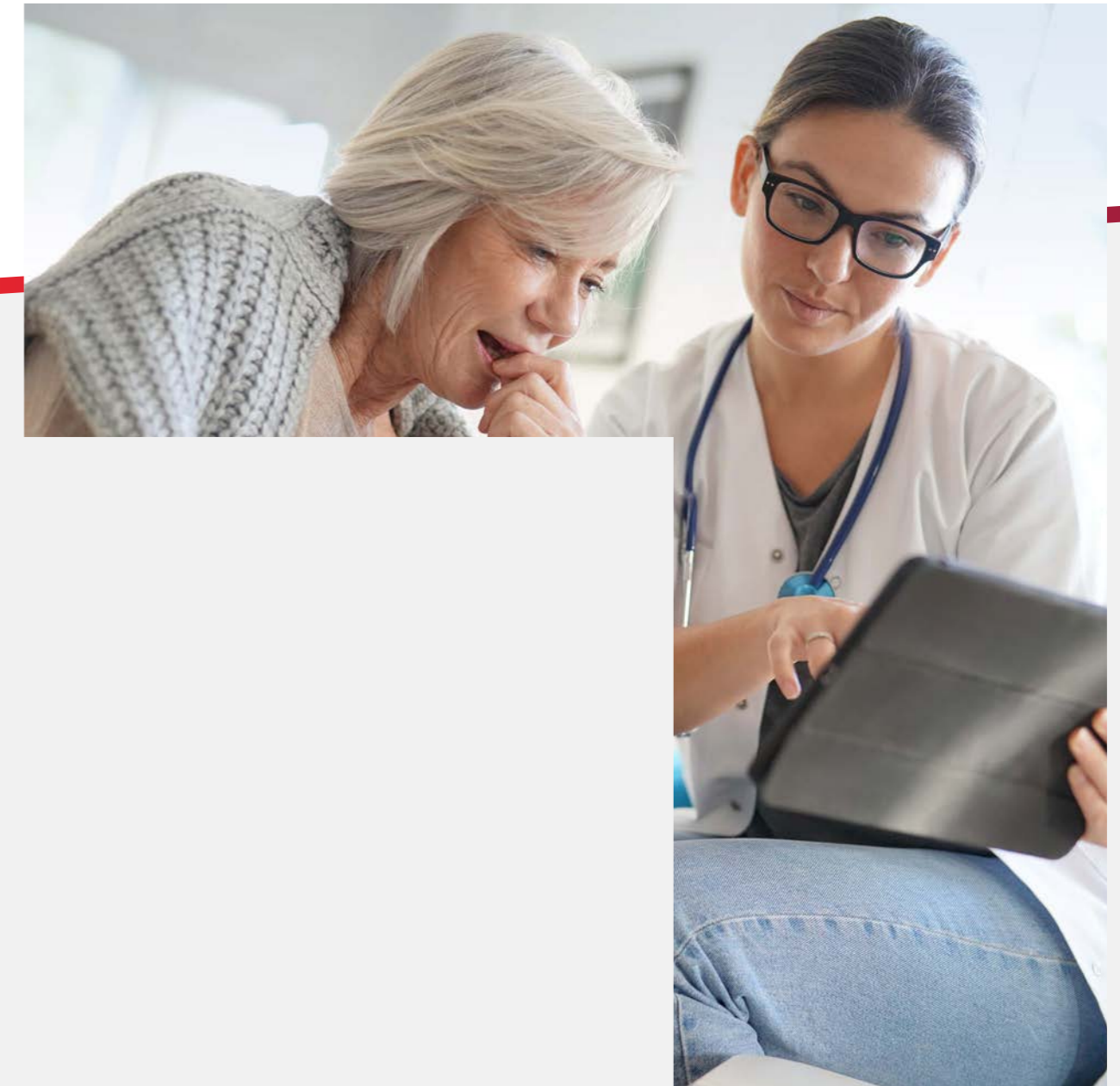


2023 Voice of Our Clients

Findings from interviews with executives in

Health



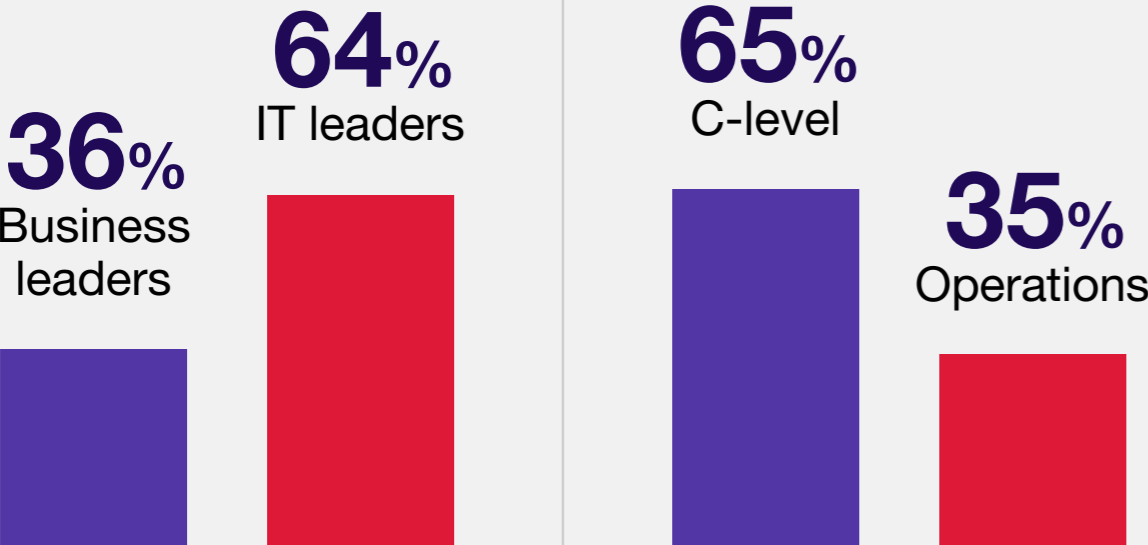
Top trends & priorities

	Macro trends	Industry trends	Business priorities	IT priorities
1	Changing social demographics	Budget pressures due to aging populations	Improve patient experience via compliance, home support	Digitize and automate to improve care, reduce costs
2	Technology and digital acceleration	Digitize to meet customer and citizen expectations	Optimize today's operations	Drive IT modernization, new IT delivery models
3	Reconfiguration of supply chains	Protect through cyber privacy and cybersecurity	Use data to improve outcomes and reduce cost	Digitize and automate processes across the value chain



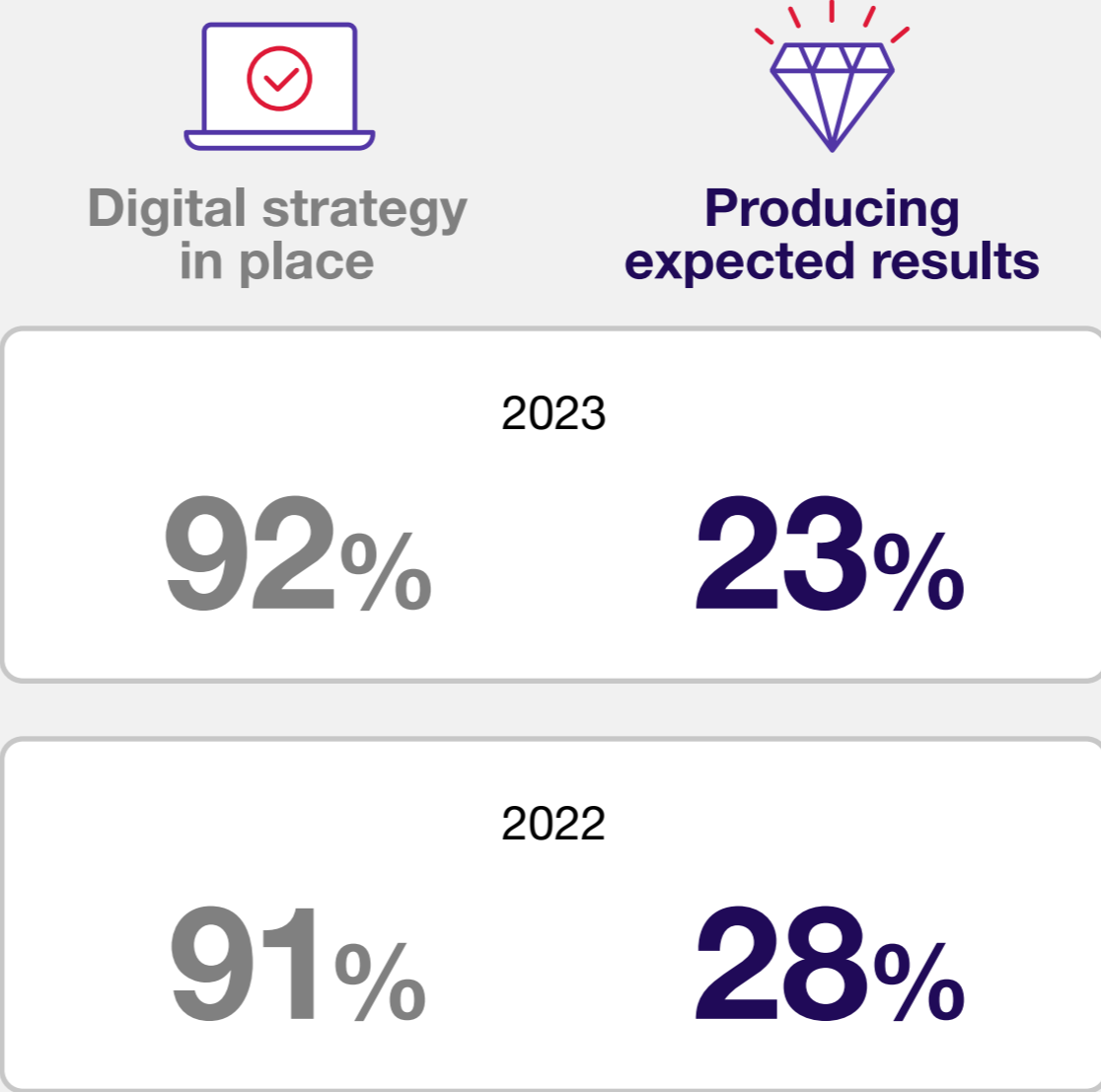
Executives we interviewed

Annually, CGI leaders meet with executives across industries and geographies to gather their perspectives on the trends affecting their enterprises:



Digital strategy progress

While 23% of executives are producing expected results from their digital strategies, progress has slowed in healthcare, dropping from 28% in 2022.



Key findings in Health



Demographic shifts matter

76%

cite high impacts of aging populations and talent shortages



Budget pressure solutions needed

#1 trend

related to aging populations was #3 in impact last year



Quality data is essential

83%

cite data quality as a top improvement area over the next 3 years



Use of cloud is growing

61%

rely on cloud-based solutions, up from 35% in 2022



Improving care is top priority




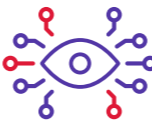
#1 business priority

requires digitization and automation (#1 IT priority)

Digital leaders in Health

When comparing insights from the 23% who say they are producing results from digital strategies (**digital leaders**) to those building or launching digital strategies (**digital aspirants**), common attributes emerge.

Digital leaders in healthcare have agile business models and aligned business and IT operations as levers to advance their digital transformation.

		Digital leaders	Digital aspirants
	Have highly agile business model to address digitization	29%	6%
	Experience fewer legacy system challenges	14%	63%
	Closely align business and IT operations to support strategy	58%	23%
	Produce results from data privacy strategy	73%	38%

5 recommendations to help health clients become digital leaders

- 1 Align business and IT operations**
to accelerate your strategy and priorities
- 2 Re-evaluate your digital strategy**
to modernize legacy systems and improve the quality of data
- 3 Extend the scope of your digital strategy**
to include your external ecosystem and value chain
- 4 Increase automation use and sophistication**
to aid in process improvement
- 5 Invest to attract and retain IT talent**
to address changing social demographics and digital acceleration impacts



At CGI, we empower healthcare organizations to overcome challenges, optimize operations, and improve patient outcomes.

[Learn more →](#)

Meet with our experts about these insights.

[Schedule a discussion →](#)