### Top trends & priorities

<table>
<thead>
<tr>
<th>Macro trends</th>
<th>Industry trends</th>
<th>Business priorities</th>
<th>IT priorities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changing social demographics</td>
<td>Budget pressures due to aging populations</td>
<td>Improve patient experience via compliance, home support</td>
<td>Digitize and automate to improve care, reduce costs</td>
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<tr>
<td>Technology and digital acceleration</td>
<td>Digitize to meet customer and citizen expectations</td>
<td>Optimize today’s operations</td>
<td>Drive IT modernization, new IT delivery models</td>
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<tr>
<td>Reconfiguration of supply chains</td>
<td>Protect through cyber privacy and cybersecurity</td>
<td>Use data to improve outcomes and reduce cost</td>
<td>Digitize and automate processes across the value chain</td>
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Executives we interviewed

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

1,764 across 21 industries

76 in Health

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.**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Digital leaders</th>
<th>Digital aspirants</th>
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<tbody>
<tr>
<td>Have highly agile business model to address digitization</td>
<td>29%</td>
<td>6%</td>
</tr>
<tr>
<td>Experience fewer legacy system challenges</td>
<td>14%</td>
<td>63%</td>
</tr>
<tr>
<td>Closely align business and IT operations to support strategy</td>
<td>58%</td>
<td>23%</td>
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<tr>
<td>Produce results from data privacy strategy</td>
<td>73%</td>
<td>38%</td>
</tr>
</tbody>
</table>
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 →