

NEWS RELEASE

New Chartis health system CEO & CSO survey: Executives reveal priorities for 2025–2030

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While health system executives expect regulatory, financial, workforce, and consumer pressures to materially rise, they also see the potential promise of technological advancements to improve the caregiver experience and enable new ways of delivering more accessible, cost-effective care.

Chartis, a leading healthcare advisory firm, today released a new CEO and CSO survey, “Pressures and promise: US health system priorities 2025–2030.” It reveals what matters most to senior executives at US health systems, including how they view key healthcare trends, the major challenges they face, and where they are making strategic investments within the next five years.

In December 2024, Chartis surveyed 61 executives from US health systems representing a wide range of sizes and profit margins and found that their most critical priorities will be navigating the changing regulatory environment, managing against significant expected financial pressures, retaining and growing their patient base, and recruiting and retaining physicians and clinicians.

“As health system executives chart the path for the next 10 years, they must navigate tremendous uncertainty,” said Cindy Lee, Chartis Chief Strategy Officer and Leader, Strategic Transformation. “Topping the list of concerns are the rapidly evolving regulatory landscape, significant changes tied to payment reform, and recruiting and retaining physicians and clinicians—even as the risk of a negative provider experience rises. Most health systems are investing in technology to help alleviate pressures and improve experience for the clinical workforce. They also believe it will increase patient retention through better access, experience, and quality.”

The survey revealed several key findings, including:

Uncertainty in the rapidly evolving regulatory environment and a negative impact on provider experience

- **84%** of respondents said they anticipated regulatory changes would significantly or moderately impact their organizations over the next 5 to 10 years. And that was before newly elected officials took office.
- While most respondents were uncertain of the exact state and federal regulatory changes coming or how they would impact their communities, **nearly half (46%)** were confident they would have a negative impact on provider experience.

Payment reform's positive impact for patients, negative impact for clinicians

- **41%** of health system executives believe payment reform, closely tied to regulatory changes, will also negatively impact provider experience.
- However, **more than half** of executives expect payment reform across both public and private payers to positively impact quality and safety (54%), affordability (54%), and health equity (51%).

The promise of technological advancements

Respondents view technological advancements as an essential part of navigating industry changes and addressing the challenge of recruiting and retaining physicians.

- The two greatest organizational priorities for 2025 are investing in new technology-related capabilities (**97%**) and better aligning with physician leaders (**89%**).
- **73%** believe technology will positively impact their providers' experiences, ultimately impacting recruitment and retention.
- Additionally, **more than three-quarters** believe technology advancements will also positively impact access to care (81%) and patient experience (75%).

To view the full report, [click here](#).

About Chartis

The challenges facing US healthcare are longstanding and all too familiar. We are Chartis, and we believe in better. We work with more than 900 clients annually to develop and activate transformative strategies, operating models, and organizational enterprises that make US healthcare more affordable, accessible, safe, and human. With more than 1,000 professionals, we help providers, payers, technology innovators, retail companies, and investors create and embrace solutions that tangibly and materially reshape healthcare for the better. Our family of brands—Chartis, Jarrard, Greeley, and HealthScape Advisors—is 100% focused on healthcare and each has a longstanding commitment to helping transform healthcare in big and small ways. [Learn more](#).