

REVENUE CYCLE TECHNOLOGY TRENDS

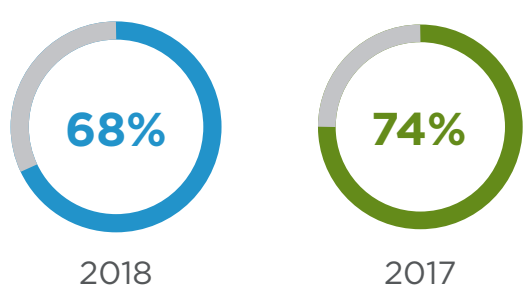
A survey of provider executives about revenue cycle IT budgets, EHRs, and consumer self-pay

NOVEMBER 2018

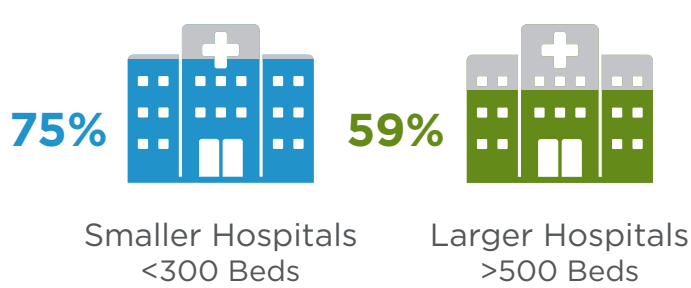
An annual Navigant/HFMA survey of 107 hospital and health system CFOs and revenue cycle management (RCM) executives delivered the following findings:

Executives Project More Moderate Revenue Cycle IT Budget Growth Over the Next Year

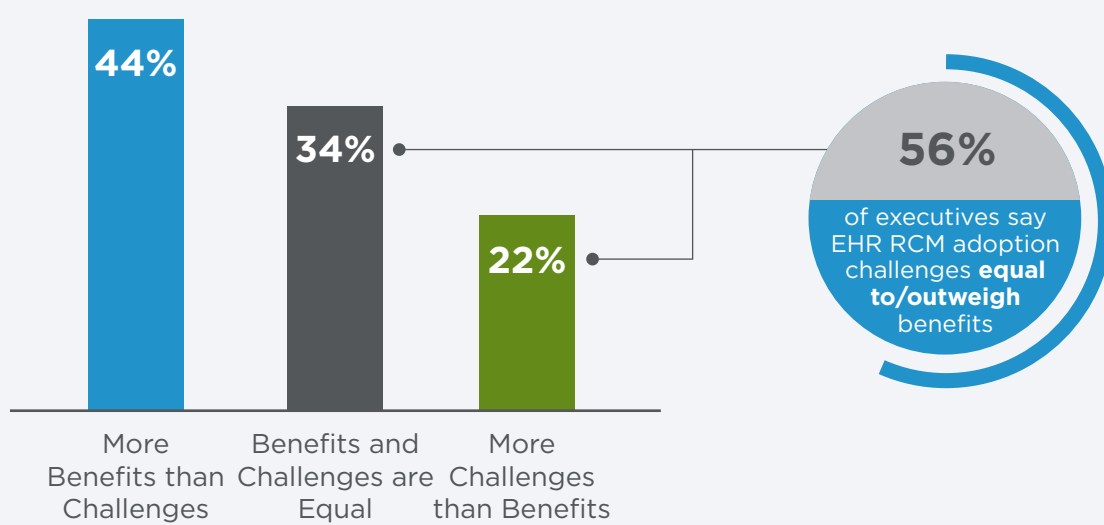
Executives projecting revenue cycle IT budget growth:



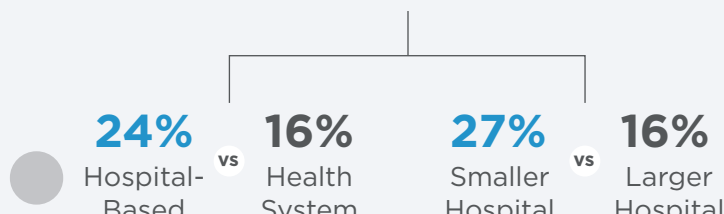
More smaller hospital executives predict revenue cycle IT budget growth over the next year:



EHR Revenue Cycle Adoption Challenges Equal to or Outweigh Benefits



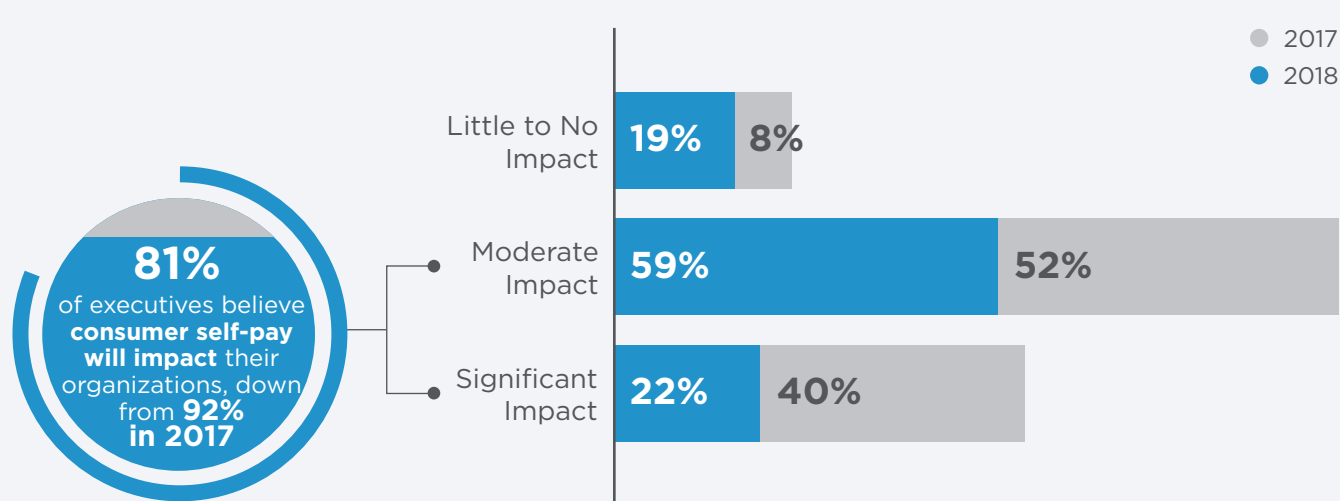
Hospital-based and smaller hospital executives cite more EHR challenges than benefits:



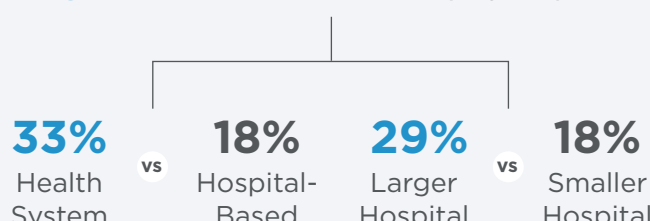
Providers Still Struggle to Optimize EHR Functions



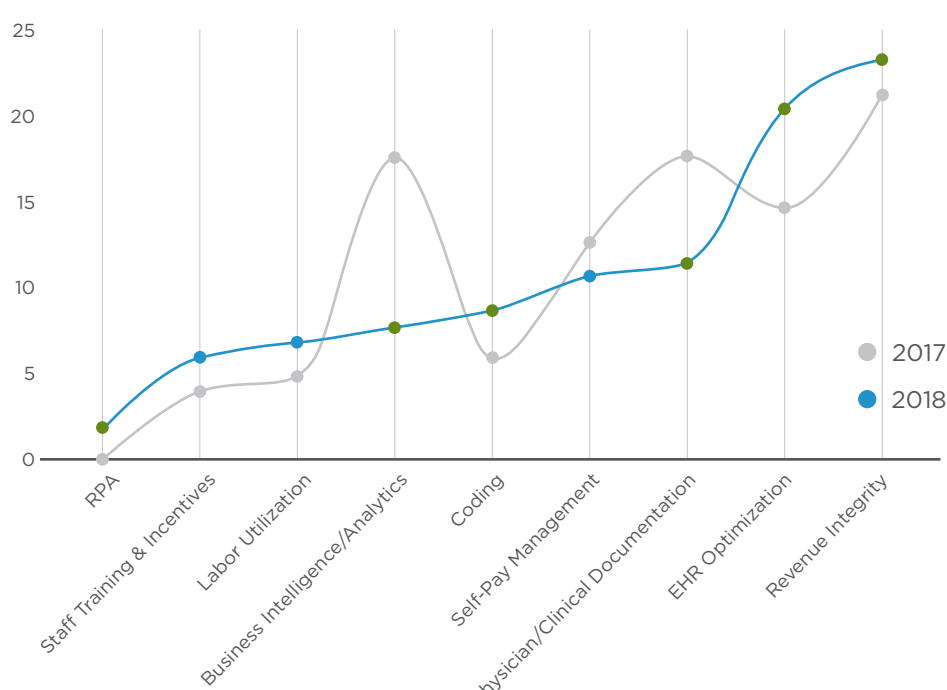
Providers Are Getting Better at Addressing Consumer Self-Pay, But Still An Issue



More health system and larger hospital executives expect significant consumer self-pay impact:



Executives Continue to Focus on IT, Revenue Integrity to Drive RCM Improvements



Revenue Integrity and EHR Optimization continue to be main focus areas for RCM improvement

76% of these areas involve or are enabled by TECHNOLOGY