



REVENUE CYCLE TECHNOLOGY TRENDS

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

November 2018

hfma[™]

Lead. Solve. Grow.

NAVIGANT

HFMA/Navigant Survey At-a-Glance

According to an annual HFMA/Navigant survey of 107 hospital and health system CFOs and revenue cycle management (RCM) executives, their organizations:



Predict more moderate IT investments to improve revenue cycle performance



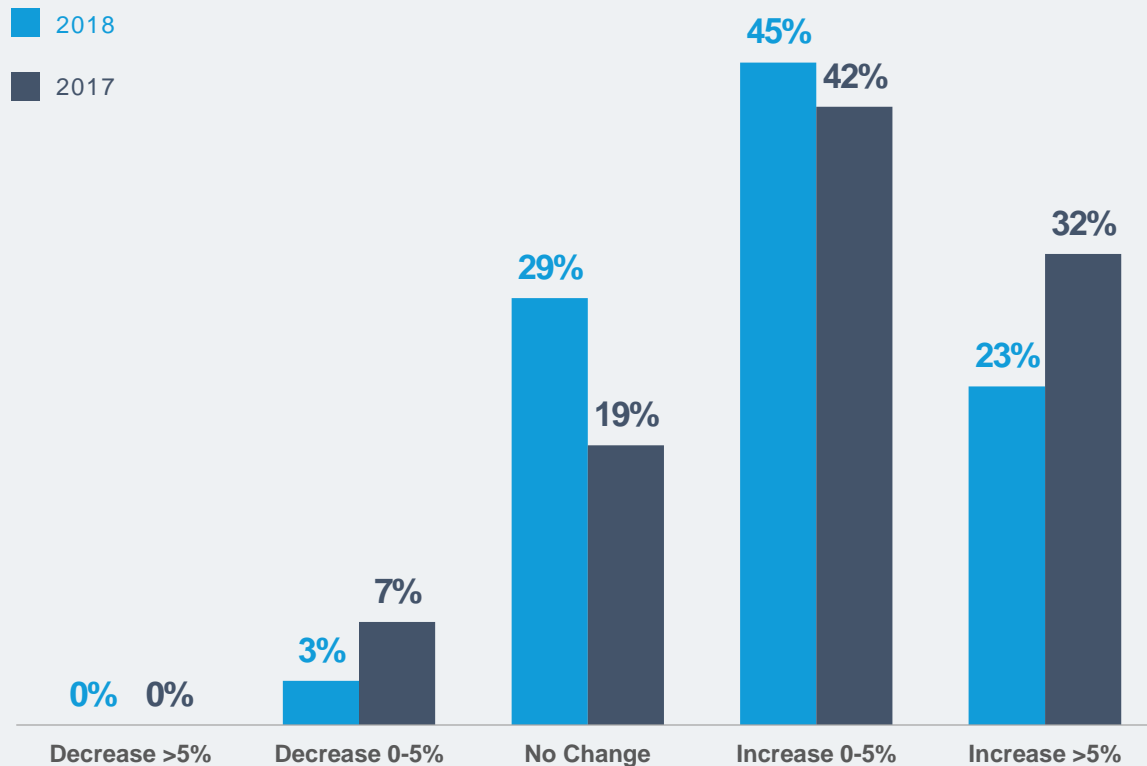
Still struggle to optimize revenue cycle-related EHR functions and address consumer self-pay



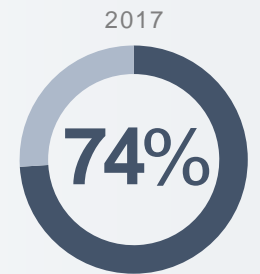
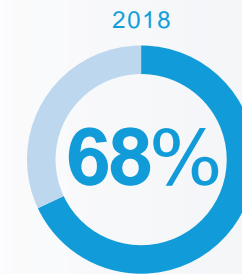
Continue to focus on IT – revenue integrity in particular – to drive revenue cycle improvements

Executives Project More Moderate Revenue Cycle IT Budget Growth

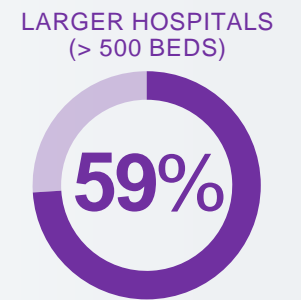
How is your organization's revenue cycle technology budget projected to change in the next 12 months?



Executives predicting revenue cycle IT budget growth over next year:

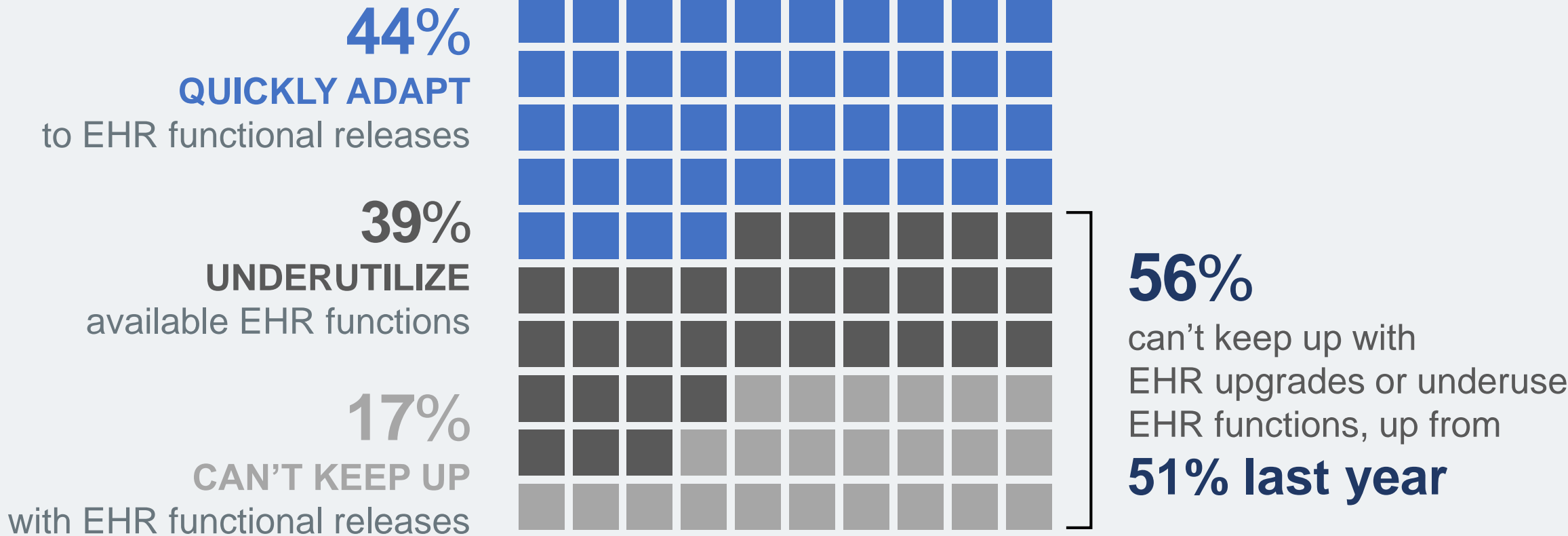


More smaller hospital executives predict RCM IT budget growth over next year:



Providers Still Struggling to Optimize EHR Functions

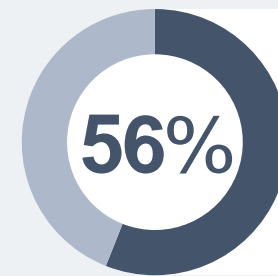
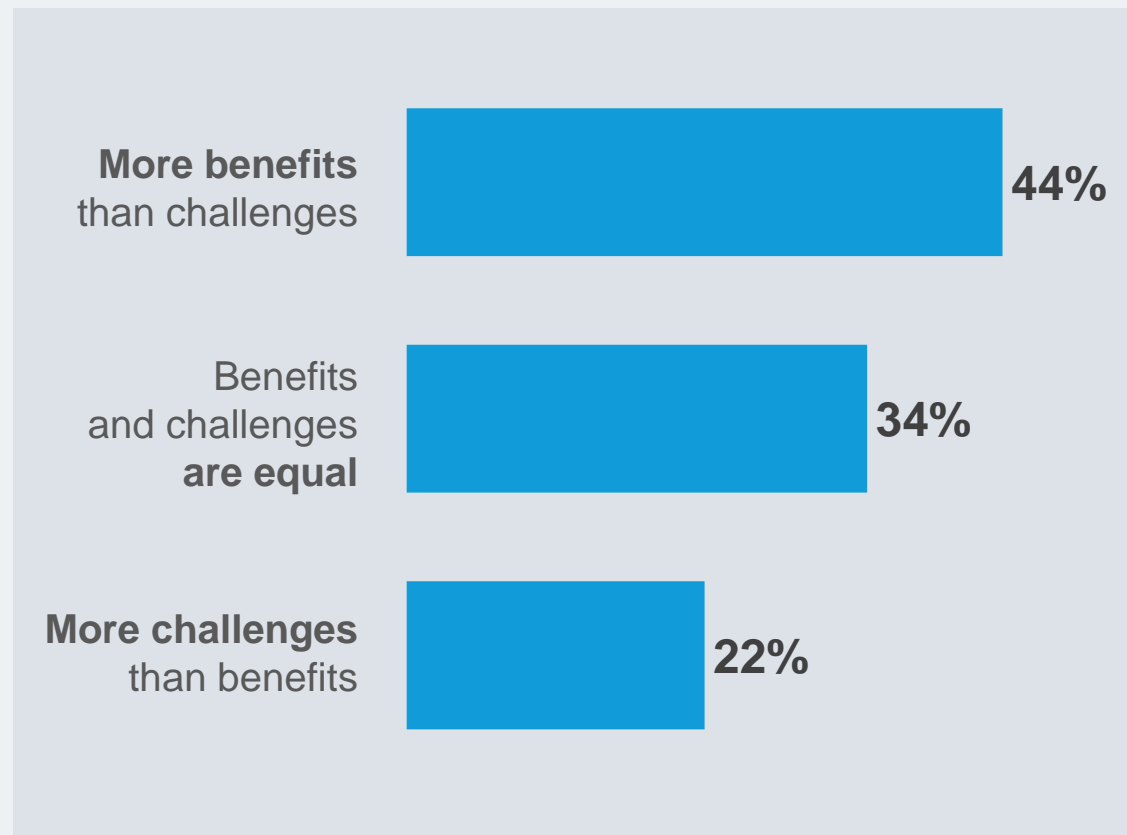
To what extent is your organization able to implement/utilize new functional releases from your EHR (workflow, reporting, functional enhancements)?



* Percentages exceed 100% because respondents were asked to select all responses that apply.

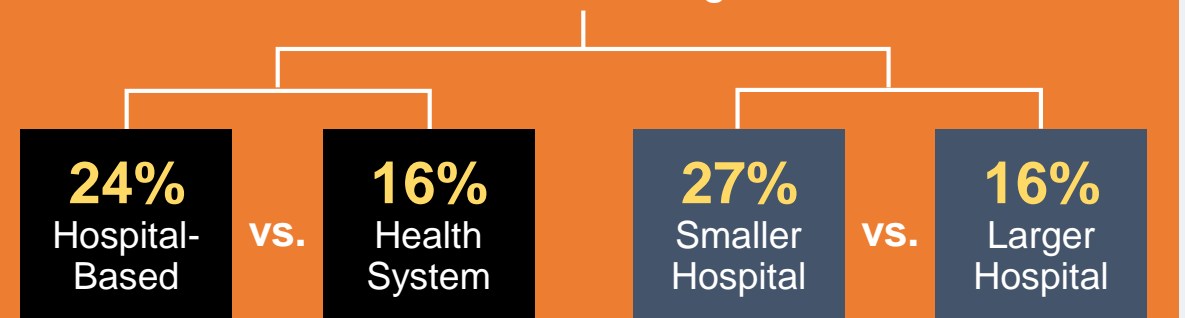
EHR Revenue Cycle Adoption Challenges Equal to or Outweigh Benefits

How has your organization's EHR adoption impacted revenue cycle performance?



of execs say EHR RCM adoption **challenges equal to or outweigh benefits**

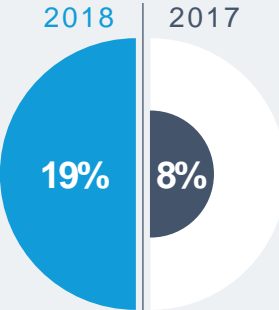
More hospital-based and smaller hospital executives cite more challenges than benefits:



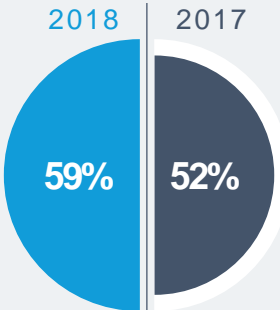
Providers Better at Addressing Consumer Self-Pay, But Issues Persist

What impact does increased consumer responsibility for healthcare costs have on your organization?

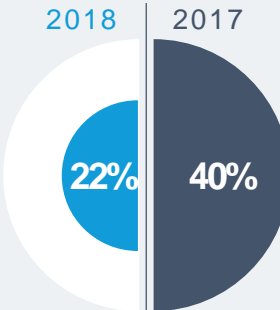
NO OR LITTLE IMPACT



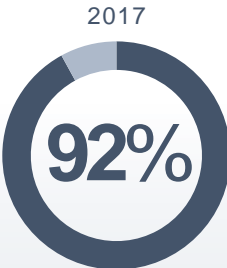
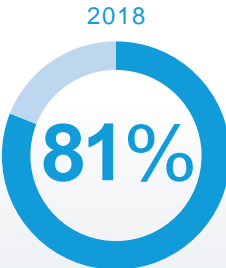
MODERATE IMPACT



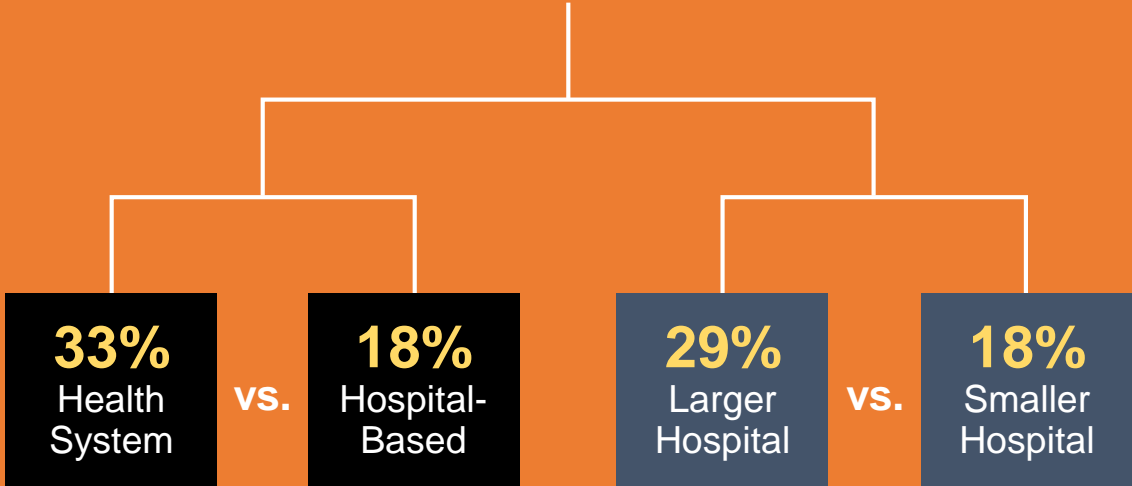
SIGNIFICANT IMPACT



Execs believing consumer self-pay will impact their organizations:

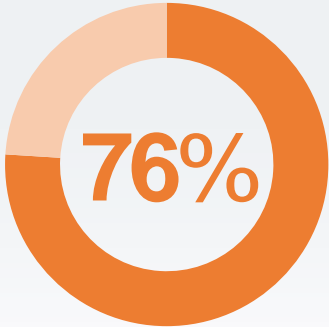
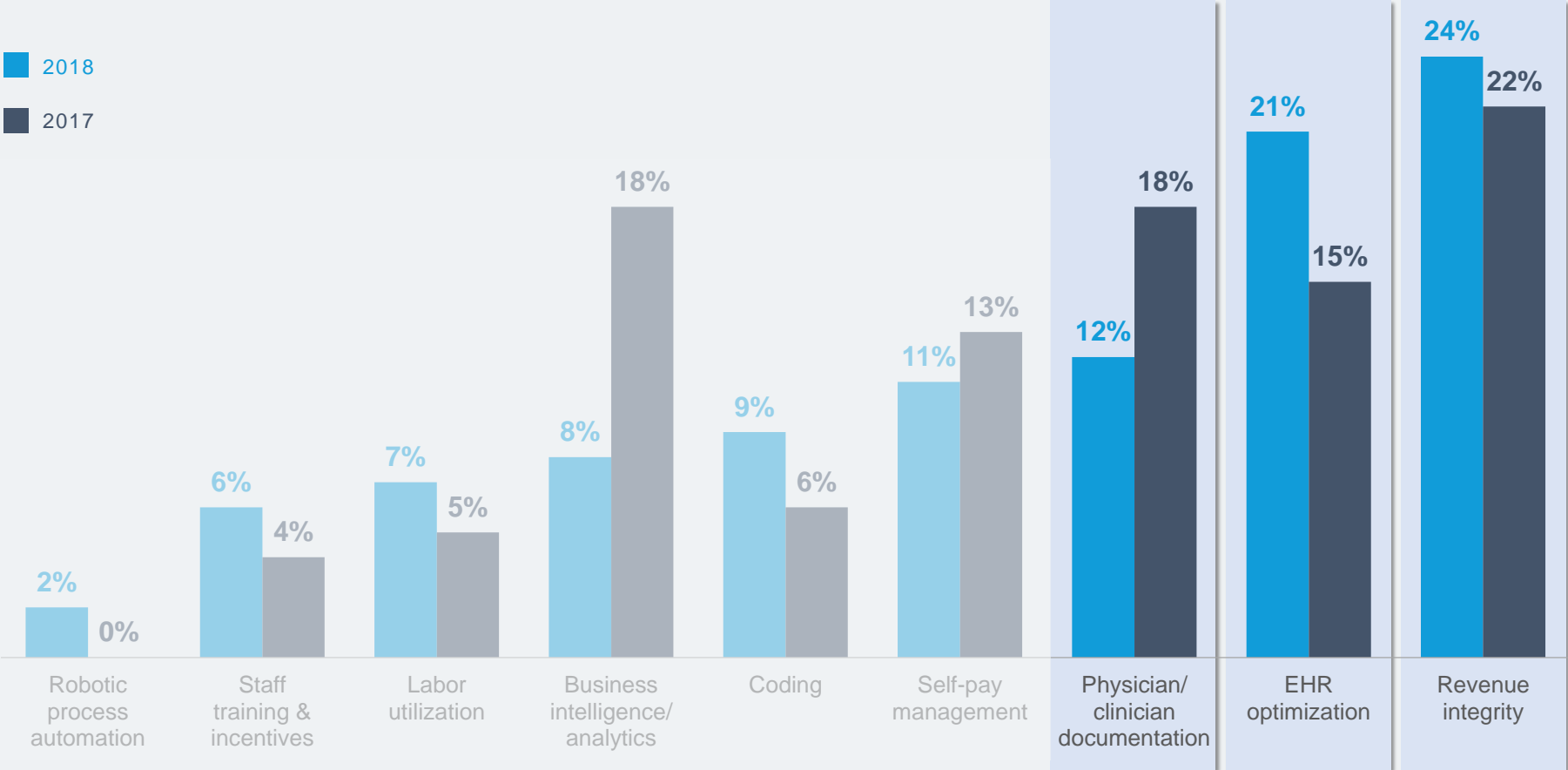


More health system and larger hospital executives expect significant consumer self-pay impact:



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

Which RCM capability or tactic is your organization most focused on for improvement over the next 12 months?

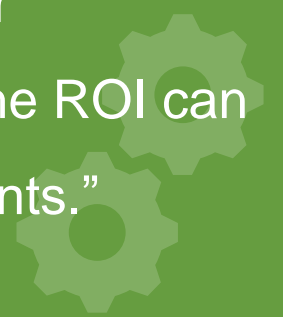


of these areas involve or are enabled by **technology**



“Hospitals and health systems have invested a significant amount of time and money into their EHRs, but the technology’s complexity is preventing them from realizing an immediate return on their investments. When optimized correctly, a good portion of the ROI can come from EHR-related revenue cycle process improvements.”

— *Timothy Kinney, Managing Director, Navigant*





“The impact of consumer self-pay on providers will only increase with the popularity of high-deductible health plans and negative changes to the economy. Providers must take advantage of opportunities to more holistically educate patients on out-of-pocket costs, predict their propensity to pay as early as possible, and secure alternative payers or financing when needed.”

— *James McHugh, Managing Director, Navigant*

About Navigant

Navigant Consulting, Inc. (NYSE: NCI) is a specialized, global professional services firm focused on markets and clients facing transformational change and significant regulatory or legal pressures, primarily in the energy, financial services, and healthcare industries. Navigant's Healthcare practice is composed of more than 500 consultants, former provider administrators, clinicians, and other experts with decades of strategy, operational/clinical consulting, managed services, revenue cycle management, and outsourcing experience. Experts collaborate with hospitals and health systems, physician enterprises, payers, and government entities, providing enterprisewide strategic development and performance-improvement solutions. More information about Navigant can be found at [navigant.com](https://www.navigant.com).

hfma™

Lead. Solve. Grow.

hfma.org

