

# COVID-19 HOSPITAL & HEALTH SYSTEM SURVEY

*The Impact of the Pandemic on Provider Revenues, Elective Procedure Volumes, Telehealth Use, & Working Arrangements*

A Guidehouse analysis of a survey conducted by HFMA

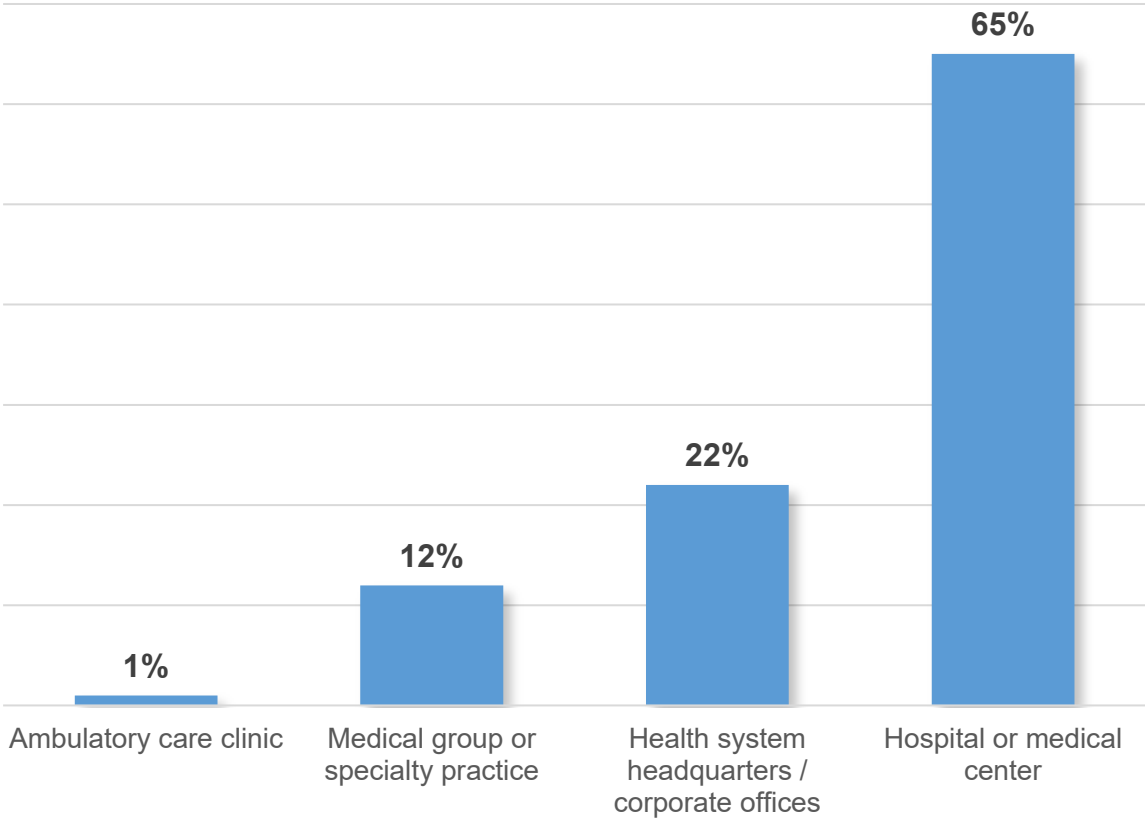
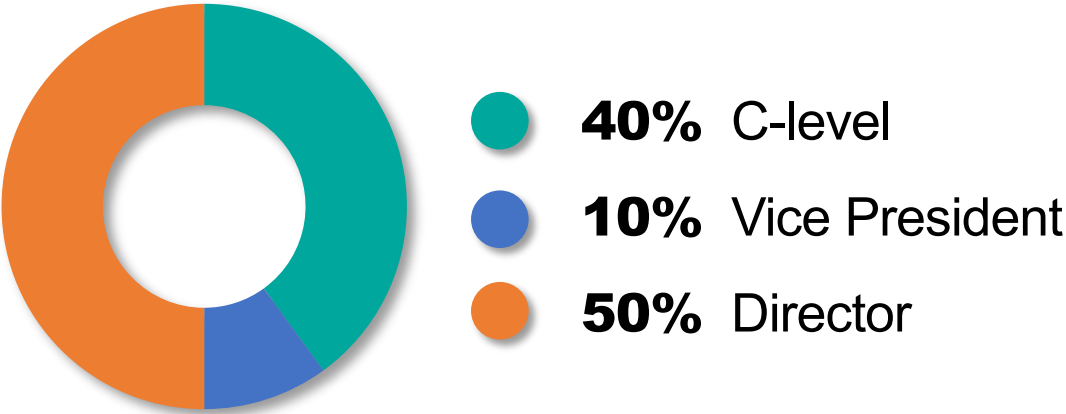
May 2020

hfma™



# Respondents

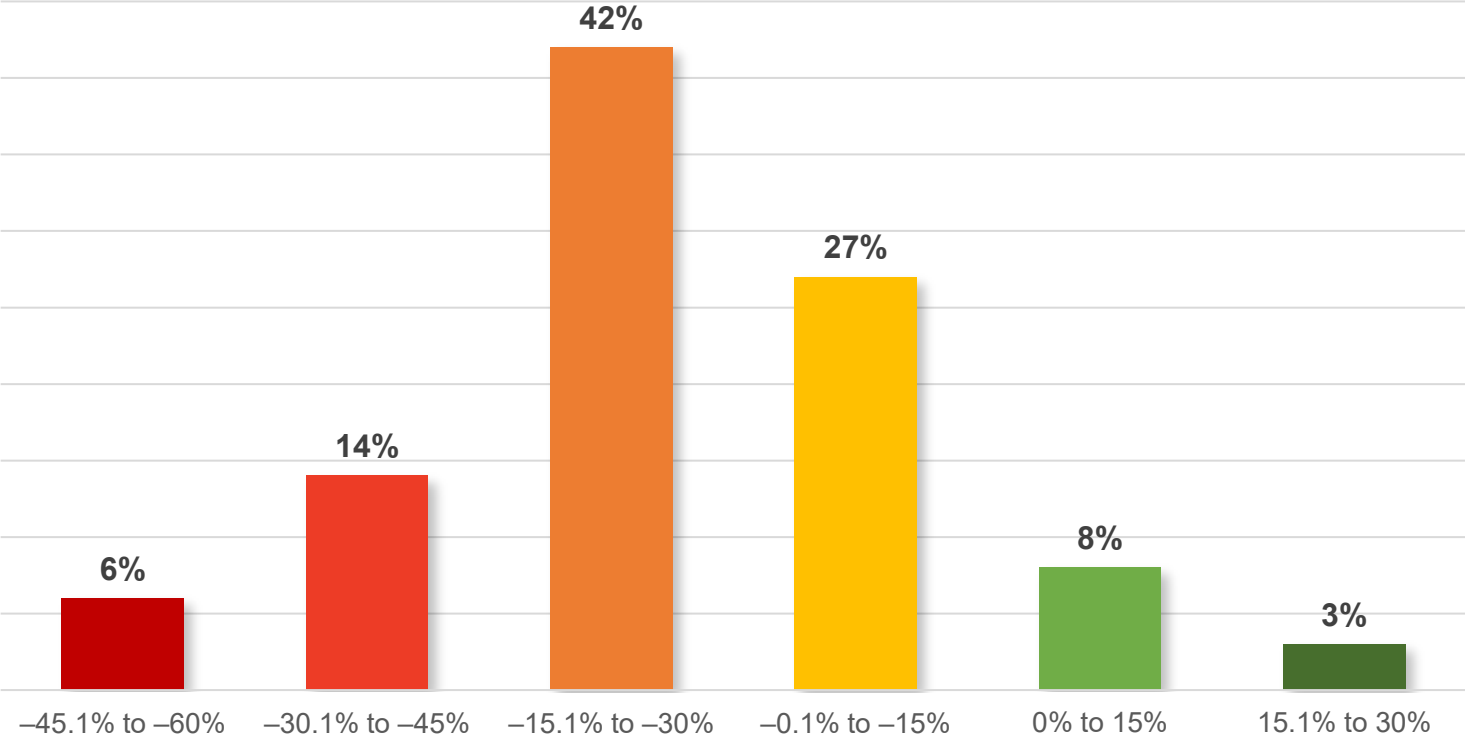
**174** Respondents



Responses were fielded May 4 - May 8, 2020

# Providers projecting revenue & patient volume drops, incremental improvements by year's end

Q: How do you expect your future revenues to compare to pre-pandemic revenue levels?


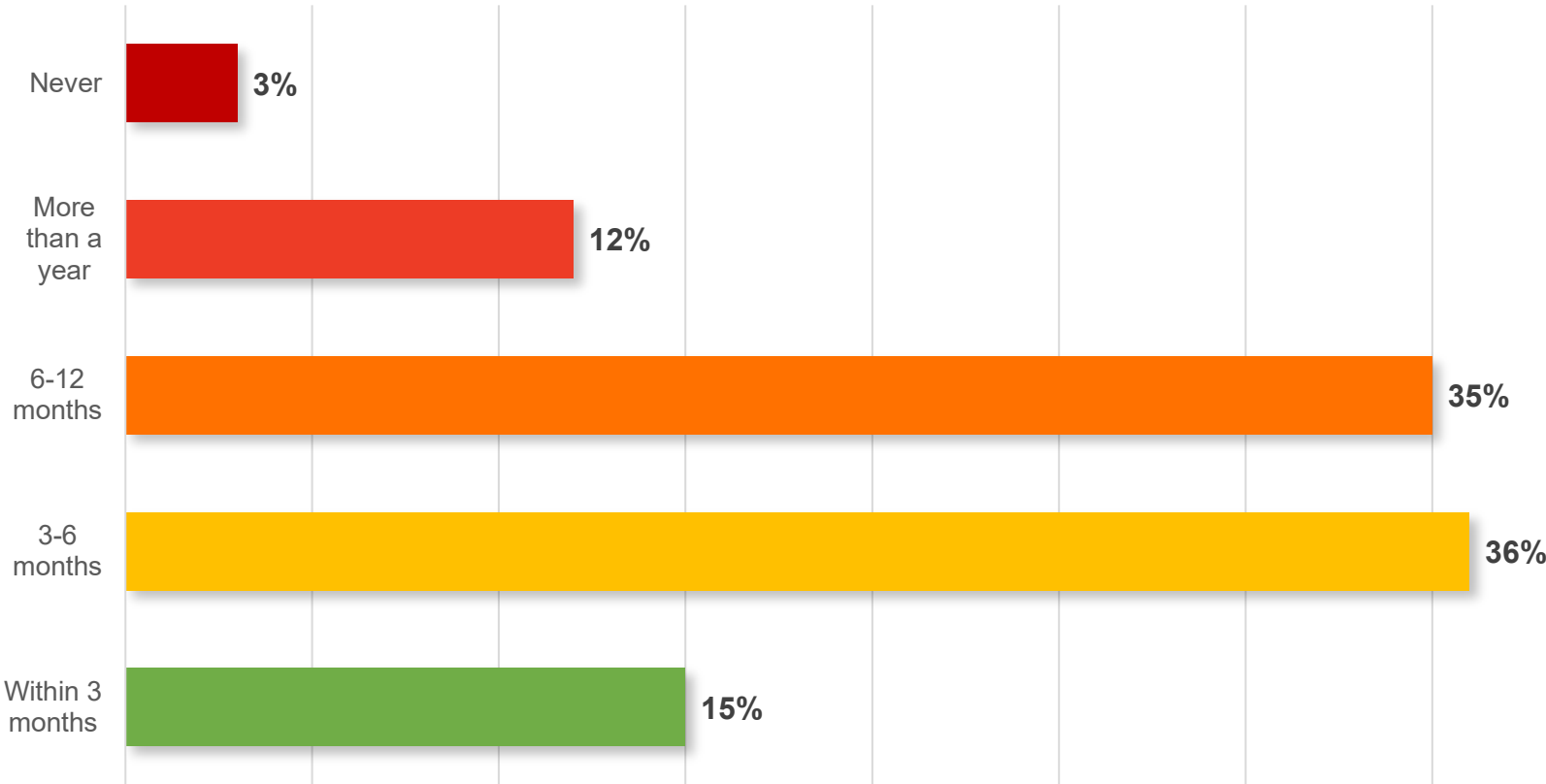


Compared to **pre-COVID-19**, respondents predict their organizations' revenues will be **19% lower at the end of 2020** but just **3% lower one year from now**.

**Median days cash on hand** per hospital is projected to **drop by 48 days or 26% by the end of 2020**, additional Guidehouse analysis shows.

# Providers projecting revenue & patient volume drops, incremental improvements by year's end

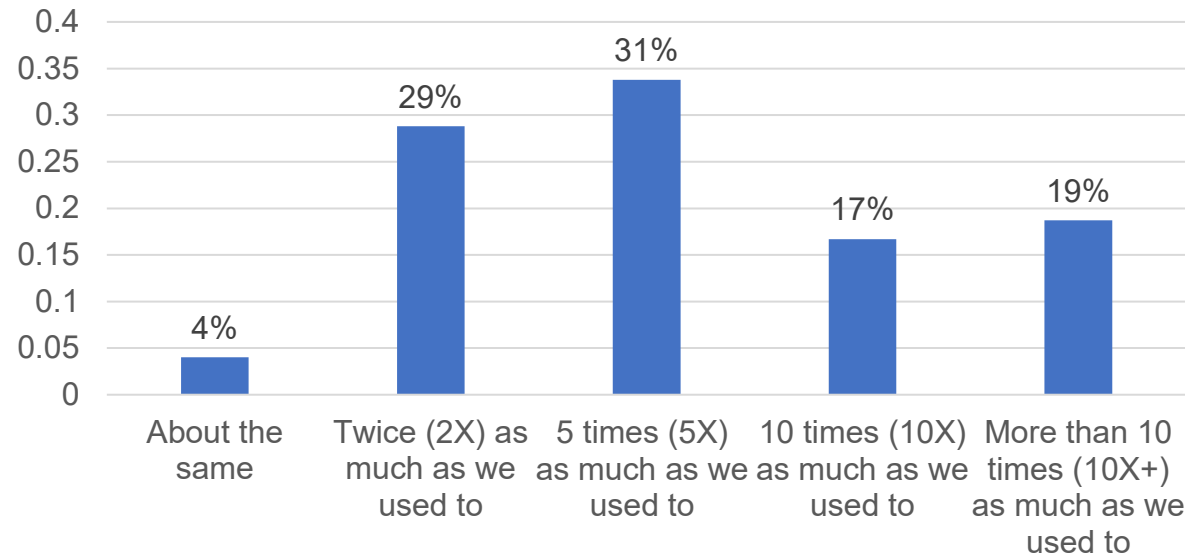
Q: When do you anticipate your elective procedure volumes returning to pre-COVID levels?



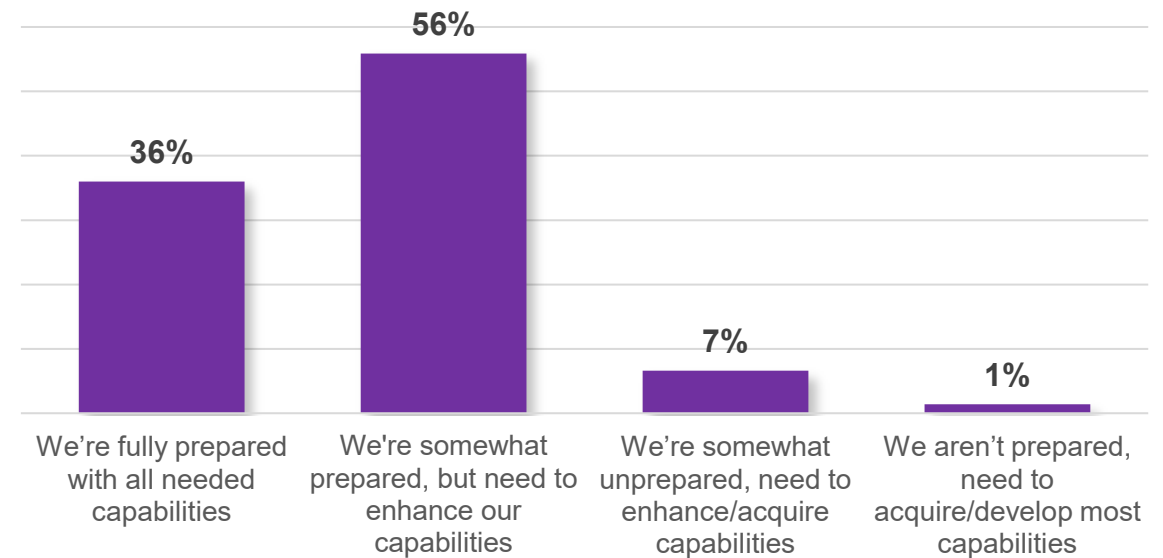
Half of respondents anticipate it will take through the end of the year or longer for their organizations' elective procedure volumes to return to pre-COVID-19 levels.

# Majority of providers not yet ready for post-COVID-19 telehealth push

**Q: By the end of the year, how much do you predict your organization will be using telehealth compared to last year?**



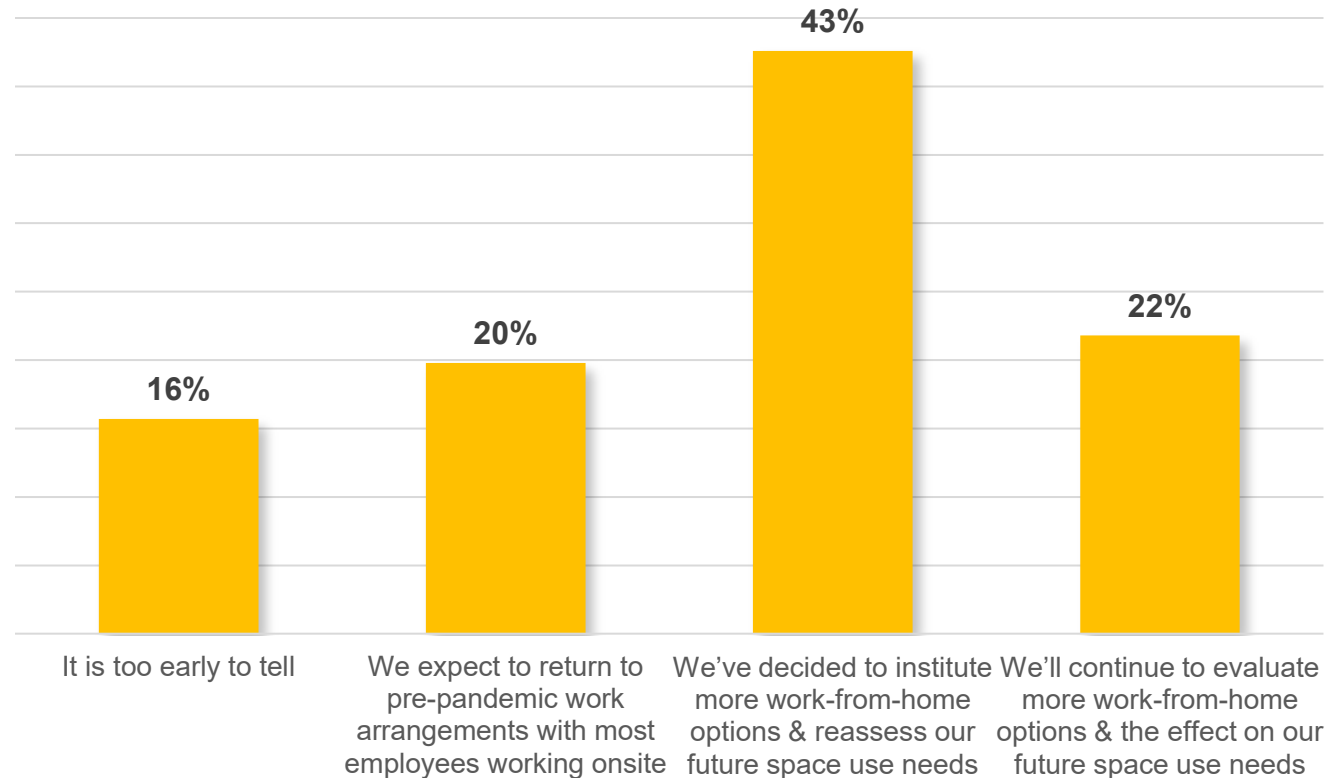
**Q: How prepared is your organization to meet the increasing demand for telehealth services?**



**67%** of executives predict their organizations will use telehealth at least five times more than pre-pandemic, but **only ~one-third** believe they have all needed telehealth capabilities.

# Providers preparing for significant changes to working arrangements

Q: How will the work-from-home experience impact your strategy for flexible work and space planning in the future?



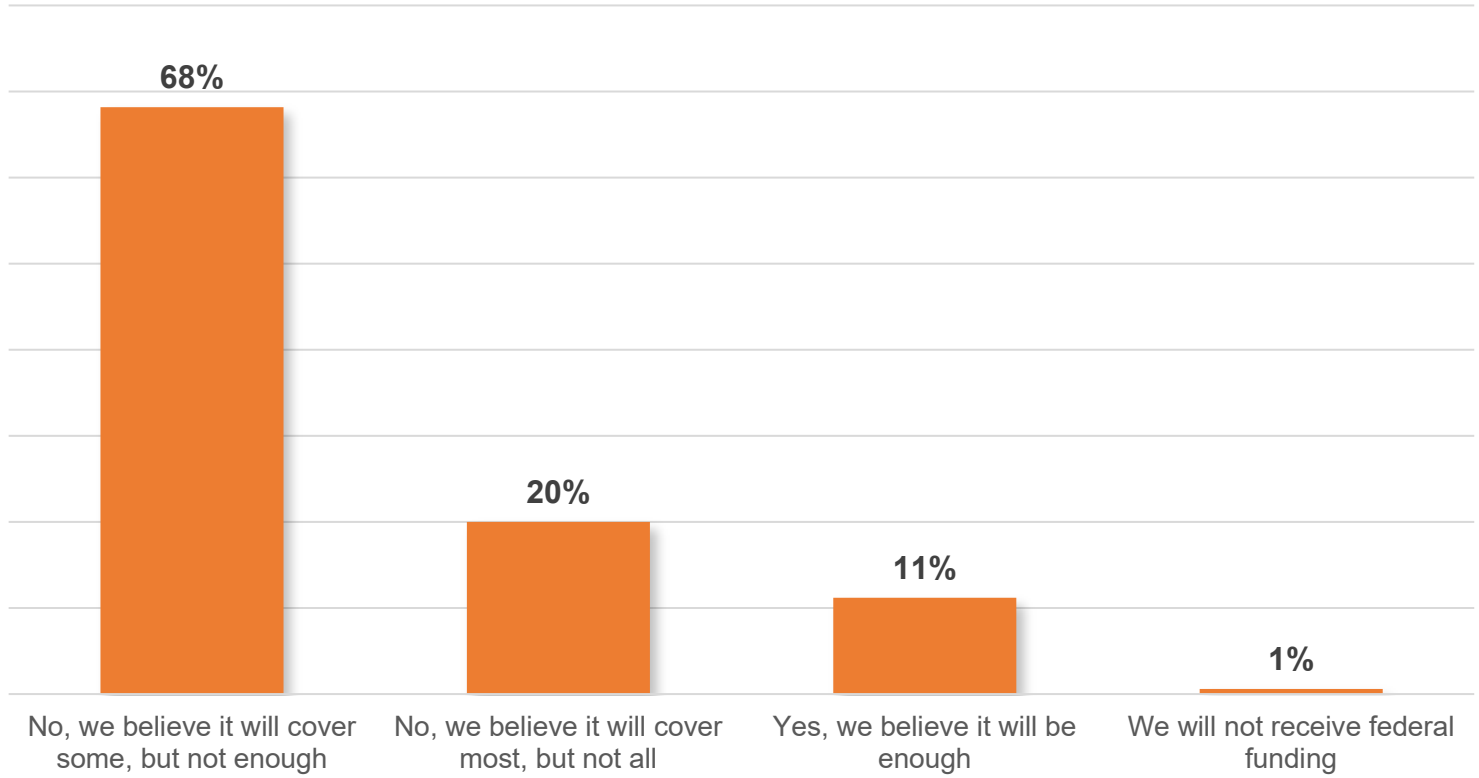
Just **1-of-5 executives** expect their organizations will return to the **primarily onsite work arrangements** established pre-pandemic.



**22% of executives** have already decided to institute **more work-from-home options, reassess future space needs.**

# Federal funding won't cover COVID-19-related costs

Q: Do you project government funding will be enough to cover the additional costs associated with COVID-19 ?

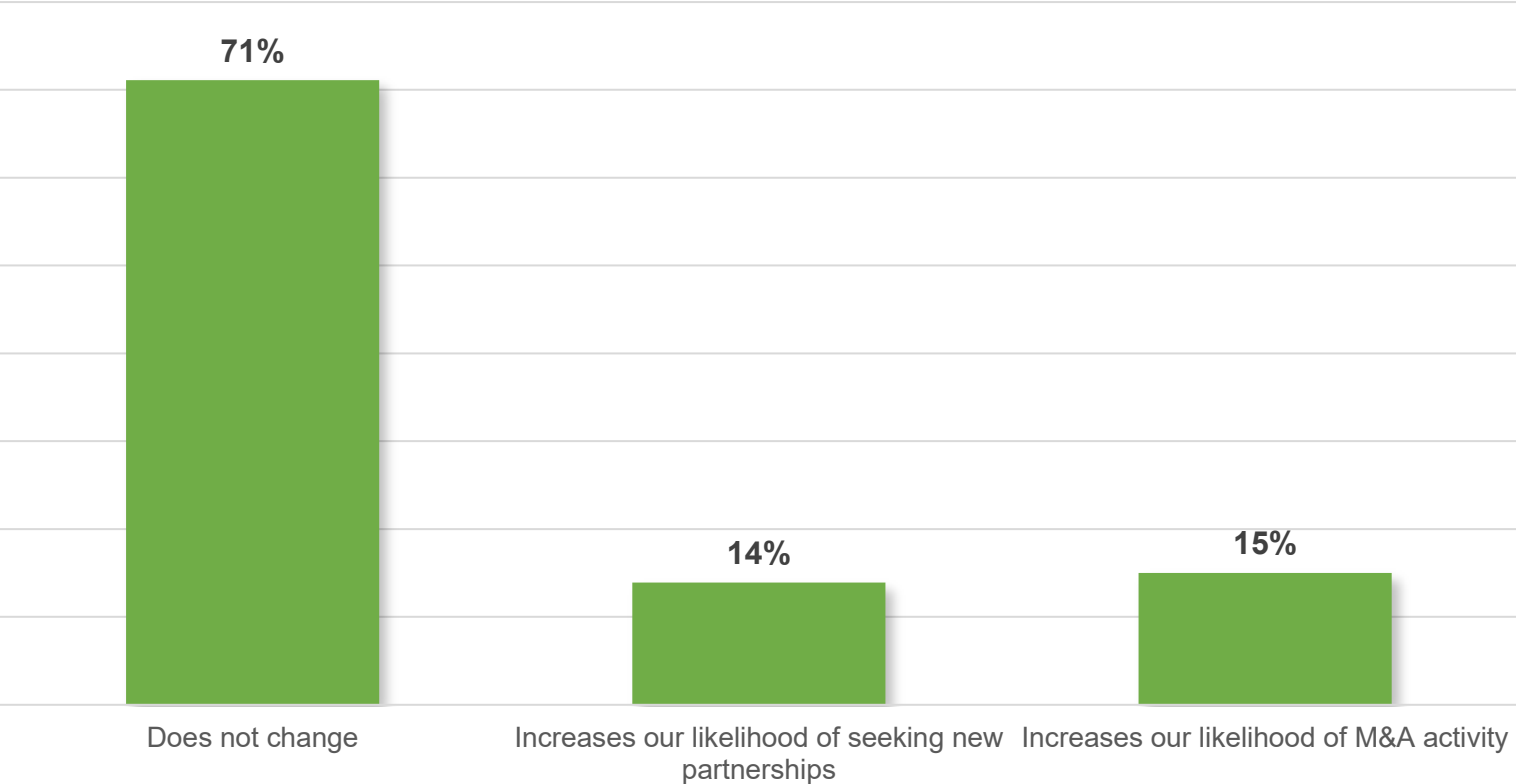


**Just 11% of all executives – and only 3% of health system respondents – believe federal funding will be enough to cover COVID-19-related costs.**

Two white line-art icons on a green background: a classical building with columns and a stylized dollar bill.

# Increase in thoughtful M&A, partnerships

Q: How does the pandemic change your M&A plans?



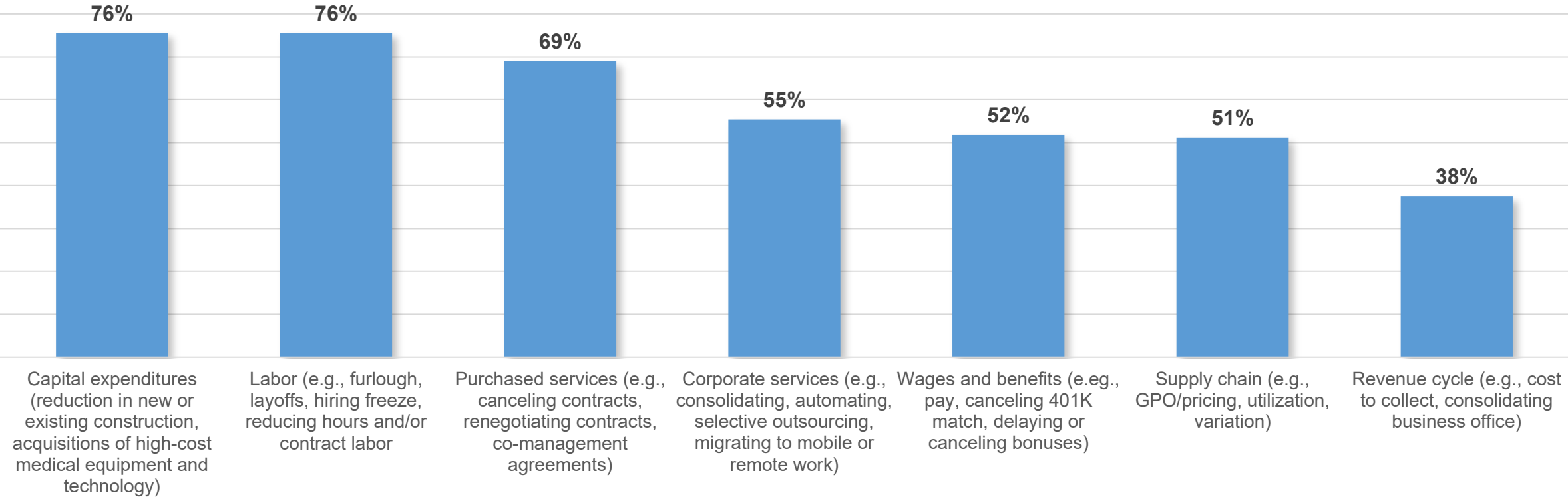
**29% of executives** say the pandemic has **increased the likelihood** of their organization **participating in M&A or seeking new partnerships.**





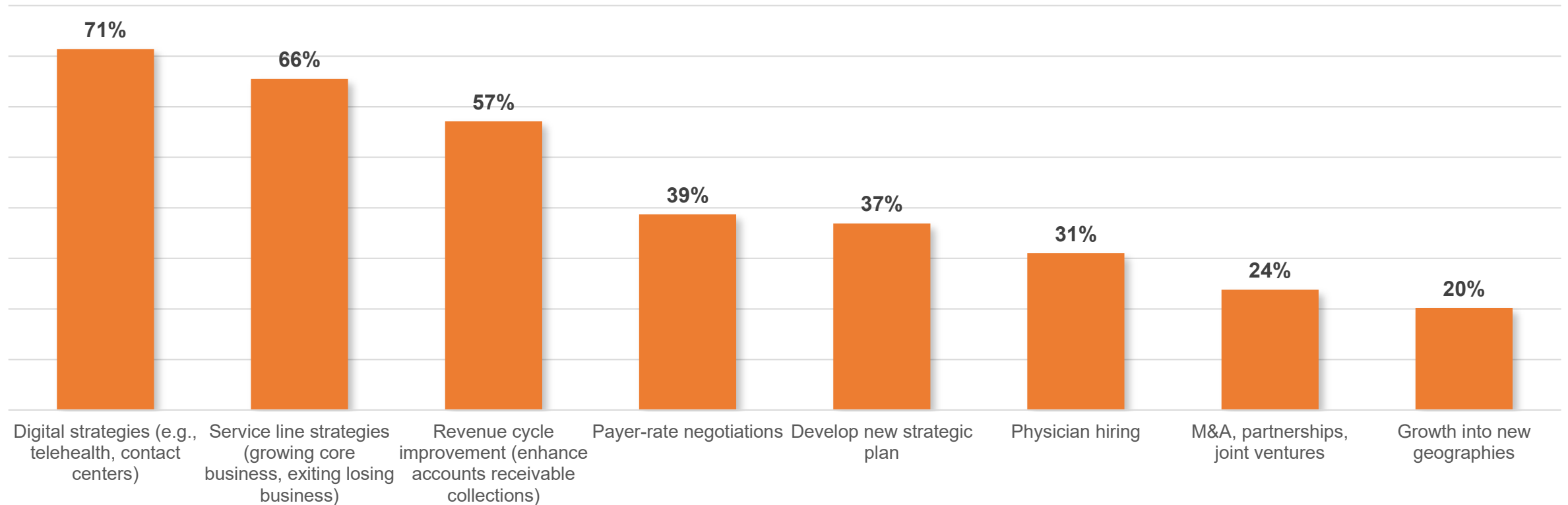
# Providers targeting capital expenditures, labor, & purchased services for cost reduction

Q: What areas are you likely to target for intermediate- and long-term cost-reduction opportunities? (Please select all that apply.)



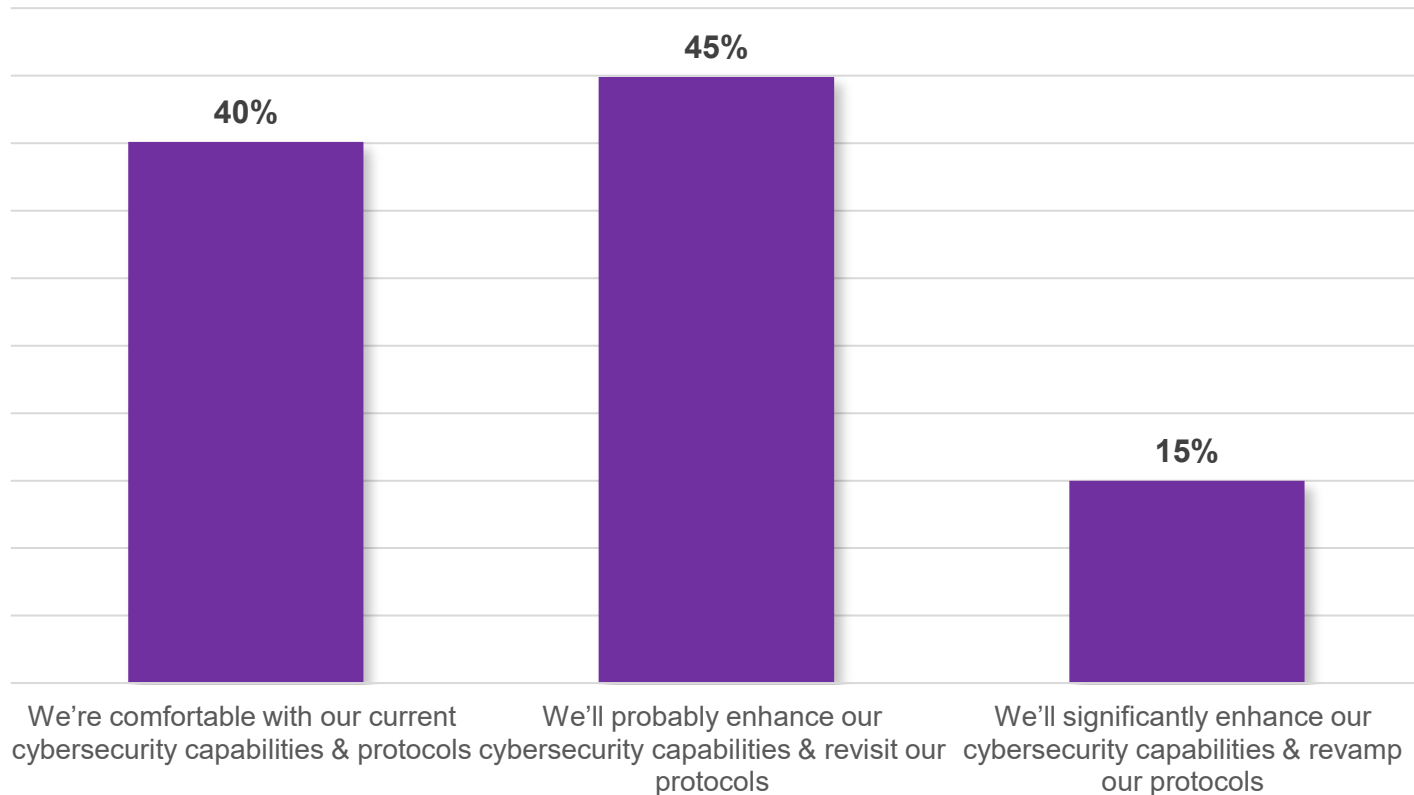
# Digital & service line strategies, revenue cycle enhancements targeted for revenue growth

Q: What tactics are you implementing or enhancing to grow revenues? (Please select all that apply.)



# Cybersecurity preparedness

**Q: To what degree have new COVID-19-related work-from-home arrangements and possible new cyber attacks influenced your focus on cybersecurity capabilities within your organization?**



**40% of executives** say they're **comfortable with their organization's current cybersecurity** capabilities, protocols.

**15% of respondents** think their organization's current cybersecurity capabilities and protocols will **require significant enhancements.**

# About Guidehouse Commercial Health\*

Guidehouse's Commercial Health segment is comprised of consultants, former provider administrators, clinicians, and other experts with decades of strategy, operational/clinical consulting, public health, managed services, revenue cycle management, and outsourcing experience. Professionals collaborate with hospitals and health systems, physician enterprises, payers, local and federal government, and life sciences entities, providing performance improvement and business process management solutions that help them meet quality and financial goals. For more information, please visit: [www.guidehouse.com/capabilities/industries/healthcare](http://www.guidehouse.com/capabilities/industries/healthcare).



[healthcare@guidehouse.com](mailto:healthcare@guidehouse.com)



[linkedin.com/showcase/guidehouse-health](https://www.linkedin.com/showcase/guidehouse-health)



[twitter.com/GuidehouseHC](https://twitter.com/GuidehouseHC)

\* Navigant was acquired by Guidehouse, a portfolio company of Veritas Capital, in October 2019.

**hfma**<sup>™</sup>  
The Heartbeat of Progress

**hfma.org**