



# REVENUE CYCLE TECHNOLOGY TRENDS

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

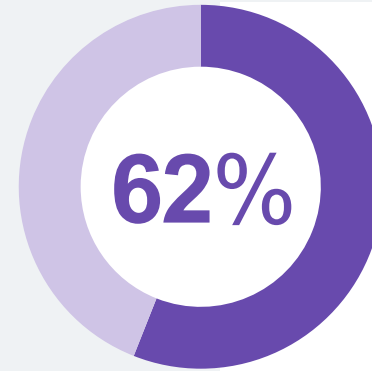
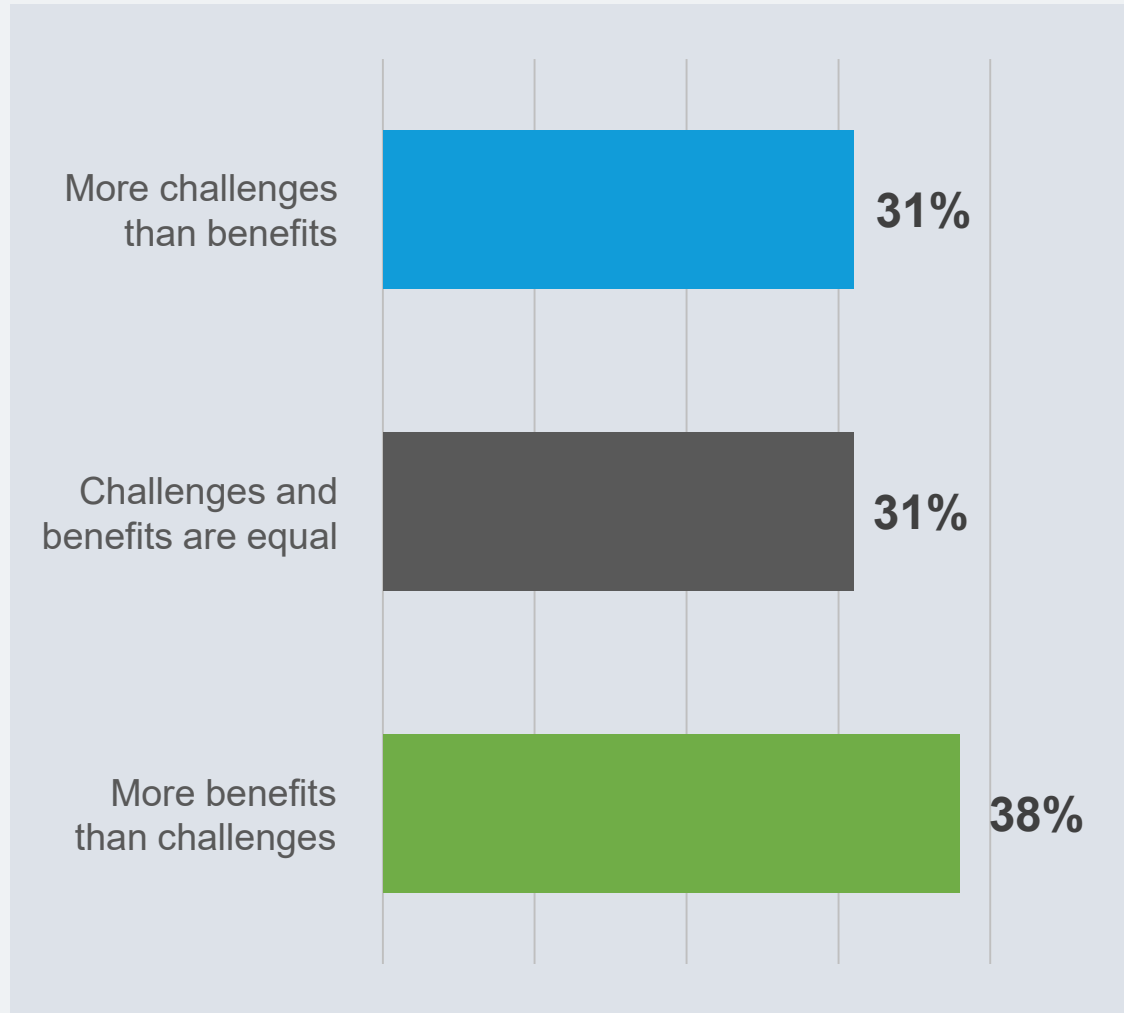
*September 2019*

**hfma**<sup>™</sup>

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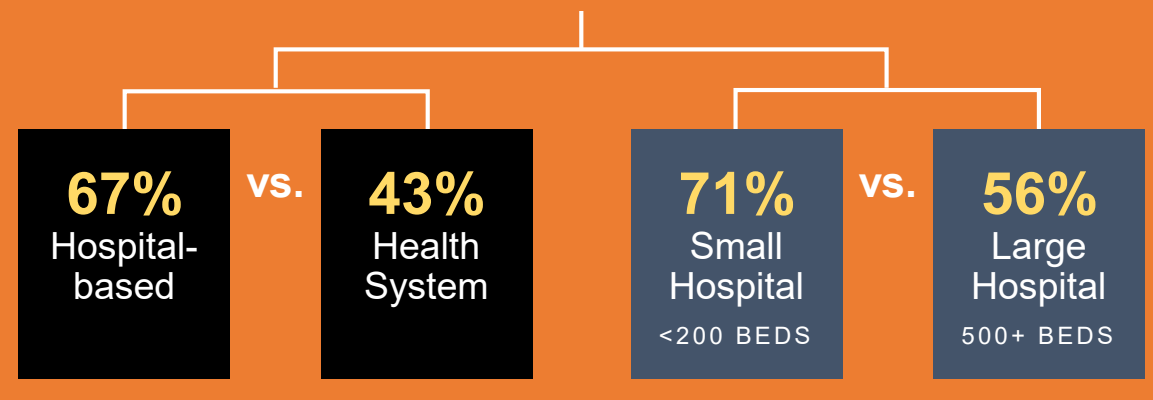
**NAVIGANT**

# EHR Adoption Challenges Still Outweighing Benefits



62% of executives say **EHR RCM adoption challenges equal to/outweigh benefits**, up from 56% in 2018

More **hospital-based** and **small hospital** executives cite challenges equal to/outweigh benefits:



# Struggles Continue to Optimize Available EHR Functions, Upgrades

**44%**

**QUICKLY ADAPT**

to EHR functional releases

**41%**

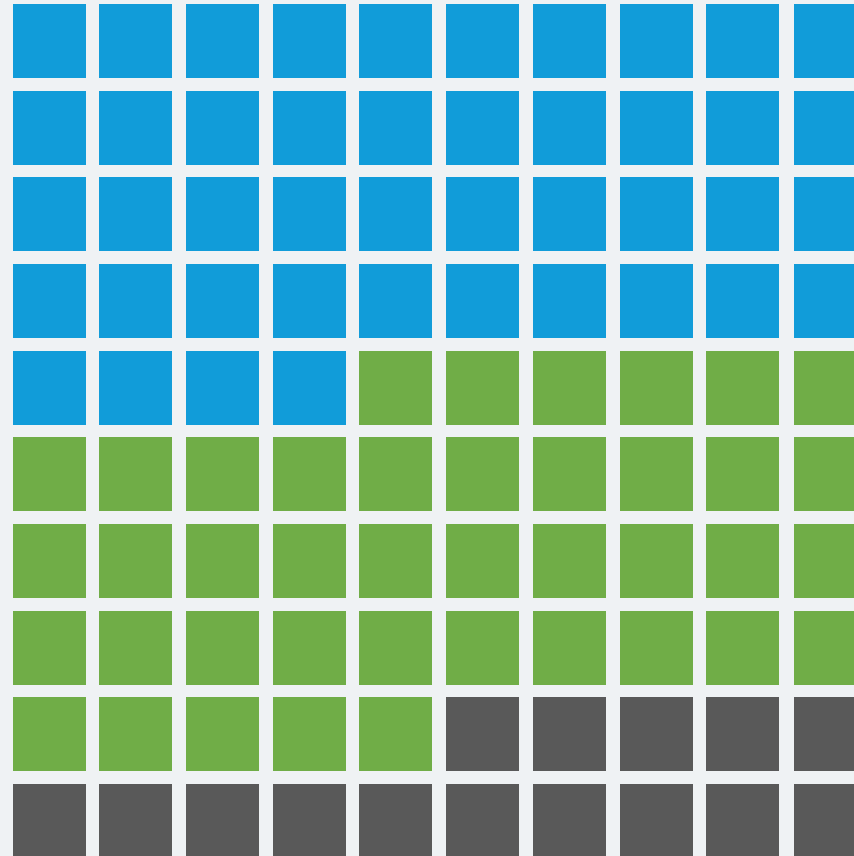
**UNDERUTILIZE**

available EHR functions

**15%**

**CAN'T KEEP UP**

with EHR functional releases



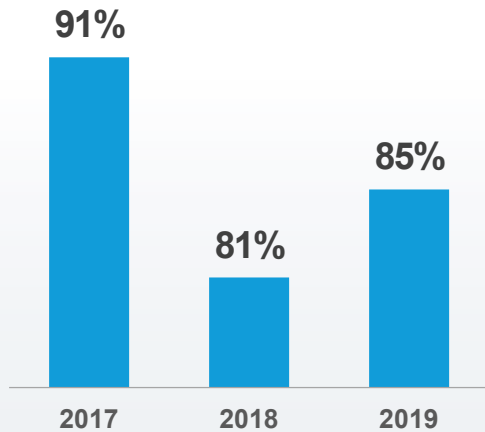
**56%**

of providers can't keep up with EHR upgrades or underuse EHR functions, equal to 2018, but up from

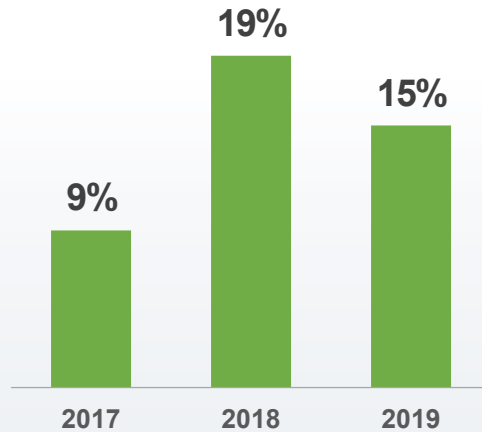
**51% in 2017**

# Consumer Self-Pay Concerns Not Going Away

## MODERATE TO SIGNIFICANT IMPACT




## LITTLE TO NO IMPACT




**100%** of large hospital executives predict moderate to significant consumer self-pay impact

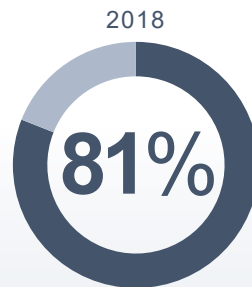
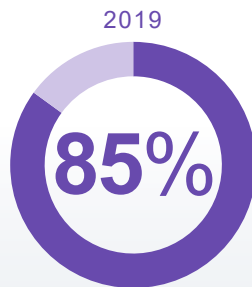


**40%**  
Offering comprehensive financial counseling/ payment plans



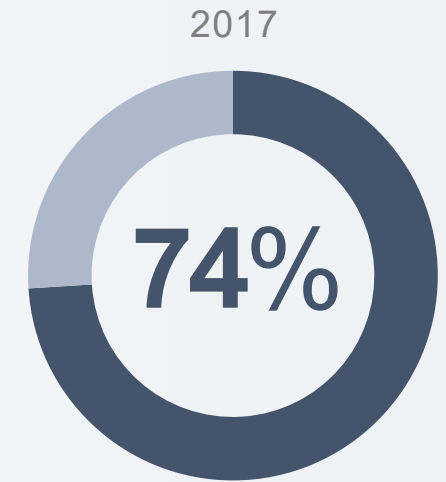
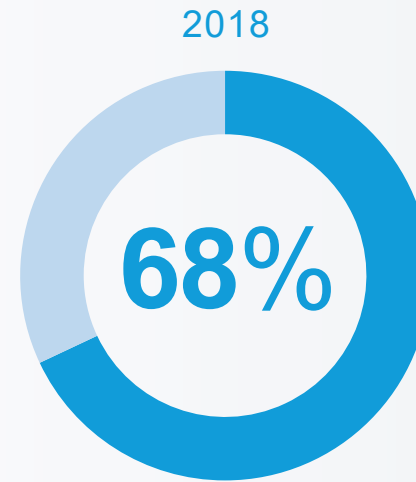
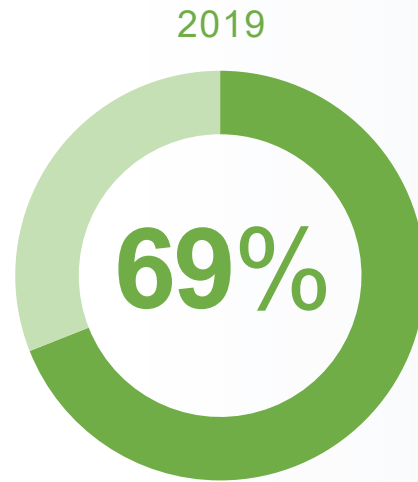
**32%**  
Offering online portals for price estimates/ payment

**85% of executives** believe consumer self-pay will affect their organizations, up from 81% in 2018

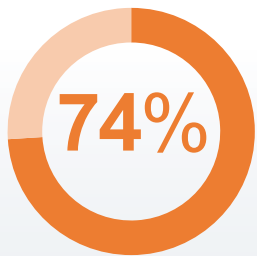


# Revenue Cycle IT Budget Growth Steady

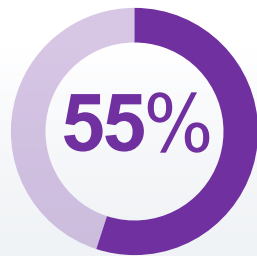
Executives projecting their RCM IT budgets will grow in the next year:



HOSPITAL-BASED



HEALTH SYSTEMS

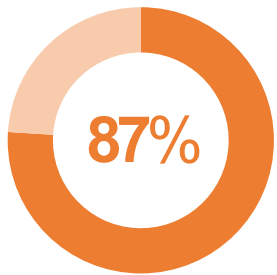
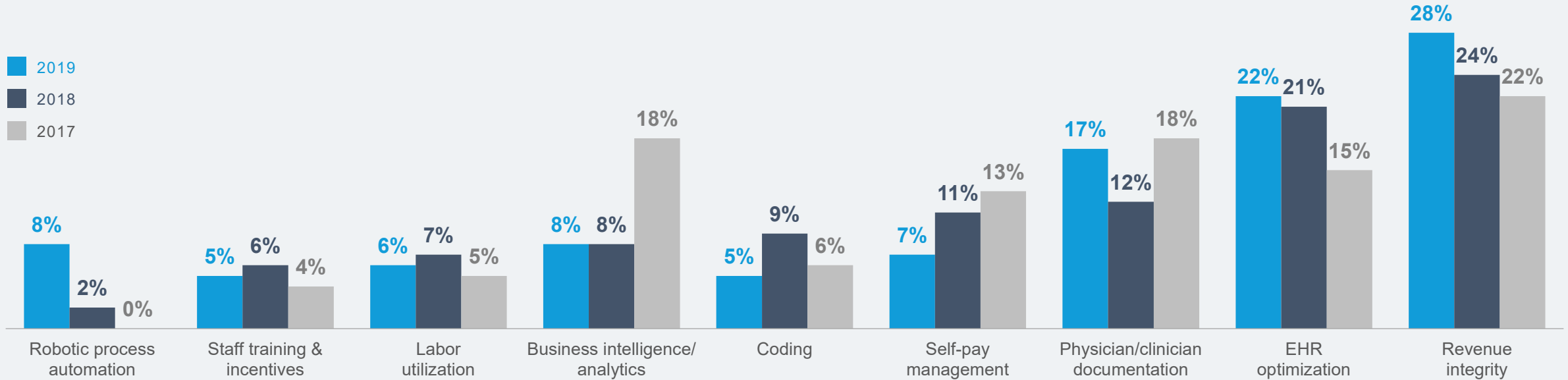


Significantly more hospital-based executives are projecting a spending increase

**18% of health systems executives** predict a decrease vs. just **1% of hospital-based executives**



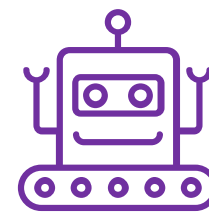
# Maintaining Focus on IT, Revenue Integrity to Drive Future RCM Improvements



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



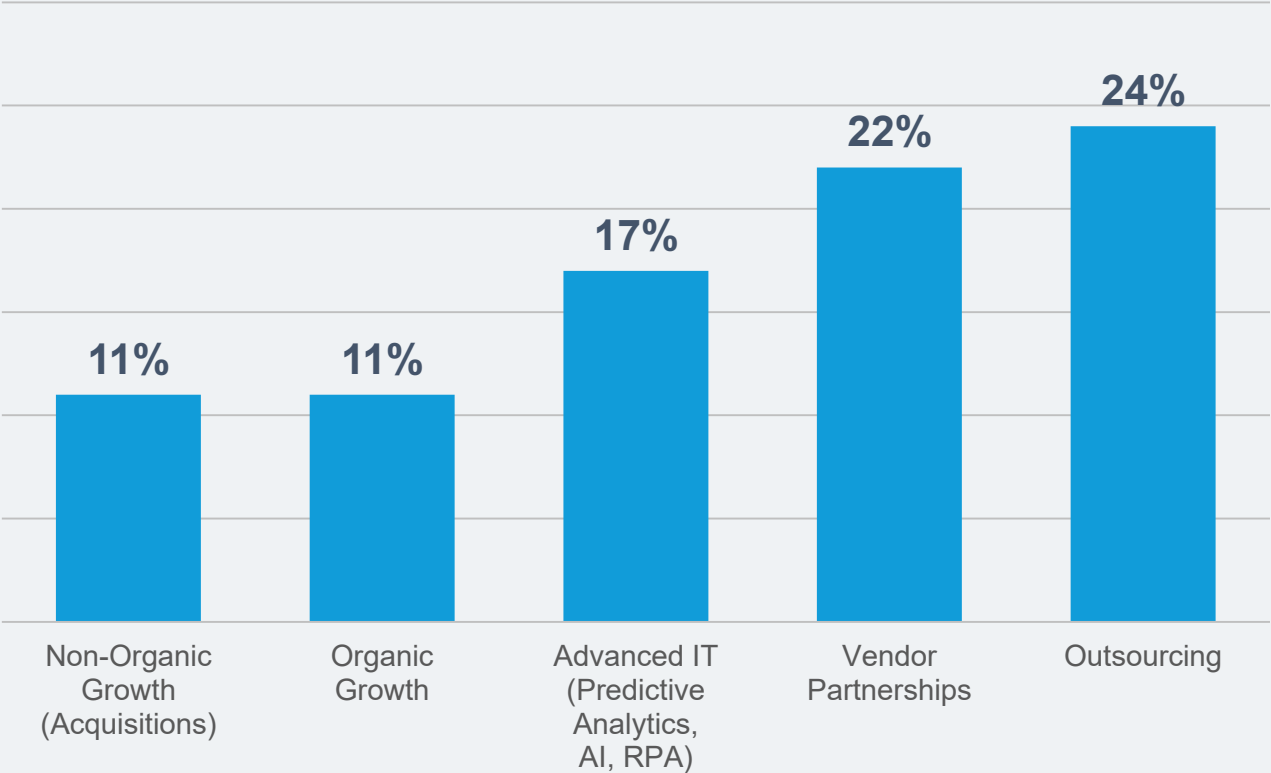
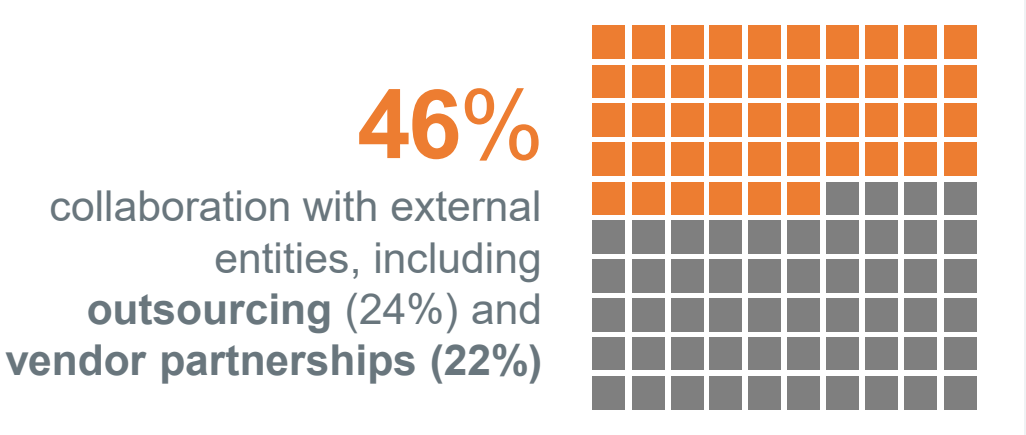
Revenue integrity the top area of focus for the **third straight year, up 21% vs. 2017**



15% of health system executives targeting **robotic process automation (RPA)** vs. 0% in 2018

# Leveraging External Resources, RPA to Increase Economies of Scale

Strategies providers have successfully implemented to decrease revenue cycle costs, increase economies of scale





“It was anticipated that EHRs would be the main driver of broad performance improvement, but that has not occurred in many cases. Instead, providers are now taking other steps, including looking outside their organizations to collaborate with external entities and leveraging advanced technology solutions, and they’re seeing successes.”

— *Timothy Kinney, Managing Director, Navigant*





“New technologies leveraging RPA, artificial intelligence, and machine learning have unlocked significant opportunities to reach previously unattainable levels of revenue cycle performance. As we’ve learned with EHR implementations, there are no silver bullets. These tools are not ‘plug and play,’ and the ability to integrate operational and technical expertise remains key to provider success.”

— *Kent Ritter, Director, Navigant*

# About Navigant

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