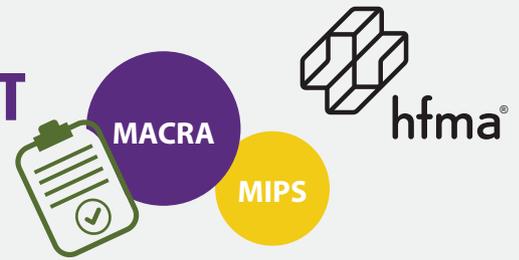


# HOW LEADERS STAY ABREAST OF REGULATORY CHANGES



When it comes to staying abreast of changes in health care, nearly 90 percent of healthcare leaders who responded to pulse interviews conducted at HFMA's Annual National Institute (ANI) in June 2017 about changes to government payment and regulatory requirements feel very confident that they are staying informed about these topics.

Citing a strong commitment to staying actively engaged in reading news about the latest changes and developments, healthcare

organizations credit strong leadership and dedicated staff combined with rich information resources and involvement with professional associations as their greatest assets.

The amount of information from all sources can be somewhat overwhelming to healthcare organization leaders, who also state they must use caution when gathering information to ensure it is accurate.



Smaller hospitals and healthcare systems indicated **three to six months** to adapt to new government quality programs.



Larger organizations indicated ranges of **six months to more than a year** to fully implement changes.

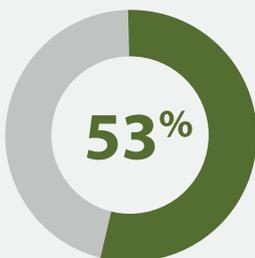
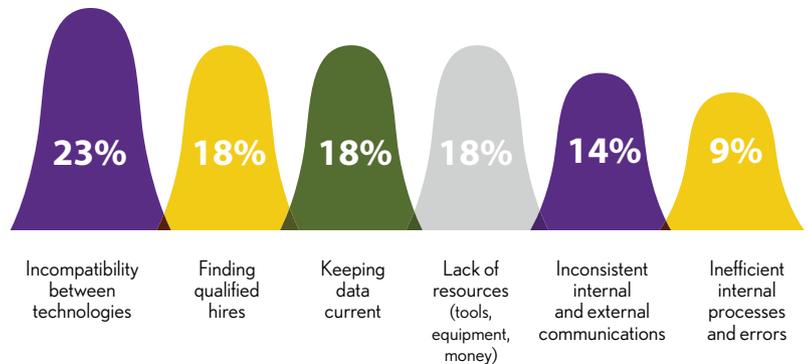


## RESPONDING TO CHANGE

As new government quality programs are introduced, such as the Merit-Based Payment Incentive Program System (MIPS) and Medicare Access and CHIP Reauthorization Act (MACRA), each affected organization has its own timeline for embedding new workflow process to be aligned with the changes. Smaller hospitals and healthcare systems describe shorter and less complex efforts to embed new workflow processes than larger organizations.

## WHAT SLOWS HEALTHCARE ORGANIZATIONS' ABILITY TO CHANGE?

Healthcare leaders indicate they are operating in a fast-changing environment regarding technology, communications, and legislation. The most significant factors that affect their ability to adapt include incompatibility between technologies, staffing, data, and lack of resources.



Utilize Business Partner to Prepare for MIPS



Utilize Business Partner to Prepare for MACRA

## LEVERAGING EXTERNAL EXPERTISE OR TOOLS

Many organizations, depending on their internal culture, choose to use a vendor or partner to help understand and implement changes to align with quality programs, such as MIPS and MACRA. These business partners assist with training, patient communications, systems improvements, third-party processing, and consulting.