

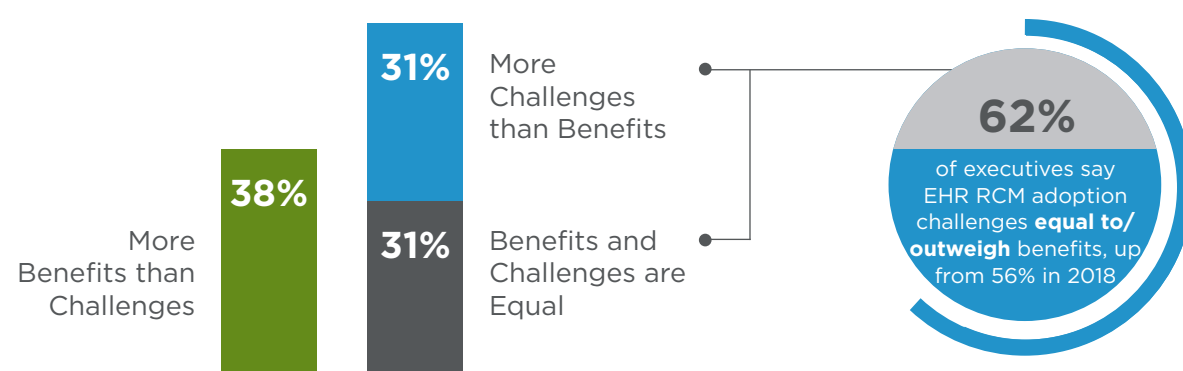
REVENUE CYCLE TECHNOLOGY TRENDS

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

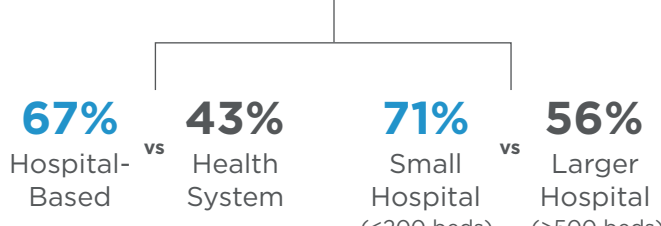
SEPTEMBER 2019

An annual Navigant/HFMA survey of 108 hospital and health system CFOs and revenue cycle management (RCM) executives found the following:

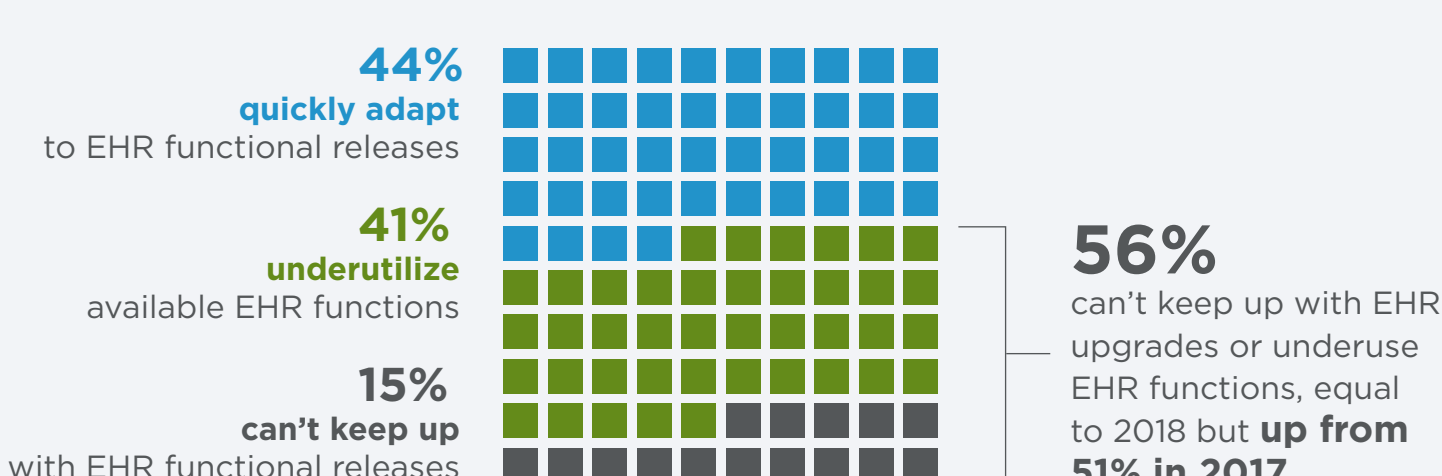
EHR Adoption Challenges Still Outweighing Benefits



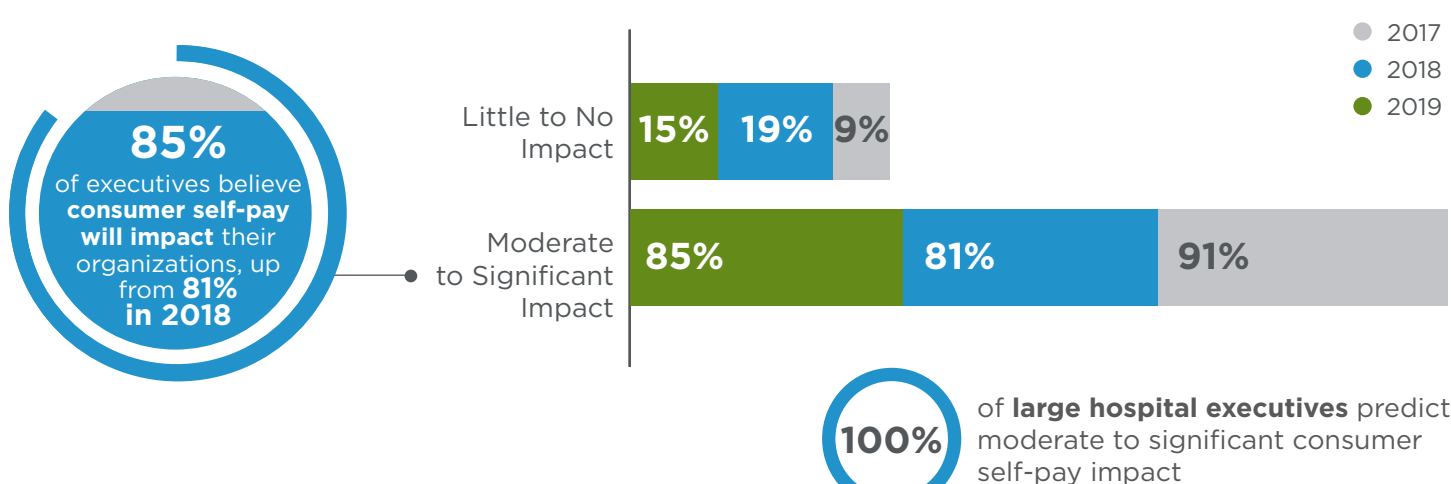
More **hospital-based** and **small hospital** executives cite EHR challenges equal to/outweigh benefits



Struggles Continue to Optimize Available EHR Functions, Upgrades

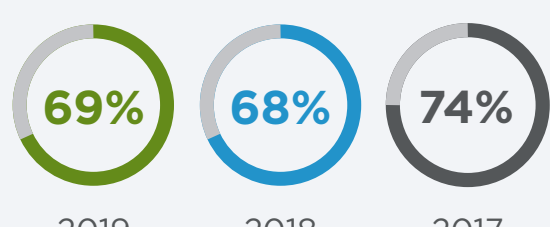


Consumer Self-Pay Concerns Not Going Away

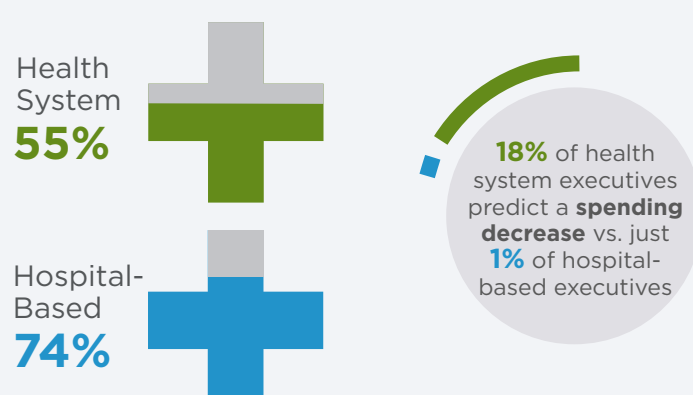


Revenue Cycle IT Budget Growth Steady

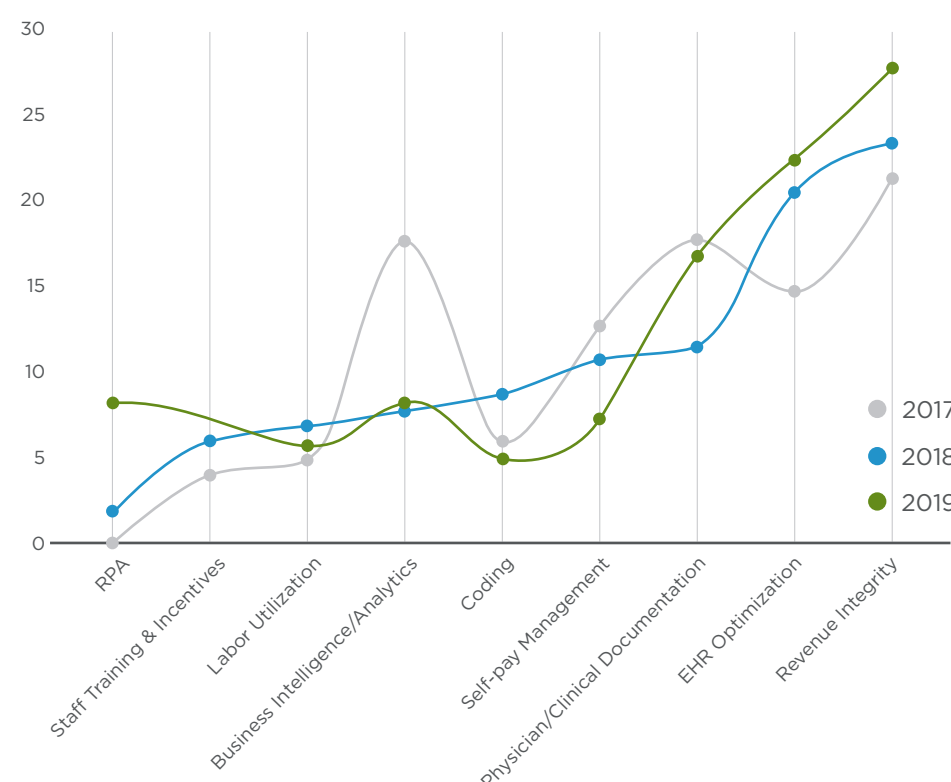
Executives projecting their RCM IT budgets will grow in the next year:



Significantly more hospital-based executives are projecting a spending increase



Maintaining Focus on IT, Revenue Integrity to Drive Future RCM Improvement



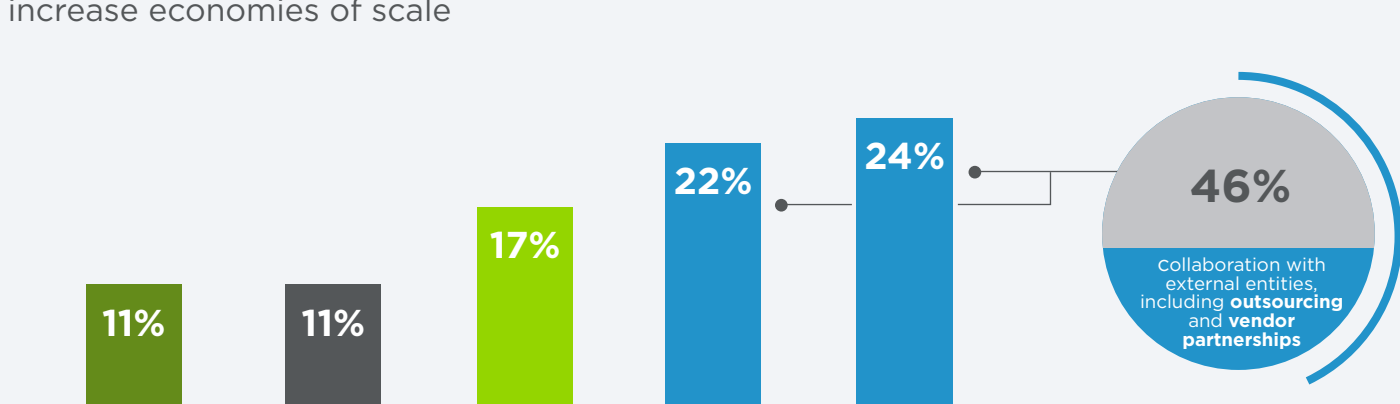
Revenue integrity the top RCM improvement area of focus for the third straight year, up 21% vs. 2017

87% of these areas involve or are enabled by TECHNOLOGY

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

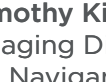


1-in-4 health system and large hospital executives cite advanced health IT, including RPA



Timothy Kinney
Managing Director
Navigant

“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.”



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

Navigant Consulting, Inc. (NYSE: NCI) is a specialized, global professional services firm that helps clients take control of their future. Navigant's professionals apply deep industry knowledge, substantive technical expertise, and an enterprising approach to help clients build, manage, and/or protect their business interests. With a focus on markets and clients facing transformational change and significant regulatory or legal pressures, the firm primarily serves clients in the healthcare, energy, and financial services industries. Across a range of advisory, consulting, outsourcing, and technology/analytics services, Navigant's practitioners bring sharp insight that pinpoints opportunities and delivers powerful results. More information about Navigant can be found at navigant.com.