



# Outlook Survey Report, Second Quarter, 2024

Healthcare Financial Management Association's  
review of healthcare finance trends

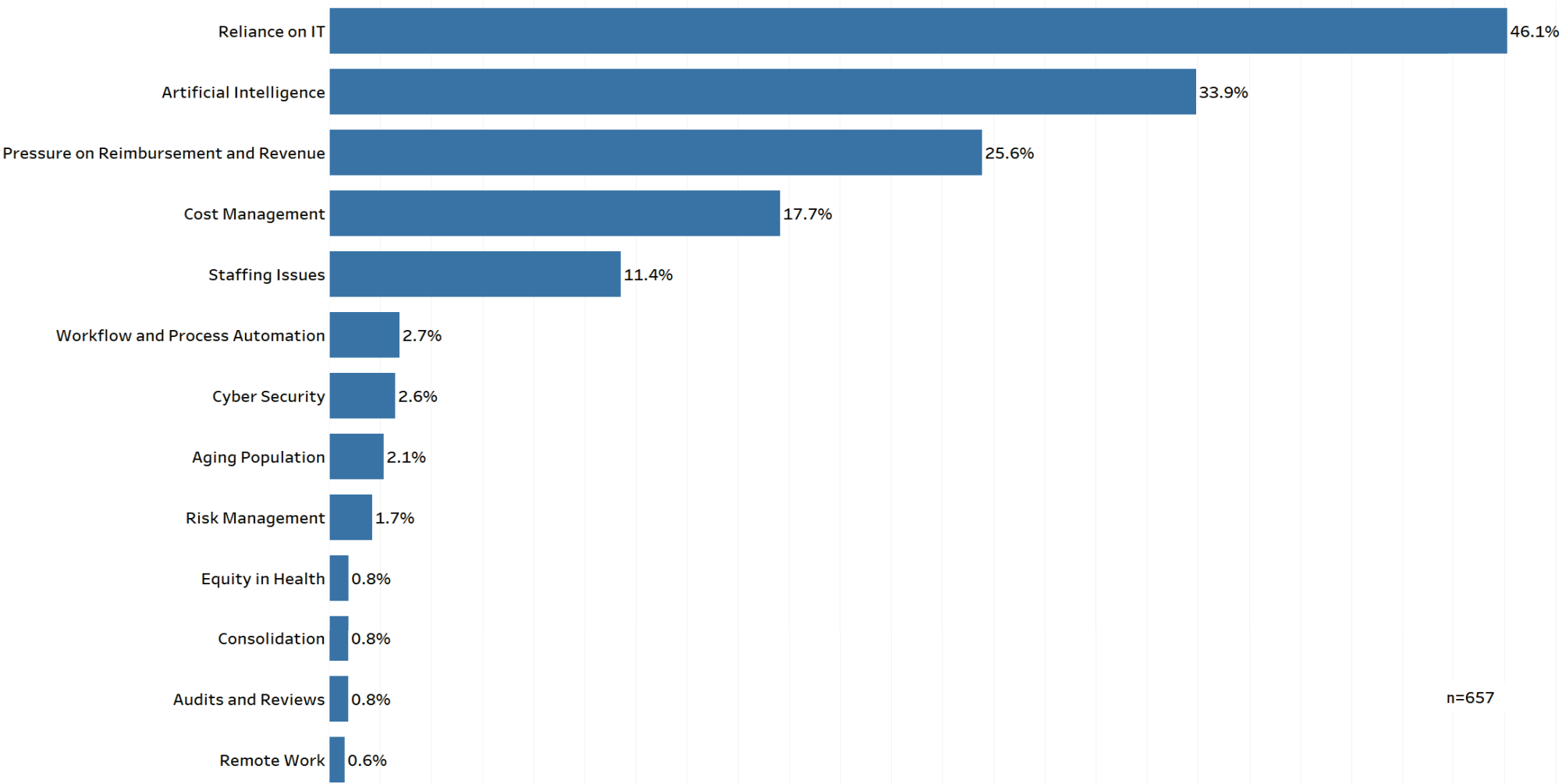
**hfma**<sup>™</sup>

**Thank you for participating in HFMA's quarterly Outlook Survey. You are receiving this special preview report because you responded to the survey, which we truly appreciate.**

**This report shares results gathered in June 2024. For some questions, respondents were asked to provide their projections for the upcoming three months, representing the third quarter of 2023. Approximately 785 HFMA members submitted responses.**

**HFMA will continue to plot the quarterly movement of specific metrics and highlight changes in the healthcare finance environment and how those changes may affect healthcare finance professionals in the future.**

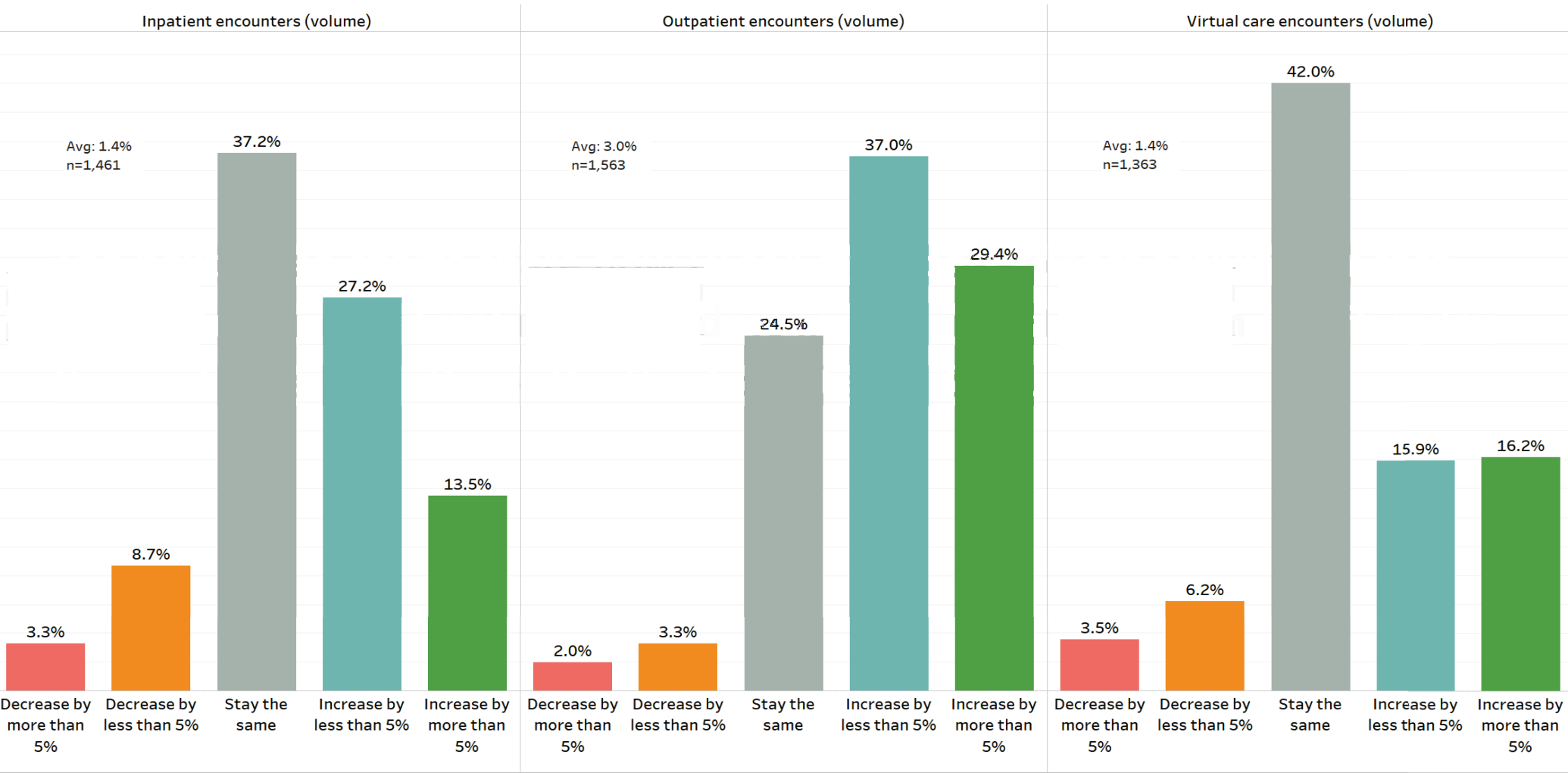
In your opinion, what does healthcare finance **need to be prepared for** in the future?



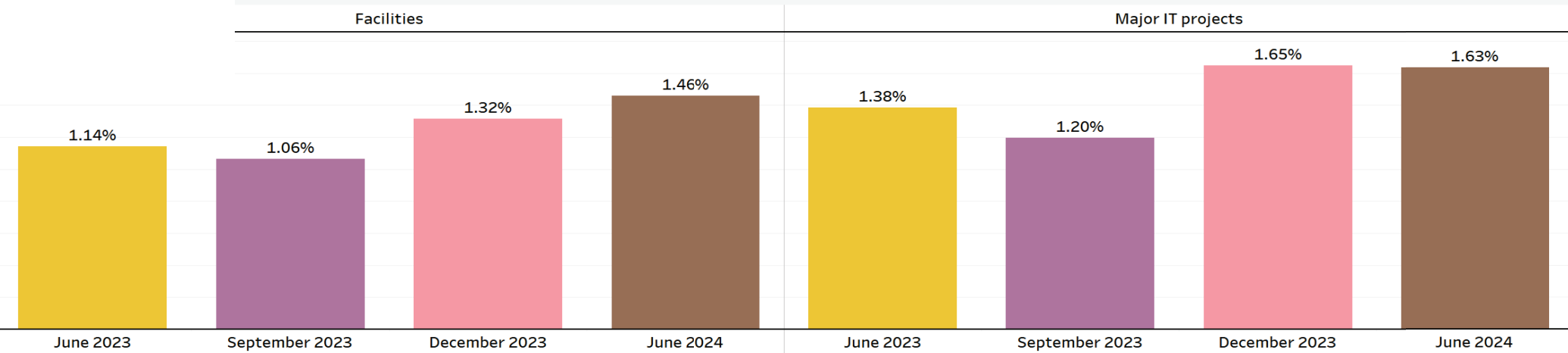
n=657

**The next three charts share how HFMA members expect activity for care encounters, net patient revenue, days in A/R, investments, and staffing for the next three months or the third quarter of 2024.**

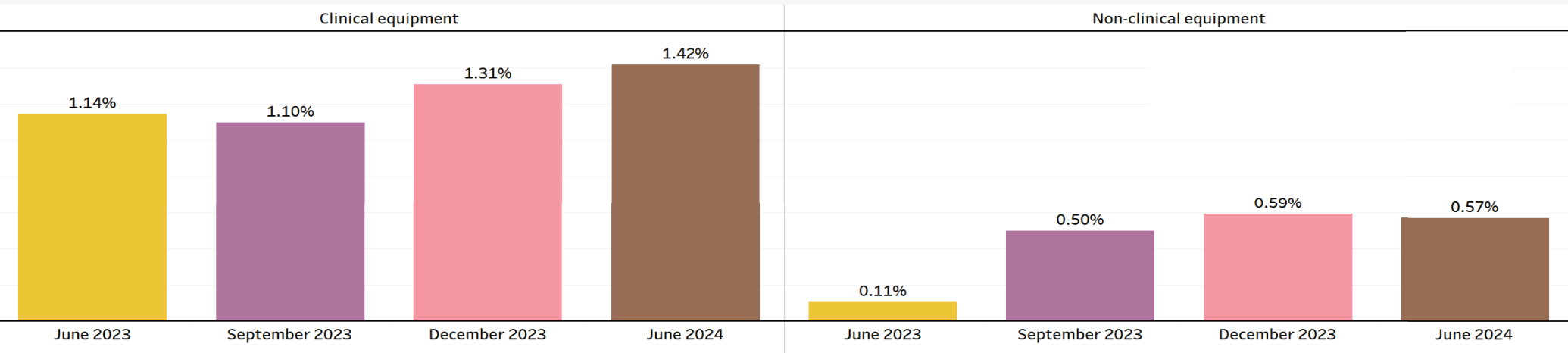
Where do you expect your care encounters (volumes) to be in the next 3 months?



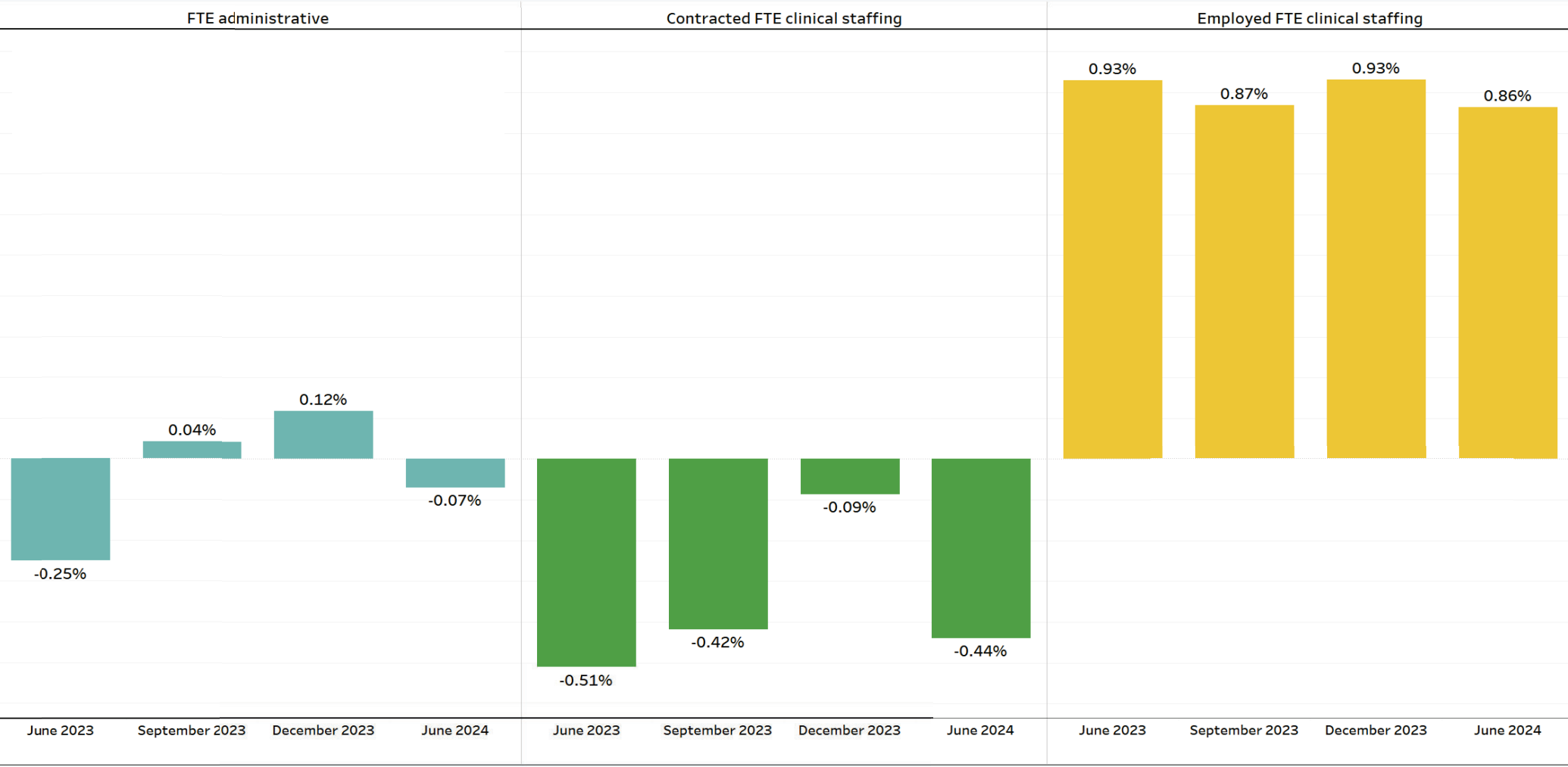
How much do you project your investments in the following areas will change over the next 3 months?



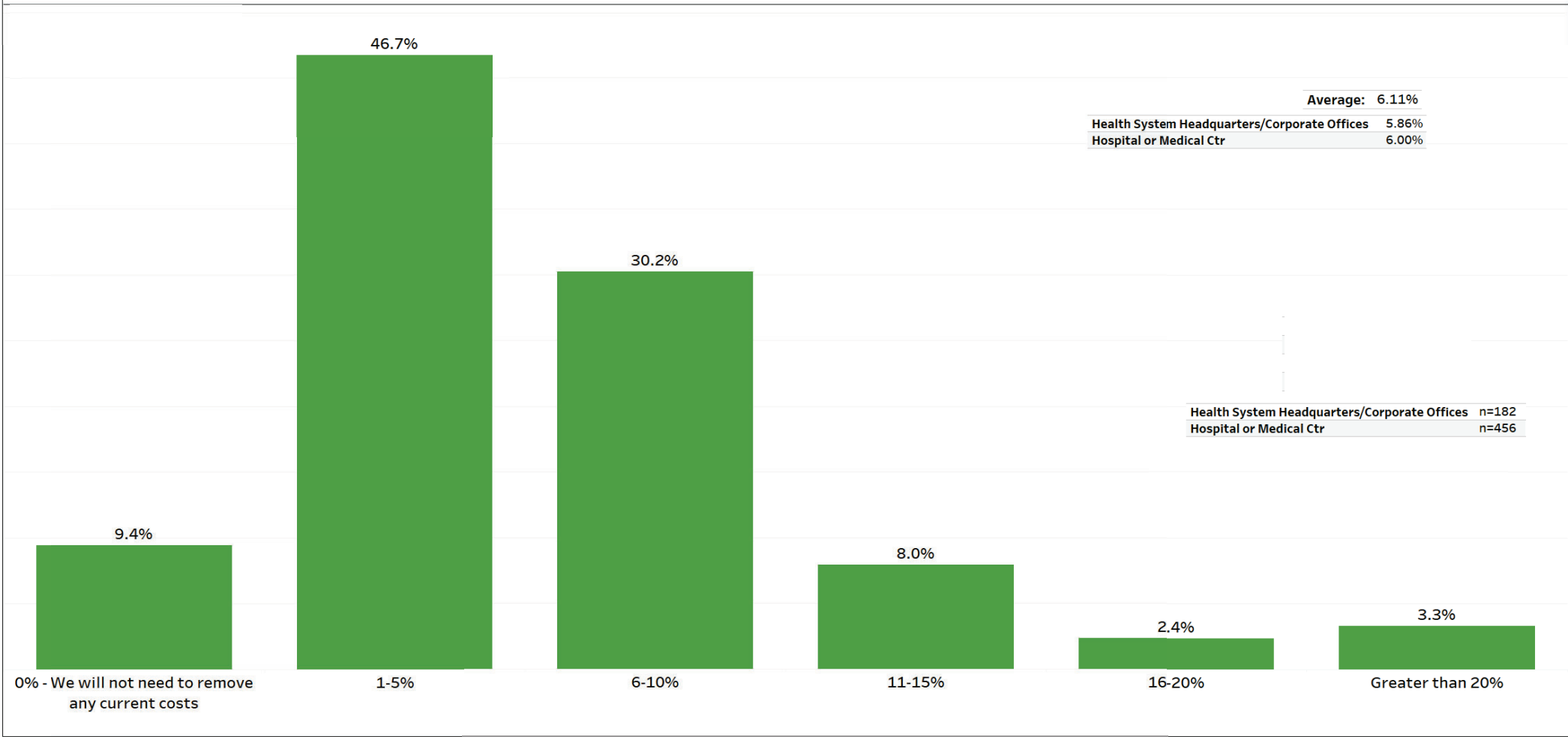
How much do you project your investments in the following areas will change over the next 3 months?



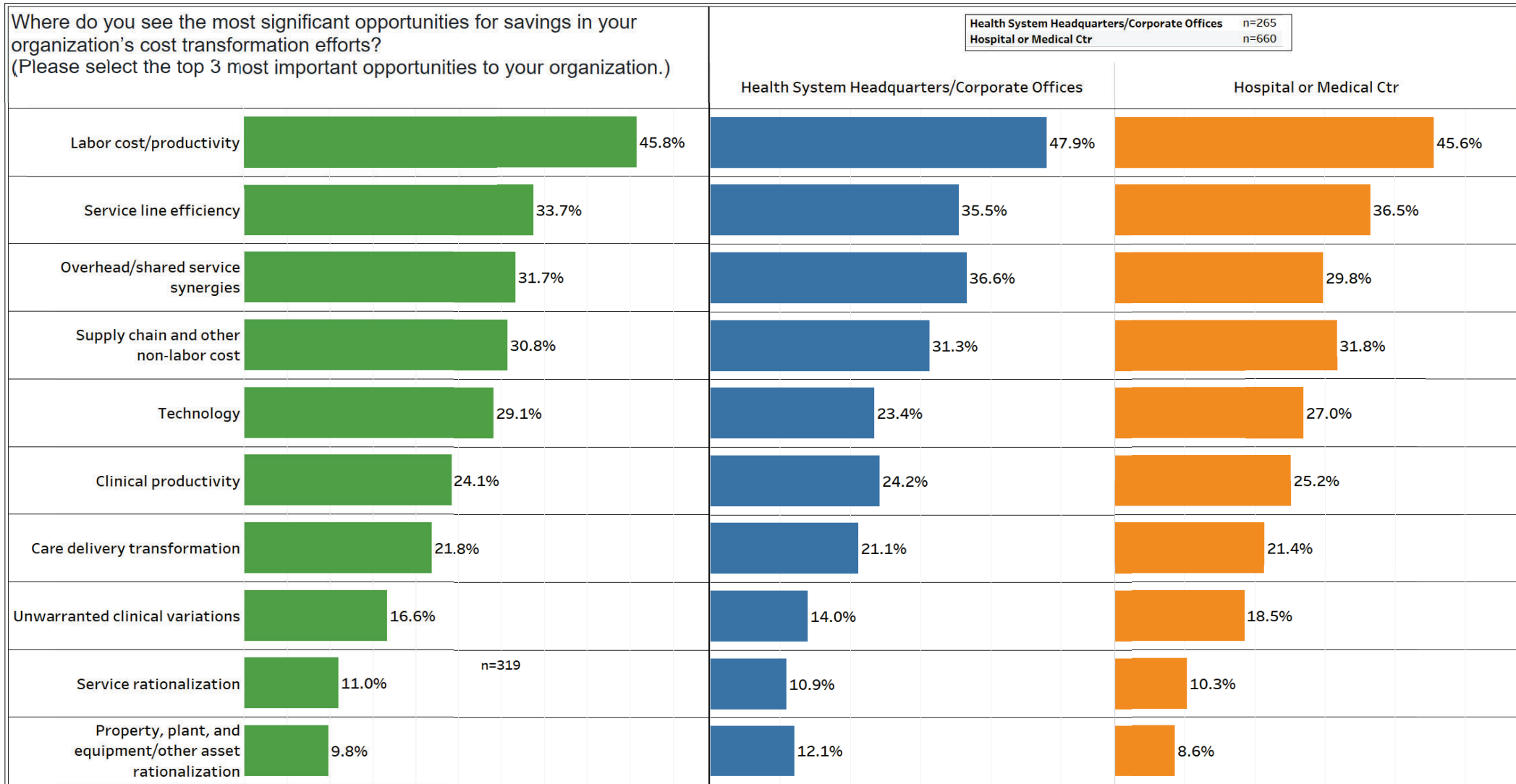
How much do you project employment will change within your organization, overall, over the next 3 months?



What percentage of current costs do you think your organization will need to remove over the next 3 years to fund planned investments and remain financially sustainable?



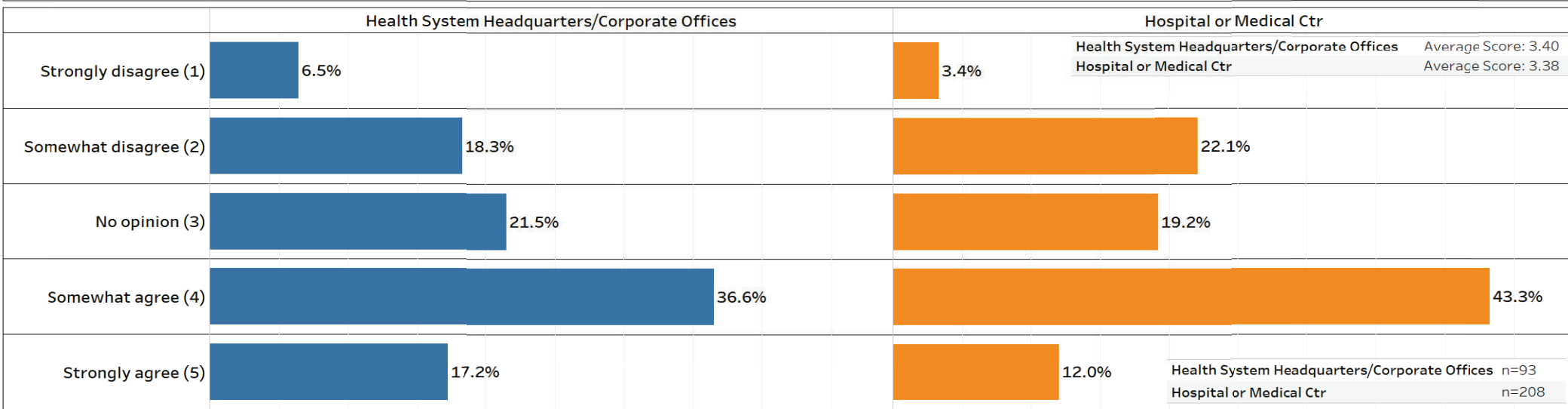
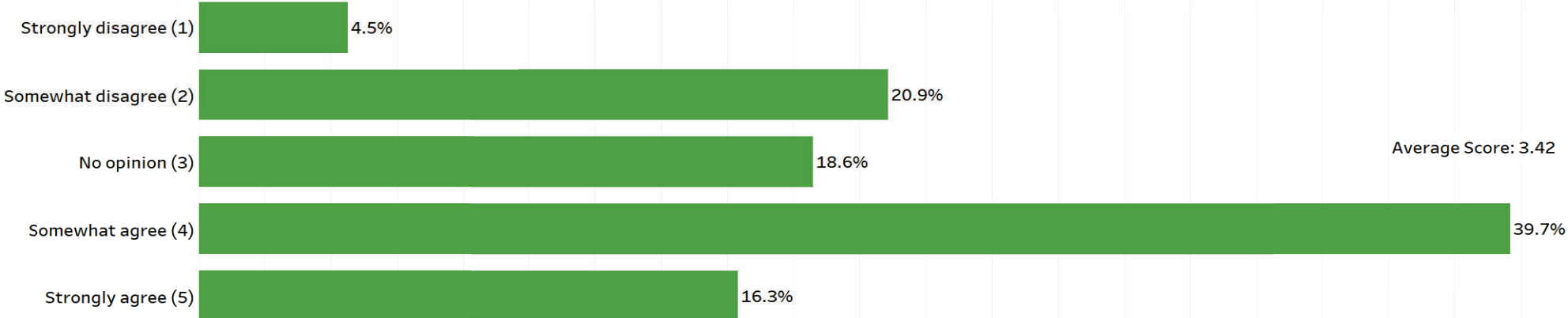




Thinking about the full range of financial interactions with a patient, from pre-service through account resolution, to what extent do you agree with the following statement:

"If asked, most of our patients would give us a 5-star (excellent) rating for our verbal and written communication on financial matters."

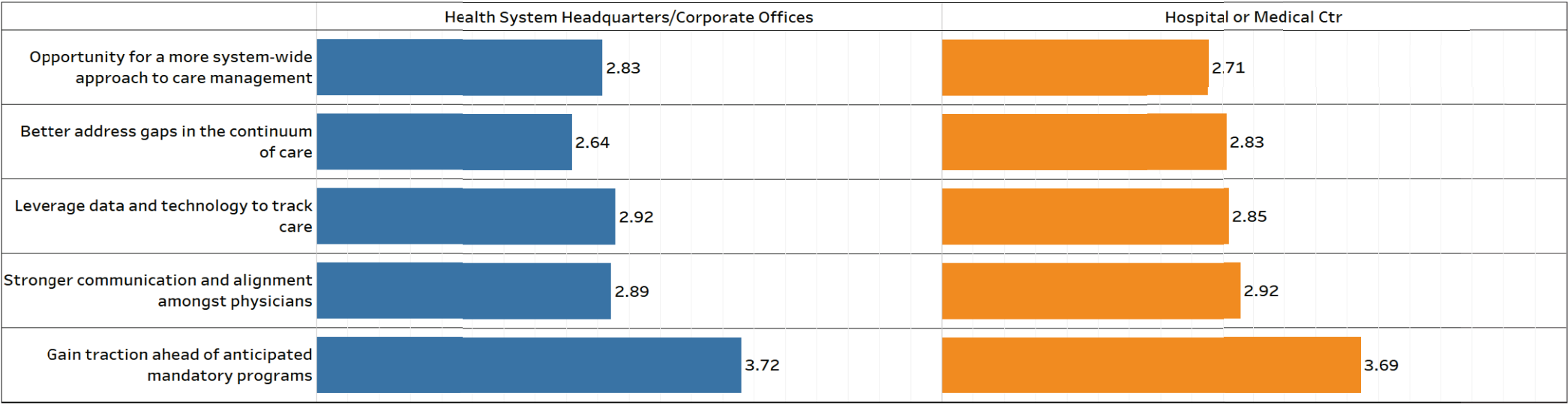
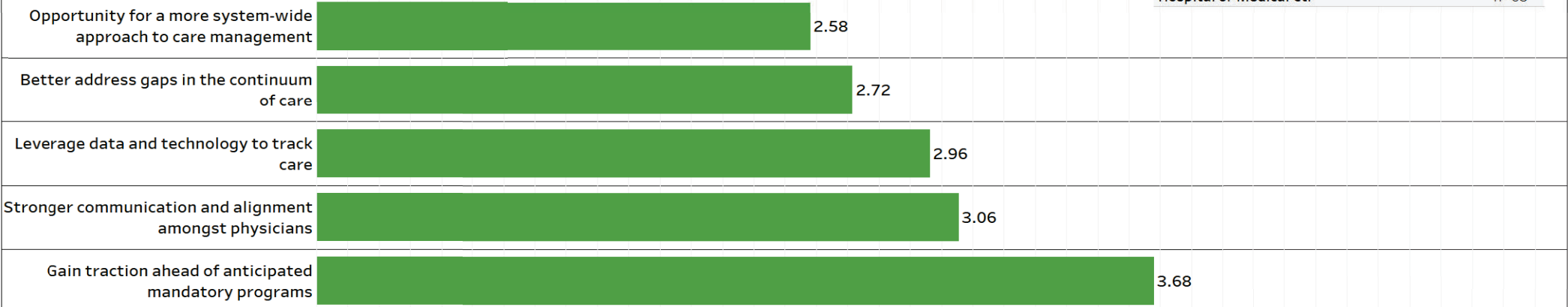
n=398



n=141

Health System Headquarters/Corporate Offices n=36  
Hospital or Medical Ctr n=65

If you know the answer, please rank the following benefits of VBC on a scale of 1-5.  
(1 being the highest priority for your organization and 5 being the lowest priority)  
(Note: Lower average = Higher priority)



**hfma**<sup>TM</sup>

**[hfma.org](https://hfma.org)**