

2024 REVENUE CYCLE MANAGEMENT SURVEY SUMMARY OF FINDINGS

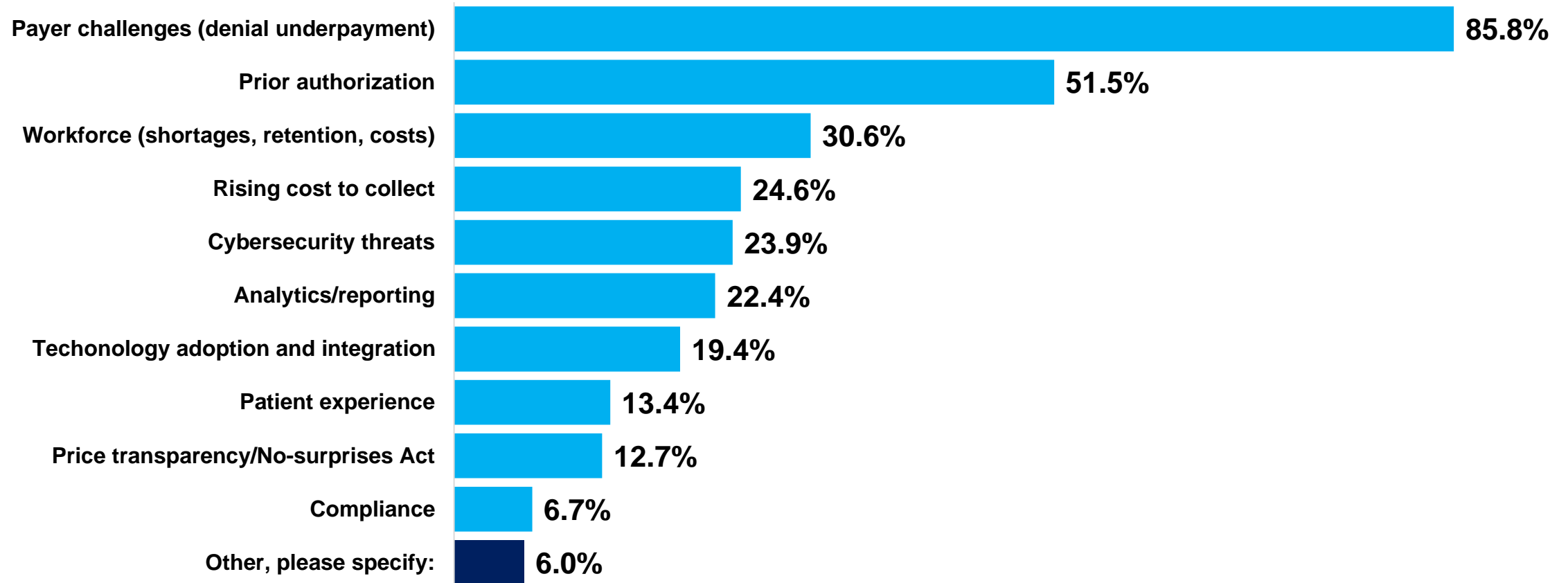
Survey Conducted by HFMA
Sponsored by Guidehouse
August 2024



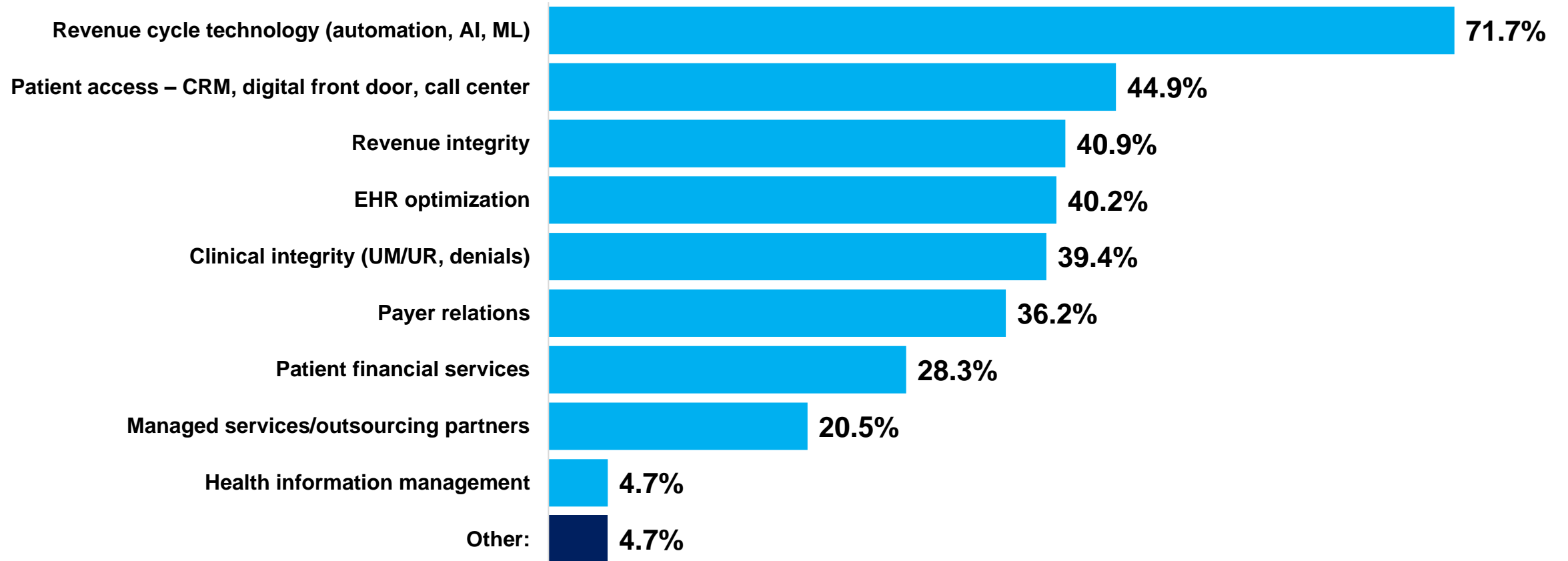
Overview

- Online survey with 12 RCM questions
- Fielded from 4/19/2024 – 5/8/2024
- Senior Level (rounded percentages)
 - Vice President 57%
 - CFO 26%
 - President/CEO 9%
 - Executive Director 5%
 - Other Chief Officer 4%

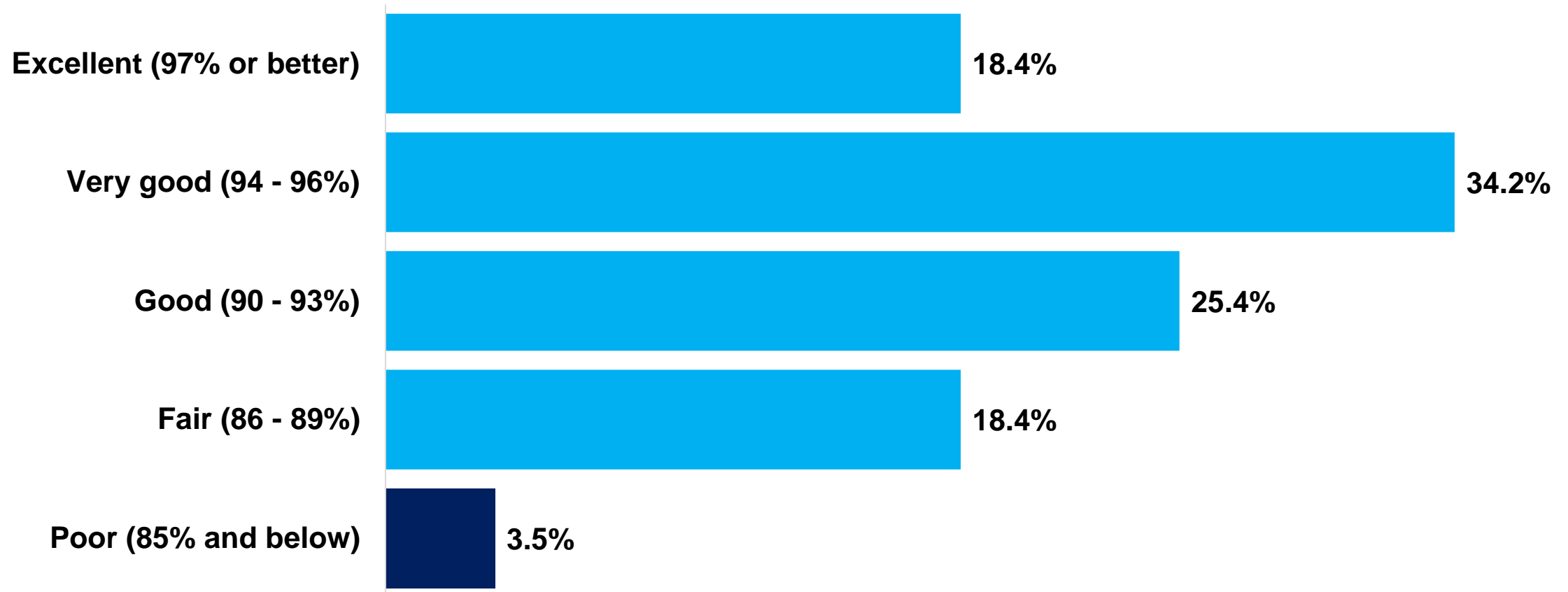
Please select the top three areas of stress your revenue cycle dept. is experiencing from the following list:



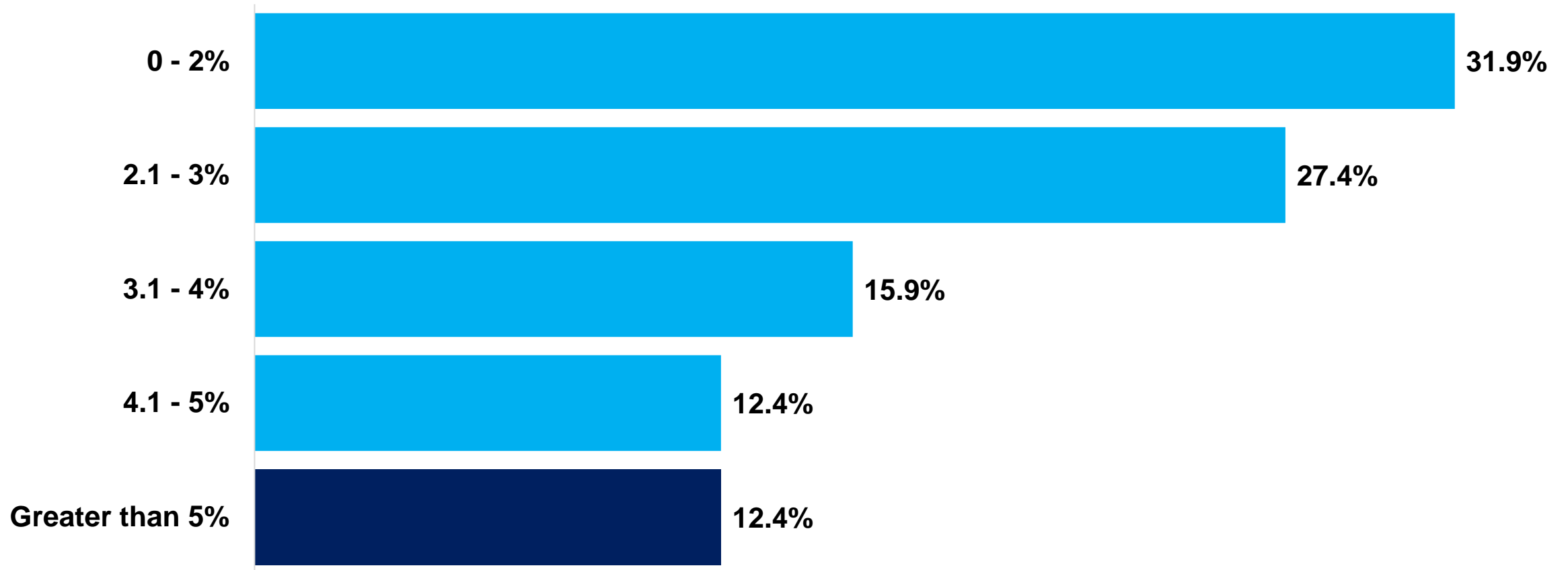
Which areas of revenue cycle are your highest priorities for investment in the next 12 months? Please select all that apply.



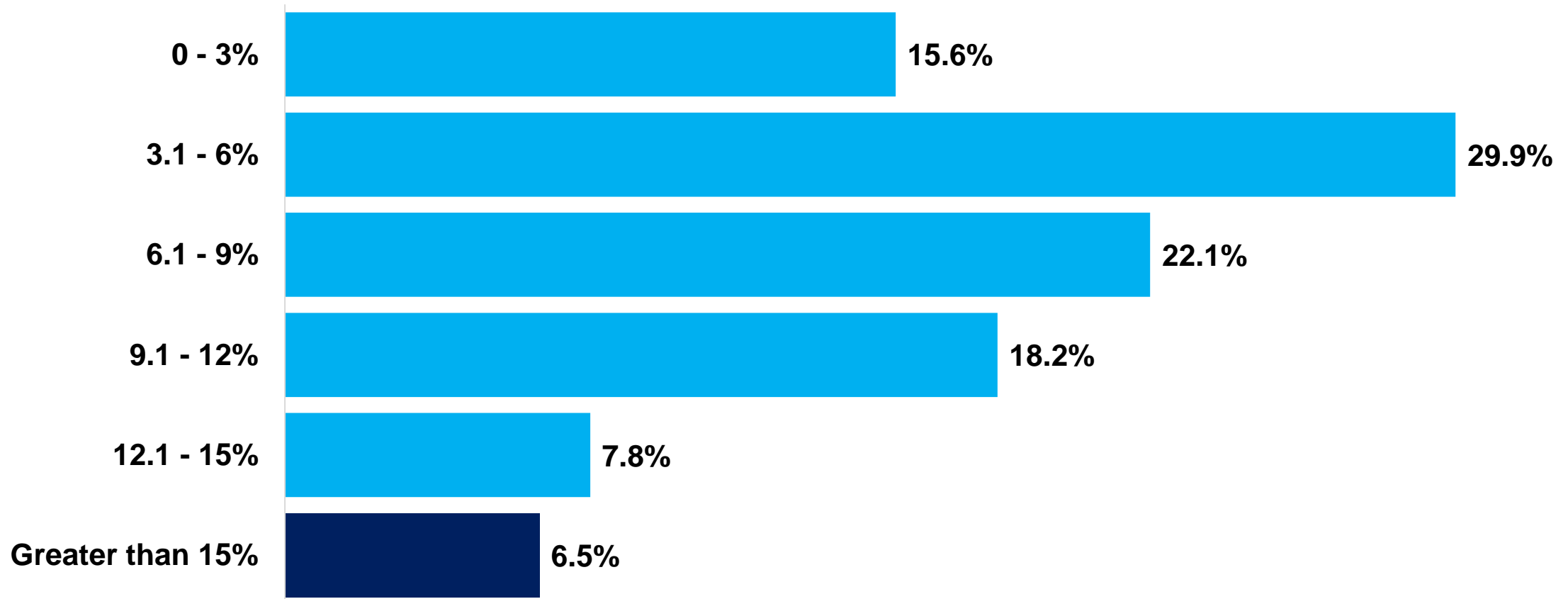
**If we define “percent of net collection yield” as:
[(total cash collected – total cost to collect)/total cash collected],
how would you assess the current overall performance of your revenue cycle?**



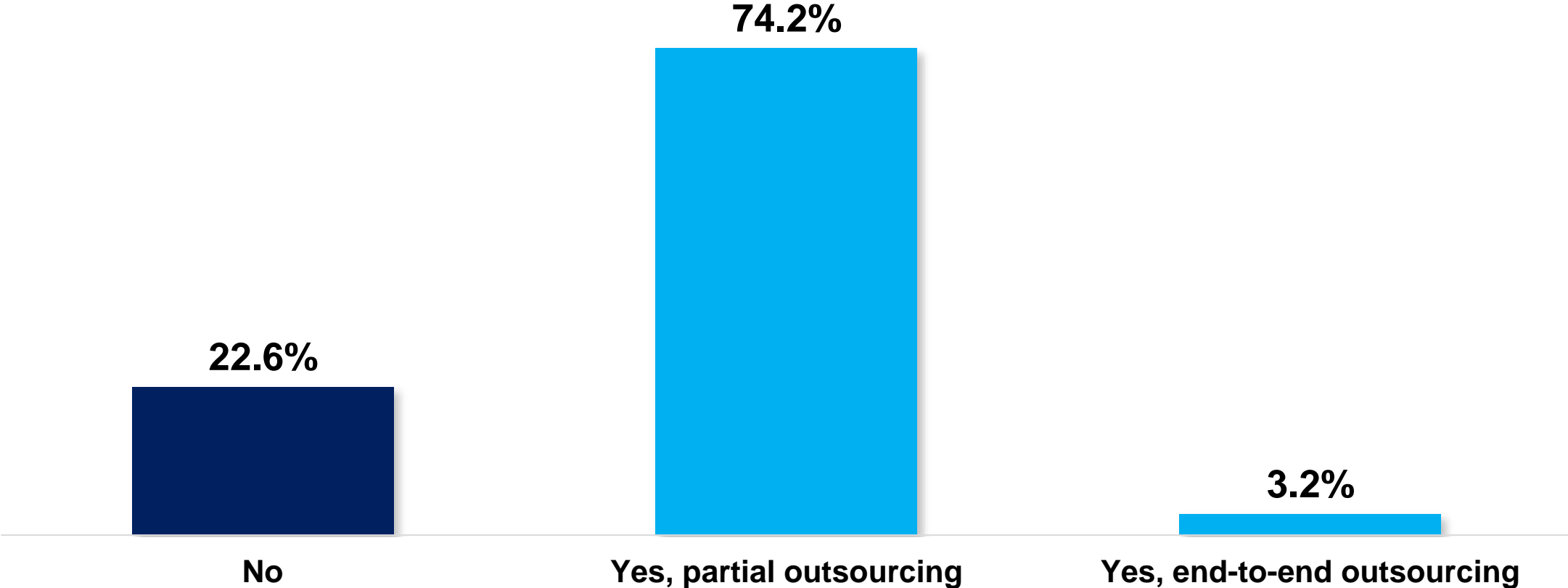
What is your organization's final denial rate (after exhausting appeals)?



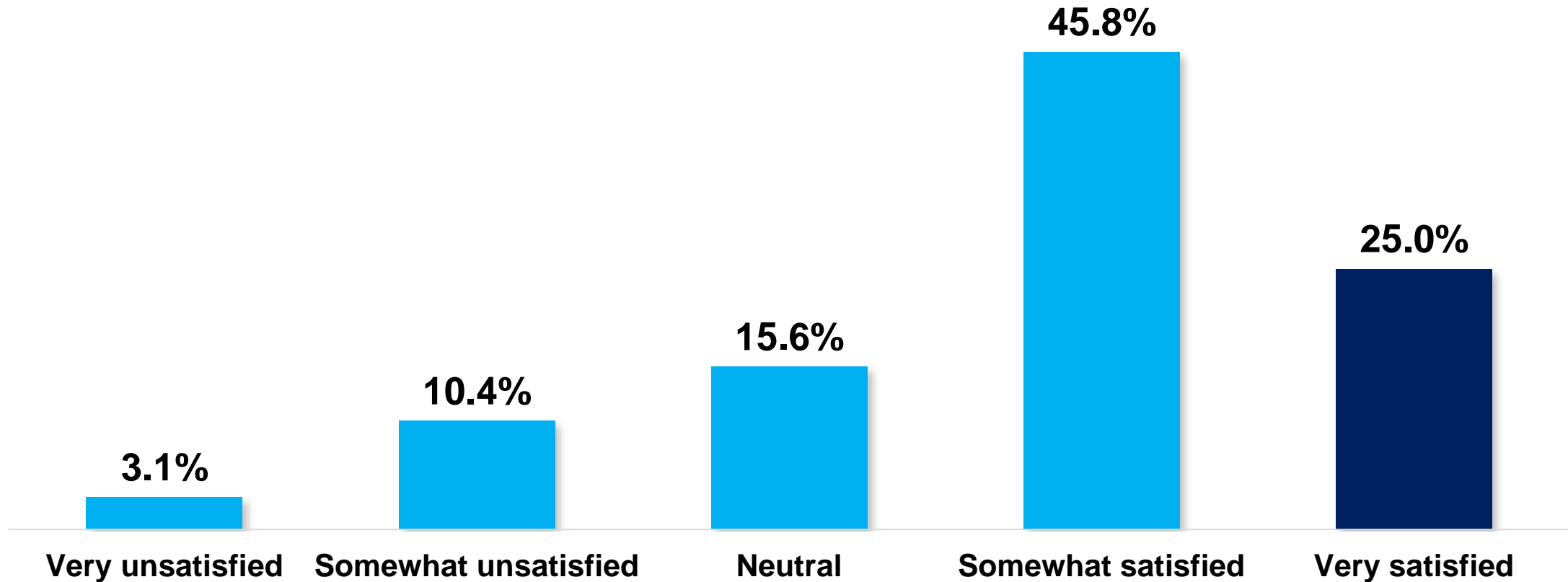
What is your organization's prior authorization denial rate for Medicare Advantage?



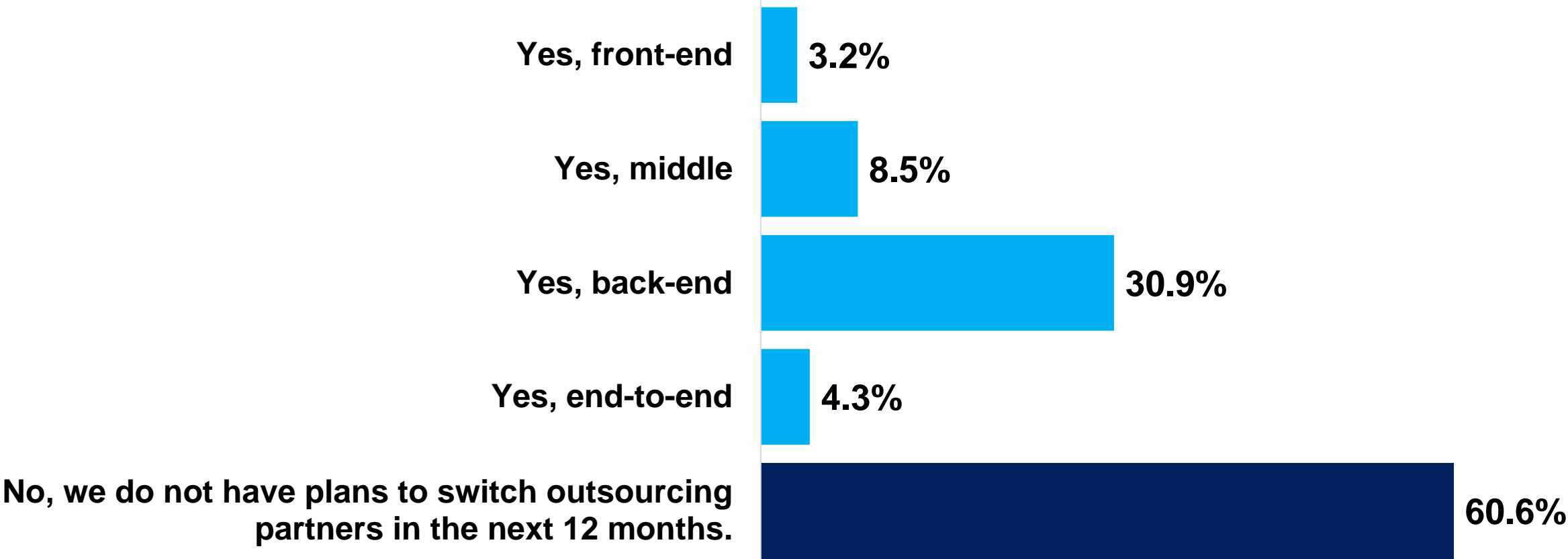
Does your organization currently leverage vendors for revenue cycle outsourcing?



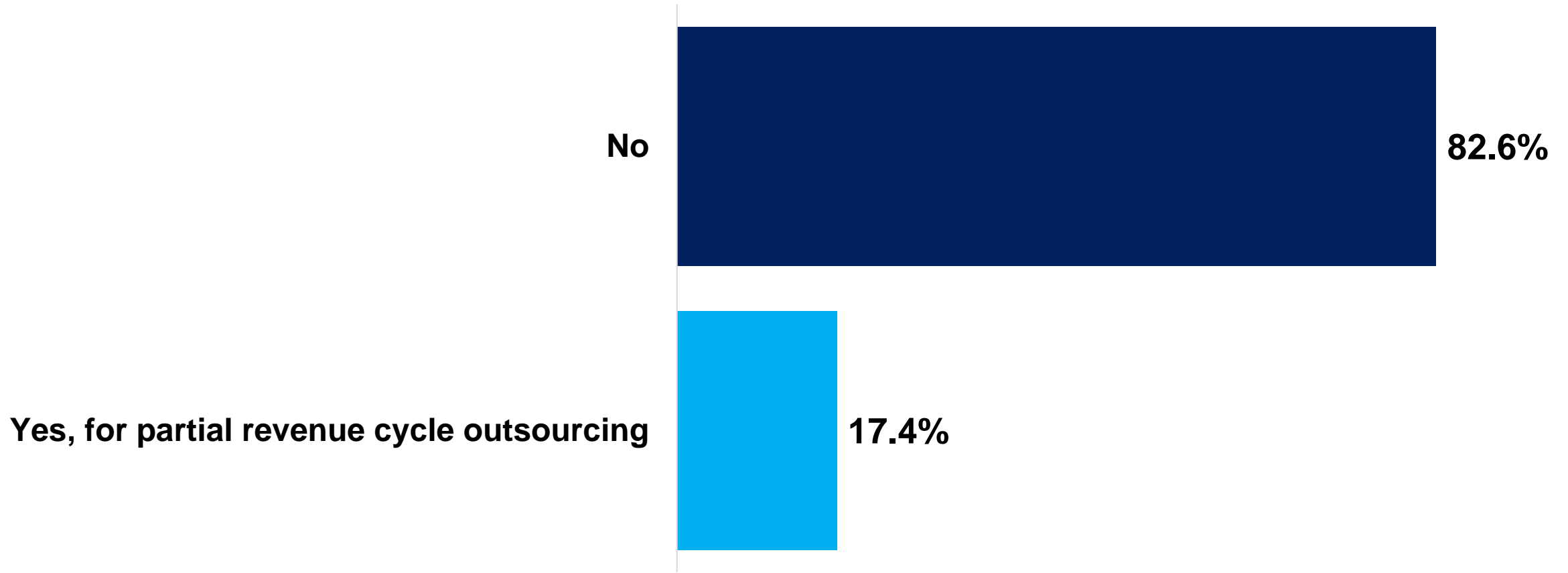
Overall, what is your level of satisfaction with your current revenue cycle outsourcing partnerships? (Only asked if the organization uses revenue cycle vendors.)



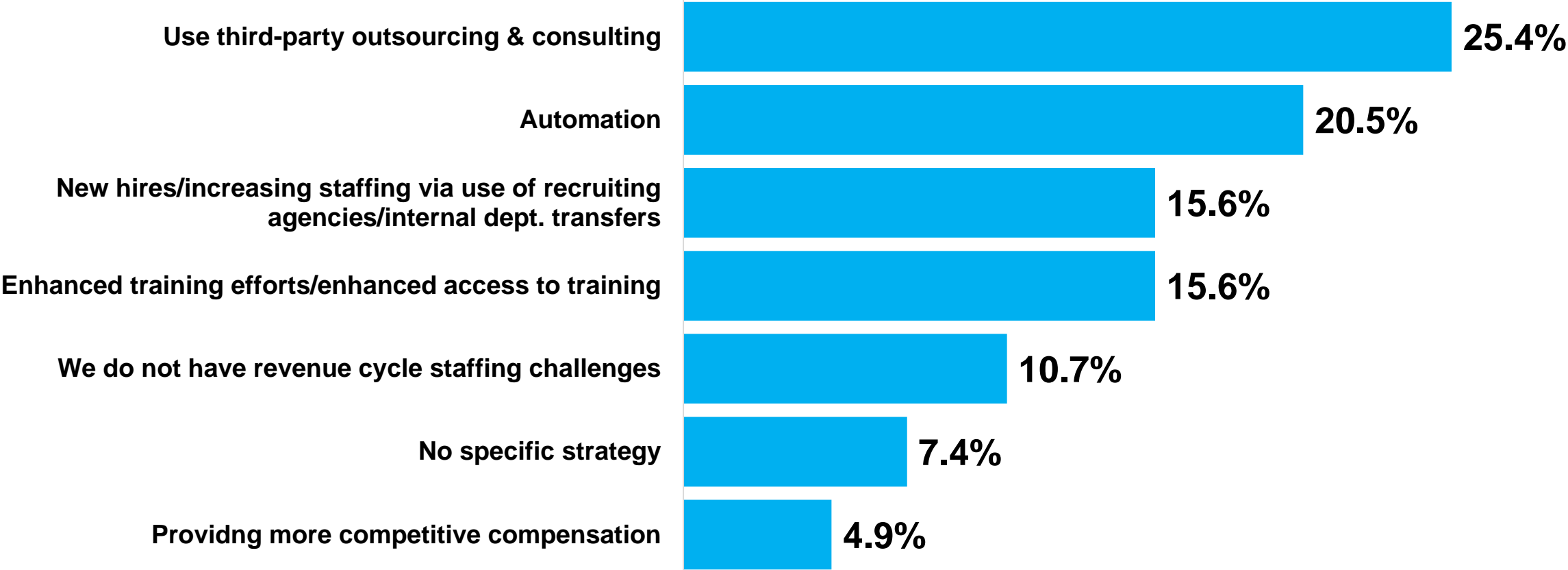
Do you have plans to evaluate or switch an outsourcing partner in the next 12 months? Please select all that apply. (Only asked if the organization uses revenue cycle vendors.)



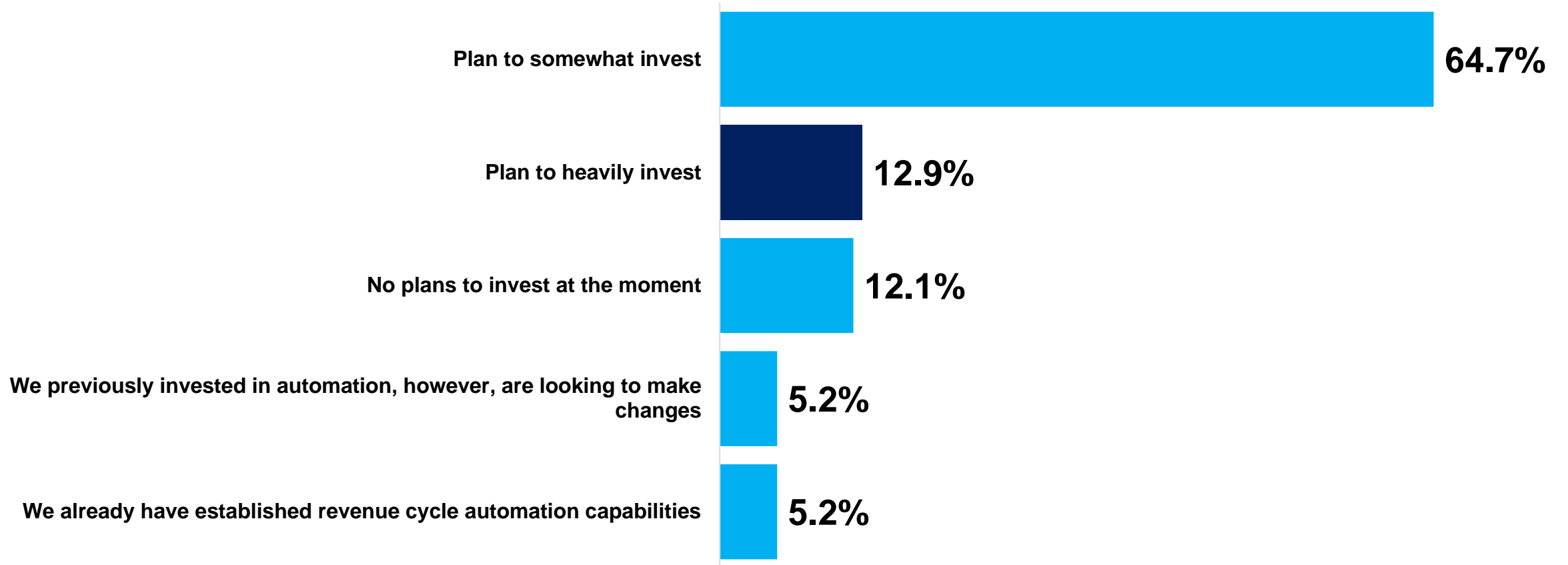
Are you planning on evaluating or partnering with an outsourcing company in the future? (Only asked if the organization does not use revenue cycle vendors.)



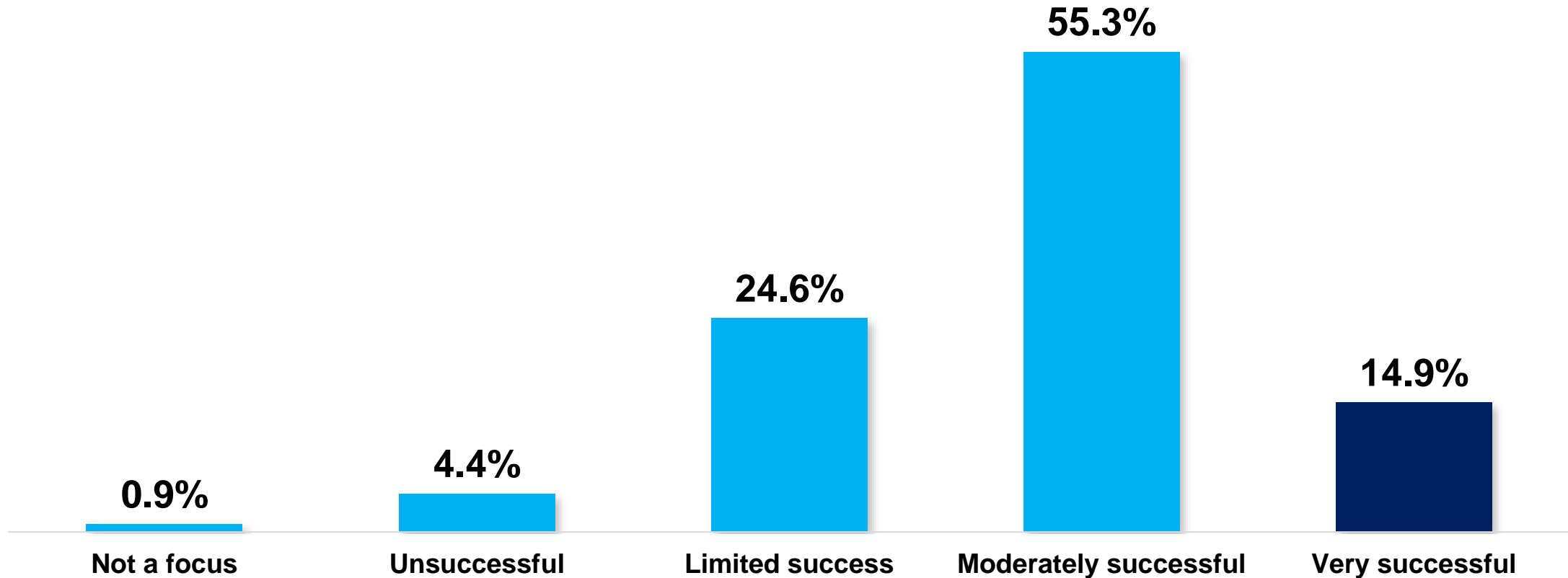
How do you primarily address revenue cycle staffing challenges?



How would you describe your projected investment in revenue cycle automation over the next 12 months?



Patient Access: How successful has your hospital been in reducing wait times and improving overall patient satisfaction in the context of patient access?



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