
2015 Revenue Cycle Series: Patient Access

HIMSS Analytics

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Executive Summary

Leveraging data from a survey of healthcare IT leaders conducted during the spring of 2015, the Revenue Cycle: Patient Access study suggests a generally positive outlook for Revenue Cycle Management (RCM) tools in U.S. provider organizations. While the data clearly suggests there is room to grow, it will be interesting to track how organizations react and adapt in the future to the transition from volume to value based care in terms of solution adoption, deployment method and outsourcing plans. Many organizations have adopted and installed some level of vendor solution to address their Patient Access needs, but there is also a contingent of organizations that utilize internally developed solutions or manual processes. The RCM market is incredibly diverse with an array of large enterprise vendors, HIS/EHR vendors and niche, best of breed vendors that address the needs of these organizations.

This year's study is a follow-up to the HIMSS Analytics 2013 Inpatient Revenue Cycle study. While both studies reflect positively on RCMs market potential, there were notable differences. While the level of adoption did not differ greatly overall across the studies, new questions were asked around solution deployment method and organizational plans to outsource RCM applications and processes to a 3rd party. A larger than expected number of organizations indicated they use a hosted, web-based, Software as a Service (SaaS) model provided by their vendor for a number of RCM applications. Additionally, very few organizations indicated plans to outsource their RCM needs.

While the transition from volume-based to value-based care suggests the market will continue to focus on solutions that will help capture patient revenue in the most efficient way possible, it is unclear if a dominant player in the market will emerge. There are so many nuances within the revenue cycle process that hospitals typically have numerous vendor solutions installed to meet their specific needs. What is clear is this is an intricate area of healthcare that is going through significant change.

About HIMSS Analytics

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