

Patient Financial Experience Reports

Barriers to improving the patient financial experience

Barriers	Percent of Executives
Competing priorities	76%
Inability to estimate out-of-pocket costs	29%
Insufficient IT capabilities	29%
Payer relations	24%
Regulatory requirements	18%
Lack of patient education	18%
Lack of clinician engagement	6%
Decentralized billing offices	6%
Other	6%

Figure 1

24% - Health systems using external partnerships to offer patient financing

Figure 2

Executives in charge of leading patient financing experience efforts

Category	Percentage
VP of Revenue Cycle	59%
Chief Marketing Officer	24%
Chief Financial Officer (CFO)	24%
Chief Consumer Officer	6%
Other	6%

Figure 3

Health system's rating of their patient education efforts in billing and patient obligation

Rating	Percentage
Green: Very good	29%
Blue: Good	53%
Gray: Fair	18%

Figure 4