

Three Primary Healthcare Finance Trends for 2023 – A First Look

What impact will staffing challenges have on your hospital?

Impact	Percentage
It will decrease hospital profits	83%
It will reduce capacity for patients	65%
It will reduce or eliminate services	56%

Figure 1

Outsourcing solutions being pursued

Solution	Percentage
None of the above	37%
Revenue cycle	27%
Other (please specify)	23%
Environmental services	23%
IT	21%
Food and nutrition services	20%
Call center	7%
Supply chain	5%

Figure 2

Inpatient visit volumes 2016-2020

2016-2016 CAGR for inpatient admission was 0%

Figure 3

Hospital-at-home expansion

Percentage	Likelihood
53%	Very likely/likely
25%	Very unlikely/unlikely
19%	Neutral
3%	Already happening

Figure 4

Home procedures 5-year forecast

Procedures	Percentage
Home visits other	11%
Home hospice visits	13%
Home procedures – minor	3%
Home nurse visit	6%
Home PT/OT	10%
Home E&M	19%
Home chemotherapy	7%

Figure 5

Entities pursued through M&A in next year

Entities	Percentage
Physician practice	55%
Health system	28%
Ancillary (e.g. diagnostic, therapeutic, custodial)	24%
Hospital	22%
Physician organization	22%
Ancillary, allied (e.g. home health, rehab, lab)	20%
Ambulatory surgery center	18%
Long-term care, SNF	13%
Other non-healthcare organization	13%
Health plan, insurer	12%
Retail clinic/urgent care clinic	11%

Figure 6

Consumerism Maturity Model

Consumer Interaction Channels	Quality and Accuracy	Consumer Experience
<ul style="list-style-type: none"> • Service location process – appointment scheduling • Information providing process • Authorization resolution • Price transparency • Financial responsibility resolution • Service arrival • Post-service communications 	<ul style="list-style-type: none"> • Medical records • Bill generation • Claims submission • Quality information access 	<ul style="list-style-type: none"> • Quality ratings utilization • Consumer feedback methods • Digital experience • Inquiry resolution • Satisfaction guarantee

Figure 7