

# Healthcare Finance Trends for 2023: Multiple Intersecting Challenges

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## 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
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 procedure 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

### Consumerism Maturity Model

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

Figure 6

### Cutting back on household spending due to rising healthcare prices

In the last six months, which of the following, if any, have you done because of higher healthcare prices in the United States? (Select all that apply).

Category	Percentage
<b>One or more</b>	38%
Delayed or avoided medical care or purchasing prescription drugs	26%
Drove less	17%
Cut back on utilities	10%
Skipped a meal	7%
Borrowed money	6%

Figure 7

Average annual worker and employer premium contributions for family coverage

Contributor	2012	2017	2022
Employer Contribution	\$11,429	\$13,049	\$16,357
Worker Contribution	\$4,316	\$5,714	\$6,106

Figure 8

Organizational transformation personas

Category	Percentage
<b>Innovator:</b> on the bleeding edge	20%
<b>Early adopter:</b> accelerating innovation by putting it to practical test/use	37%
<b>Early majority:</b> will move when technologies/strategies become mainstream	27%
<b>Late majority:</b> will follow at a conservative pace	12%
<b>Laggard:</b> will be among the last to move	4%

Figure 9

Healthcare API market size, 2021-2030 (USD billion)

Year	Amount
2021	\$103.86
2022	\$118.37
2023	\$134.91
2024	\$153.76
2025	\$175.25
2026	\$199.73
2027	\$227.64
2028	\$259.44
2029	\$295.69
2030	\$337.01

Figure 10