



# Short-staffed for the long term

Healthcare's staffing crisis and the impact on revenue cycle management and patient engagement

A survey from Experian® Health



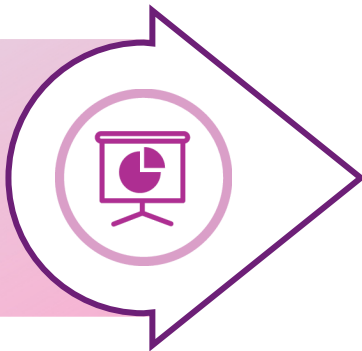
# When 100 percent agreement isn't a good thing

Every participant in the survey indicated staffing shortages are impacting revenue cycle and patient engagement.

## Every. Single. One.

Staffing challenges aren't new in healthcare. The headlines focus on a lack of nurses and primary care doctors, but front- and back-office staff operations critical to revenue functions and patient intake have been hit just as hard.

Additional impacts to RCM and patient engagement\*



69%

Operating costs

53%

Regulatory issues

45%

Increased patient financial responsibility

42%

Market competition

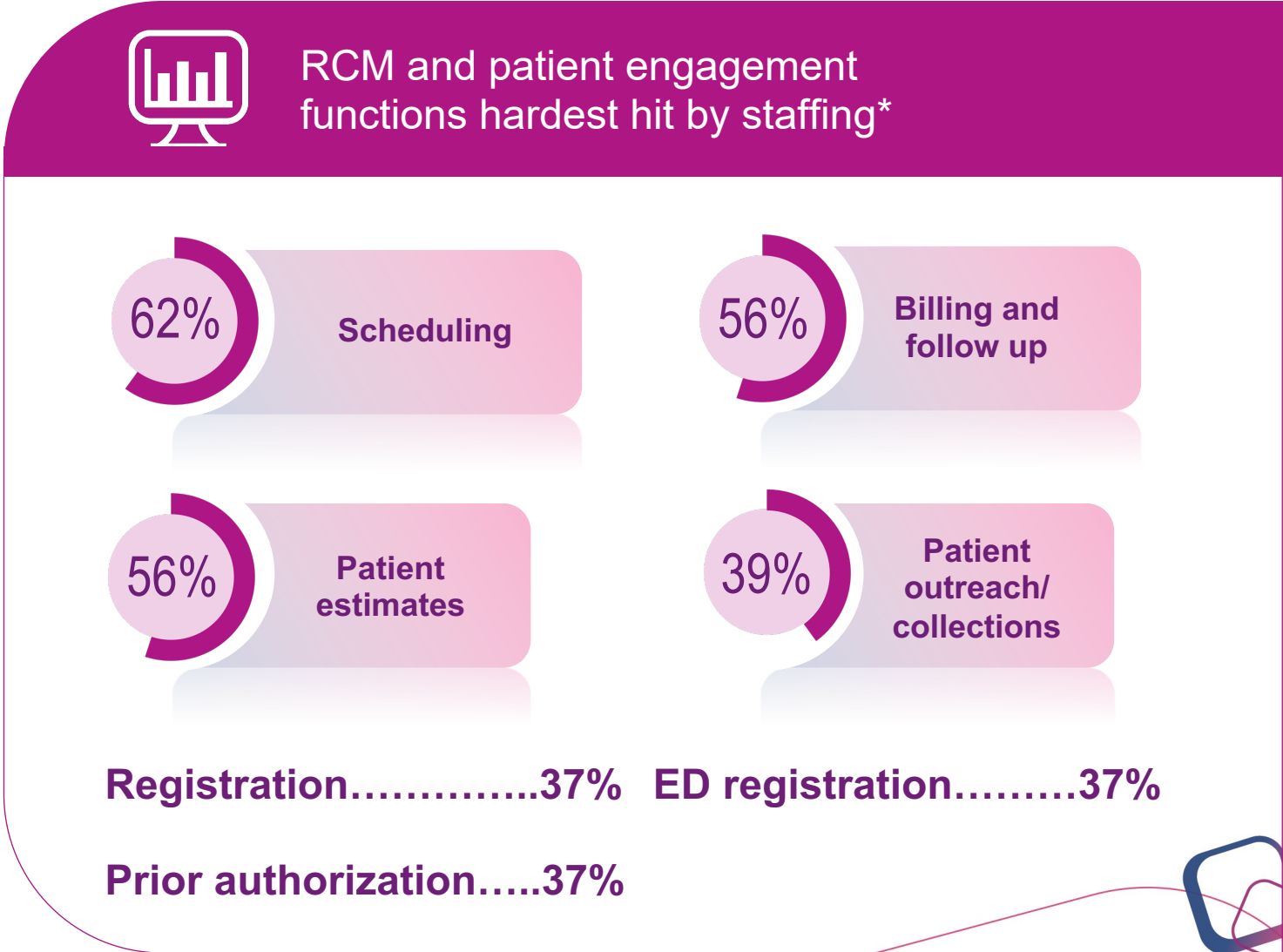
[http://](#) Read the blog

# Losing revenue and patient satisfaction simultaneously

While patients lack visibility into the financial and operational functions of healthcare, they most definitely feel pain when those areas of the business are suffering. Consequently, staffing shortages are hitting providers with a double whammy of lost revenue and decreased patient satisfaction. Per our survey, several top areas are dual impact.

[http://](#) Read the blog

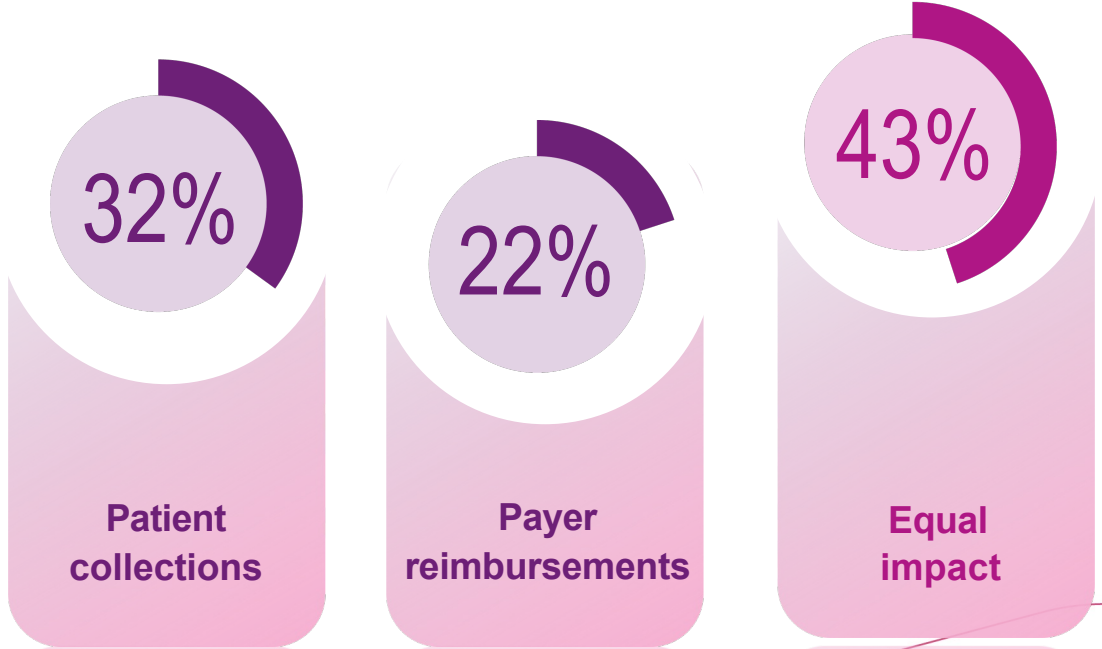
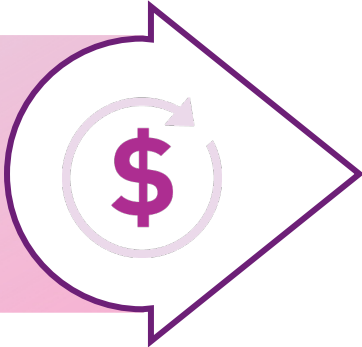
[http://](#) Case Study



# People are a scarce resource

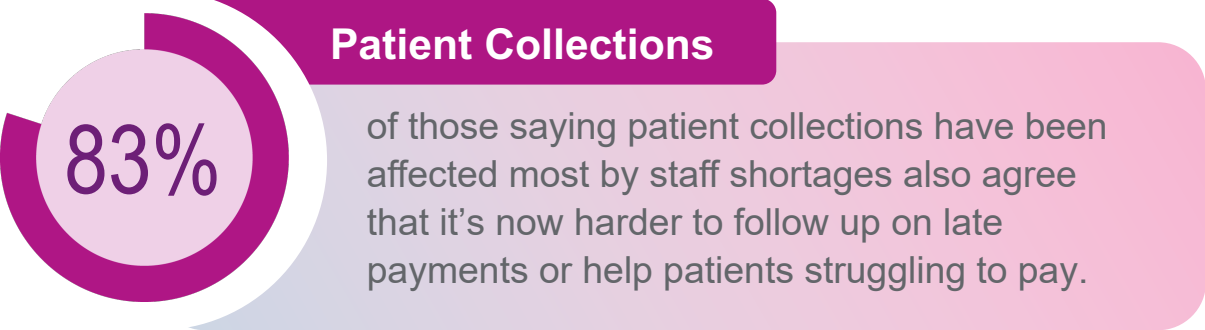
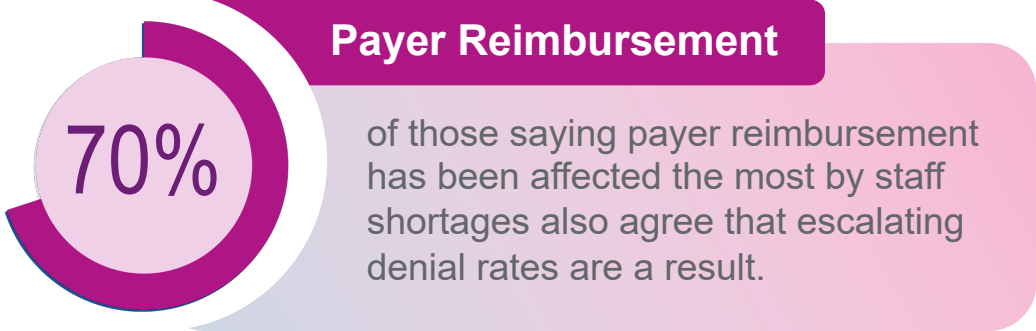
Increasingly, relying on people has become an unsustainable liability. Nearly 100 percent of respondents (96%) said that their organization's revenue channels have been impacted by a lack of people. The only disagreement? Whether payer reimbursements, patient collections — or both — have suffered the most.

What revenue channel has been impacted the most by staffing shortages?



[http://](#) Read the blog

# Revenue impact



# So few people, so many consequences

Being short-staffed drags down those remaining, impacting the patient experience. The list of consequences is long. Asked for the “top three,” here’s where the pain was distributed.\*



- Failure to meet service expectations..... .27%
- More overtime.....26%
- Performance goals missed.....26%
- Delays or forfeit of payments.....24%
- Staff absences made worse.....21%
- Turnover of new hires.....18%
- Management needed to fill in.....18%

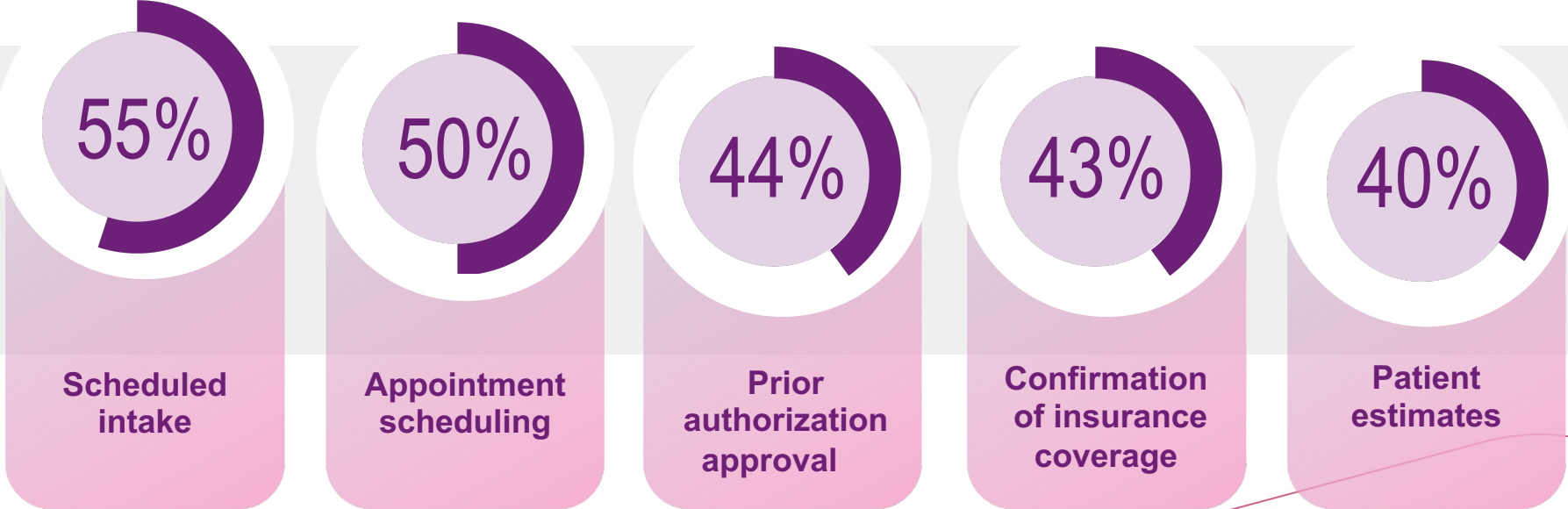
**No consequences: 0%**



# There's also a shortage of positive patient experiences

Experian Health recently published [The State of Patient Access, 2023: The Digital Front Door](#). In that report, both patients and providers said access to healthcare is getting worse. Overwhelmingly, providers blamed staff shortages as the primary reason (87%). That sentiment is reinforced in this survey, where 82% of respondents say the patient experience is worse due to fewer staff. The top areas impacted all relate to patient access, also affirming the previous survey.

Patient experience most affected by staff shortages\*



[http://](#) Discover solutions

\*Respondents were asked to select all that apply; percentages reflect how frequently the selection was chosen

# A chronic, long-term, expensive condition

Most respondents believe staffing will continue to be a problem into the future (69%). In addition, turnover rates are staggering. Well over two-thirds (80%) reported turnover between 11-40%. Nearly 1 in 10 (8%) reported turnover of 41-60%.

Challenges to maintaining staff levels\*



73%

Finding qualified staff

61%

Meeting salary expectations of entry-level staff

53%

Staff burnout

48%

Implementing hybrid schedules

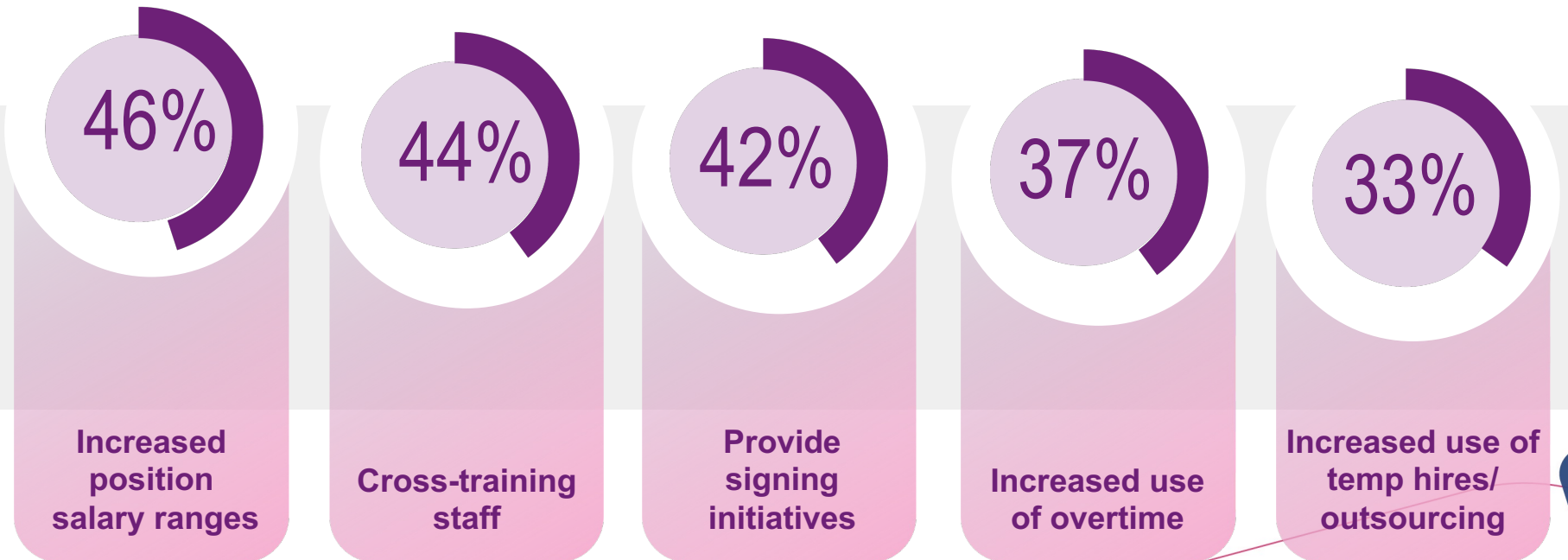
[http://](#) Read the blog



# More expense and less revenue = unsustainable

Survey results indicate the immediate solution for most providers is to spend more money. Overtime is also on the rise, adding to providers' immediate financial pain. Given the economic conditions that exist, these expenses are significantly higher than in the past and are dragging down health organizations' financial positions, exacerbating the staffing shortage's downstream impact to revenue collection.

What's being done to mitigate staff shortages?\*

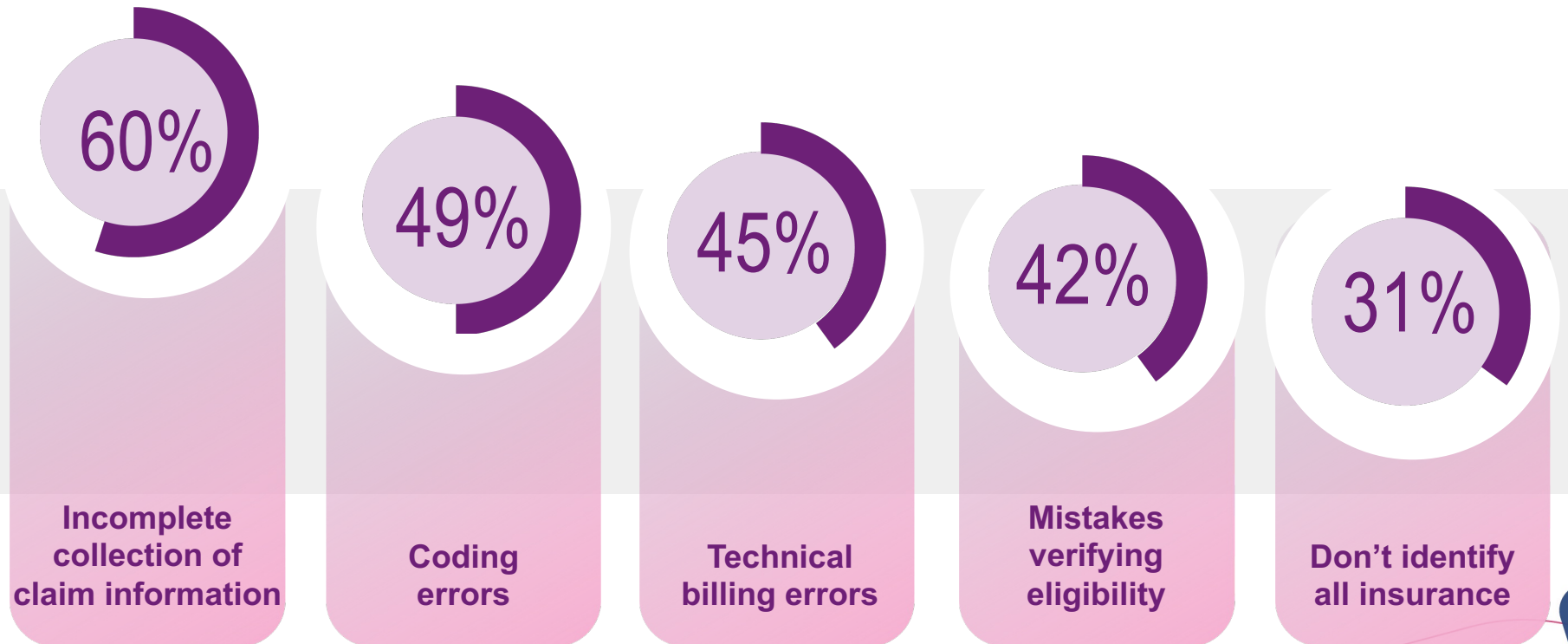


[http://](#) Read the blog

# A cost beyond higher salaries and signing bonuses

Filling those open positions comes with a price, as 92% of respondents said new staff members make errors ranging from “once-in-a-while” to “often.”

Most common claim errors made by new staff\*

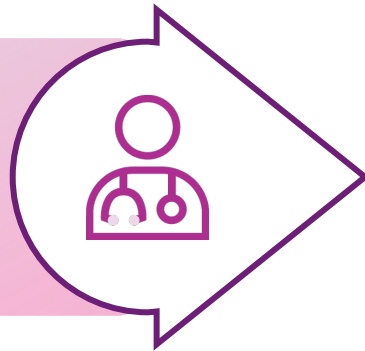


# It's time to support people with technology

It seems the business of healthcare is focused on filling vacancies versus accepting that there aren't enough people to fill those vacancies — now or in the future. Less than 30% are looking at automation to prevent staff shortages and the issues accompanying those shortages.

Healthcare has historically been hesitant to “replace” people with automation, but it may be unavoidable. Automation *will* be needed if there aren't people around to manage revenue cycle and patient engagement processes.

Why the staffing shortage will continue\*



49%

Respondents who say staff are leaving to other employers, both in and out of healthcare

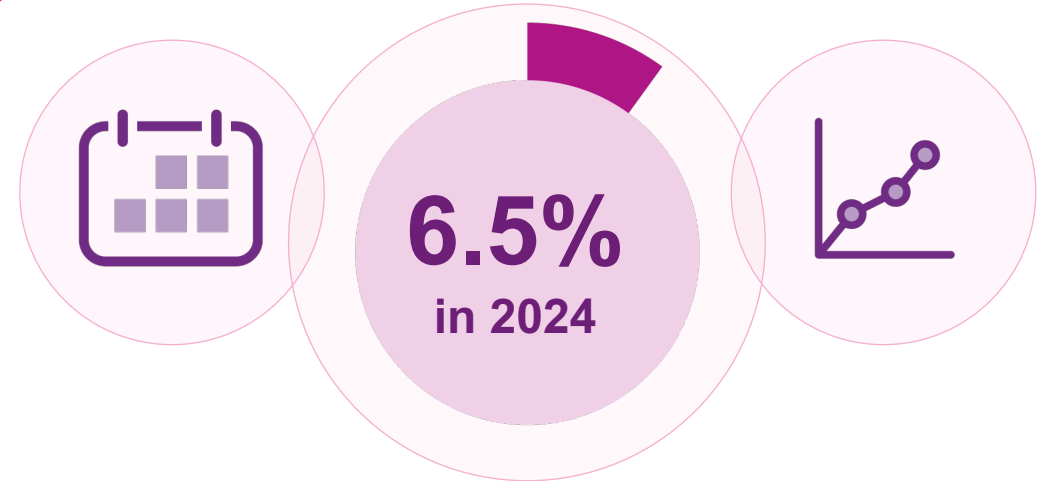
46%

Respondents who say there aren't enough people skilled in RCM and patient intake

- Do the statistics in this report ring true for you?
- Are you losing the staffing battle at your organization?
- Have the financial consequences and deterioration of patient experience due to staffing shortages reached a breaking point?

It's time to look at the many areas where automation — and even artificial intelligence — can stabilize, improve and optimize understaffed functions.

Learn more



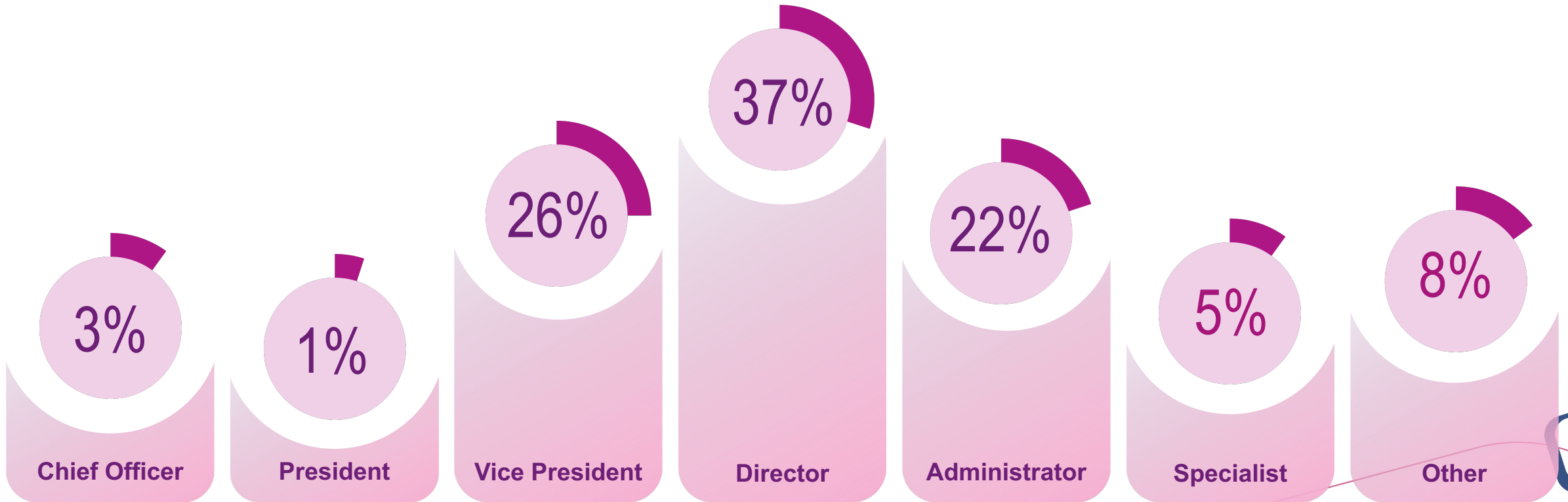
According to the Wall Street Journal,<sup>1</sup> **employer health coverage could rise as much as 6.5% in 2024**, and a big reason for that is hospitals' higher labor costs to combat the staffing crisis. The result could be patients paying more for care and being less satisfied due to factors related to staffing shortages, making the situation even worse for providers.

1. Anna Wilde Mathews, "Health-Insurance Costs Are Taking Biggest Jumps In Years," *Wall Street Journal*, Sept. 7, 2023



This report is based on a survey of 200 healthcare employees responsible for staffing the revenue cycle function at healthcare providers. The survey was fielded between Aug. 10, 2023 and Aug. 15, 2023.

Survey objective: The survey looked at the shortage of nonclinical staffing within the healthcare vertical in the context of its impact on the revenue cycle and patient engagement.





Experian Health  
720 Cool Springs Blvd., Suite 200  
Franklin, TN 37067  
T: 1 888 661 5657  
[www.experian.com/healthcare](http://www.experian.com/healthcare)

© 2023 Experian Information Solutions, Inc. • All rights reserved  
Experian and the Experian trademarks used herein are trademarks or registered trademarks  
of Experian Information Solutions, Inc. Other product and company names mentioned  
herein are the property of their respective owners.  
10/23 • 1549-HC