



Survey: Hospitals may experience more denials when combining EMR, other RCM systems

Written by Kelly Gooch | May 15, 2018

Healthcare organizations that use more than one revenue cycle management solution experienced more claim denial problems, according to a new survey by Dimensional Insight and HIMSS Analytics.

The survey, conducted early this year, polled 117 senior-level hospital and health system decision makers, including CEOs, CIOs, CFOs, directors of IT and finance, and heads of RCM, about RCM in their healthcare organization.

Here are five survey findings.

1. Nearly 71 percent of respondents said their organizations use EMR solutions for RCM, while 50.3 percent of hospitals use 3M health information systems.
2. A majority of respondents (68.9 percent) said their organizations use more than one vendor solution for RCM.

3. Overwhelmingly, denials were ranked the biggest challenge within RCM among respondents, at 76.1 percent. That was followed by revenue integrity at 36.8 percent.

4. Organizations that use multiple RCM systems often reported larger problems with denials, according to the survey. Health systems using their EMR with one or two vendors reported the highest rates of denial problems (100 percent).

5. Nearly 37 percent of hospitals said less than 25 percent of their revenue cycle process is automated using analytics, and nearly 24 percent said 51 percent to 75 percent of their revenue cycle process is automated.

Read more survey findings here <https://www.dimins.com/white-papers/himss-rcm-survey/>