

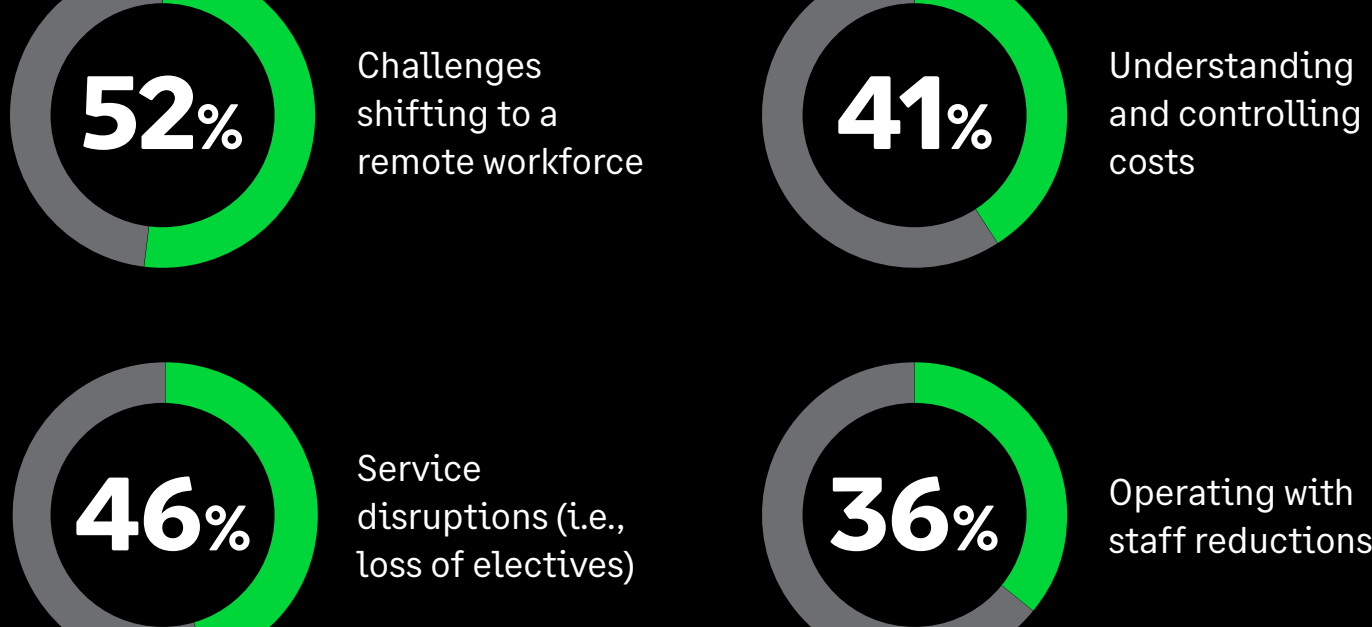
# Growth Through Change

## What Healthcare Finance Leaders Learned During the Pandemic

The pandemic has taken its toll on every corner of the healthcare market, and healthcare finance leaders experienced no different.



### Top pandemic-related challenges reported by healthcare finance leaders:

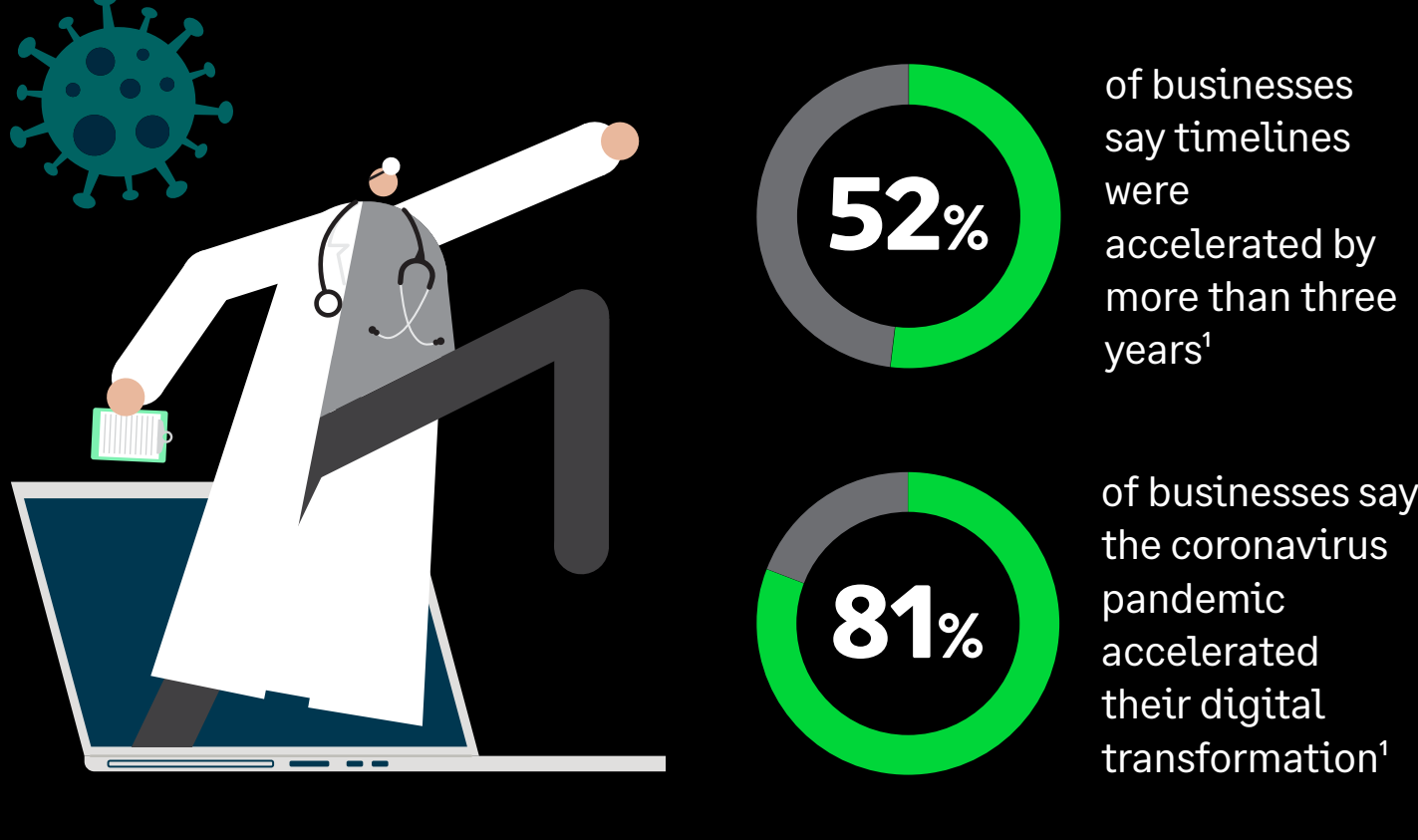


“Amidst static and declining reimbursements, we're looking at value-add for patients. At the same time, increasing personnel costs and the pressure to maintain or improve each unit of profitability is increasingly difficult. Cost monitoring and containment is extremely critical, as is regulatory compliance.”



**Virginia Jones, PhD**  
Chief Operating Officer  
Village Family Dental

### However, as the research shows, the pandemic also created new opportunities including the shift to digital operations.



### Finance leaders are investing in technology to help them scale.

**77%** of finance leaders plan to increase their budget for technology this year<sup>1</sup>

**45%** will invest in accounting/finance systems<sup>1</sup>

### Healthcare organizations are also making technology investments.

**89%** in telehealth<sup>3</sup>

**26%** in artificial intelligence to prepare for the future, as 40% believe they will be using artificial intelligence to make decisions within the next 3 years<sup>3</sup>

“[With new technology,] we are much more efficient with our day-to-day bookkeeping tasks. I do very little transactional work anymore, and have shifted 15% more time toward supporting the business.”



**Eric Jensen**  
Director of Finance  
Behavioral Health Resources

### When making investments in technology, healthcare leaders are prioritizing tools that will...

- 1 Save staff time by automating repetitive administrative tasks<sup>2</sup>
- 2 Integrate between multiple business systems<sup>2</sup>
- 3 Automate tracking and reporting out important outcome metrics<sup>2</sup>

Healthcare finance leaders are in a unique position to lead their organizations back to growth by removing friction from manual labor within their departments and providing in-depth strategic guidance to clinical and business leaders in real-time.

The unique demands placed on healthcare finance leaders in 2021 will require financial management systems that are built for healthcare and provide the visibility and flexibility to efficiently manage finances, operations, and people.

As the only financial management solution endorsed by the AICPA and designated as Peer Reviewed by the Healthcare Financial Management Association (HFMA), Sage Intacct's cloud-based platform gives data-driven healthcare finance leaders the power to solve their most complex challenges.

### Download your complimentary copy of Sage Intacct's 2021 Healthcare Finance Leadership Team Survey.



Sources

<sup>1</sup> Sage Intacct 2021 Return to Growth Outlook Report  
<sup>2</sup> Sage Intacct Healthcare Finance Team Leadership Survey  
<sup>3</sup> Philips Future Health Index Report 2021



Rated #1 for customer satisfaction by G2.



The first and only AICPA preferred financial management solution.



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