

WHAT KEEPS YOU UP AT NIGHT?

Leaders of health centers must do more with limited resources than leaders of hospitals, accountable care organizations (ACOs), and private practices.

by Jeremy Williams



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FUNDING ENVIRONMENT

Current local and national economic conditions have created challenges for many health centers, including rising costs and declines in contributions. High levels of unemployment have historically made it difficult for some low-income patients to pay for services rendered, which harms health center operating results.

2

STAFFING LEVELS

With unemployment at historic lows, many health centers are competing for the same employees and talent. Health centers' need to hire and retain administration talent, mental and behavioral health professionals, family physicians, specialists, and EHR support team members is nonstop.

3

CAPACITY BUILDING

Health center leadership teams frequently have significant knowledge gaps. Per a recent survey by the Sage Growth Partners, 68% of health center CEOs said finding the right leadership was either moderately or extremely challenging. Only 38% said they believe their current leadership team would effectively serve their organizations for the next three to five years.

4

REVENUE CYCLE MANAGEMENT

Improving front-end revenue cycle management techniques continues to be a significant challenge for many health centers, even before the onset of value-based care.

5

FINANCIAL MANAGEMENT

Health centers are subjected to rigorous oversight to ensure the transparency of their use of public funds. Health centers are subjected to continuous monitoring by grantors and must ensure that all financial activities are above board.

6

COMPETITIVE LANDSCAPE

The threat of competition from neighboring health centers and other healthcare service providers is ever-present. Patients have access to a variety of healthcare options. This is forcing health centers to compete with hospitals and other healthcare service providers for their business.

7

POPULATION HEALTH

Health centers must be engaged in all aspects of the population health management and analytics lifecycle to influence favorable patient outcomes. Leaders must focus on everything from program and business case development through outcomes studies, report development, and provider supports.

8

ANALYTICS CAPABILITIES

Value-based care models require complex measurement and analytics infrastructures to enable the necessary tracking of patient outcomes. Sustained and consistent monitoring of metrics is a challenge for many health centers because the costs of the enabling information technology hardware, software, and staffing are frequently prohibitive.

9

CYBERATTACK RISKS

The interconnected nature of health center operations and IT infrastructures presents a significant cyber risk for many health centers. Health centers often lack resources to staff cybersecurity roles and typically have outdated technology that is easy to hack. As a result, many health centers have exposure to 1. threats that jeopardize patient safety, 2. EHR disruption, and 3. threats resulting from health data sharing with third parties.