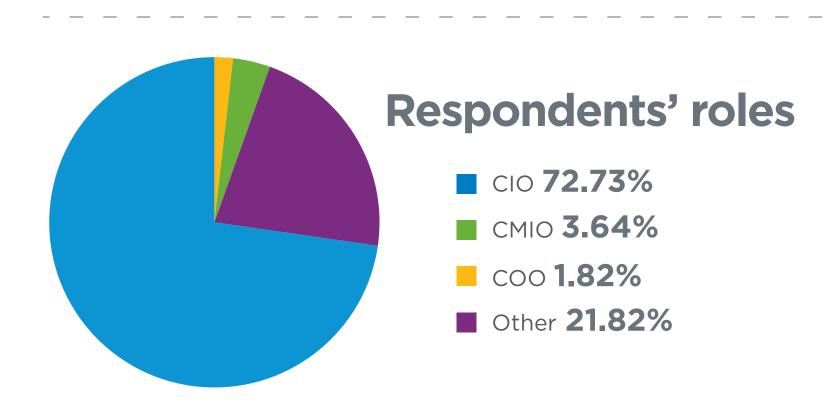
Insights into referral management challenges

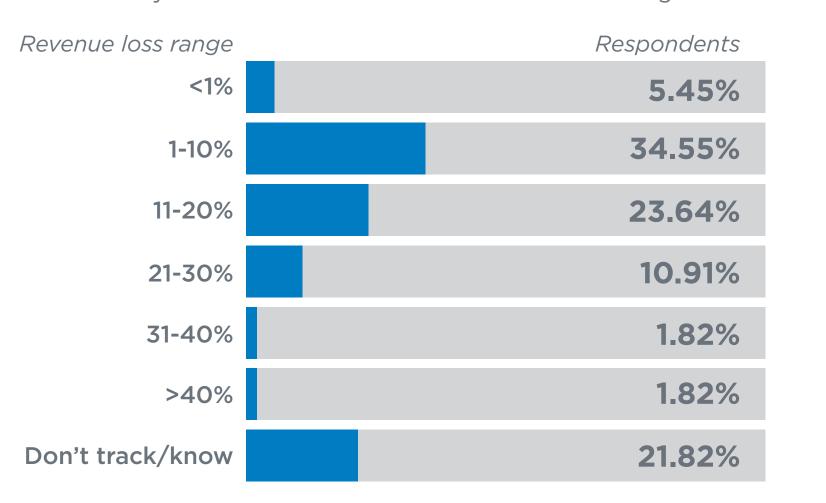


In the May 2021 CHIME-Cerner "Referral network management technology perceptions" survey, 55 CHIME members voiced their thoughts on current referral management technology challenges and needs.



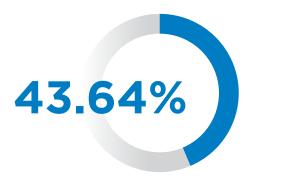
Annual revenue loss to patient leakage

Nearly 40% lose more than 10% of revenue to leakage.



Patient leakage prioritization

Nearly 93% of respondents indicated patient leakage is a priority.

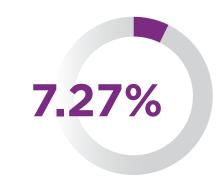




Active programs in place

Plans, but not acted on



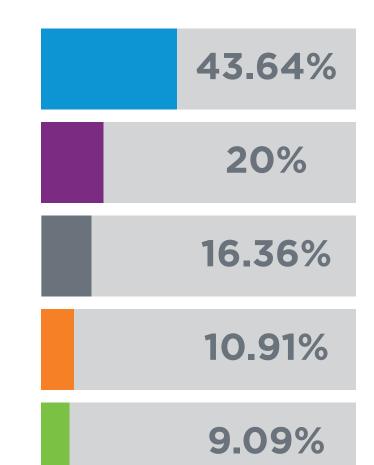


Discussions, but no plans

Not a priority

Technology capability rankings

Respondents rank importance of referral management technology features.



Identify and analyze top sources of leakage

Match patients to providers based on factors like provider availability, patient proximity, network affiliation and insurance

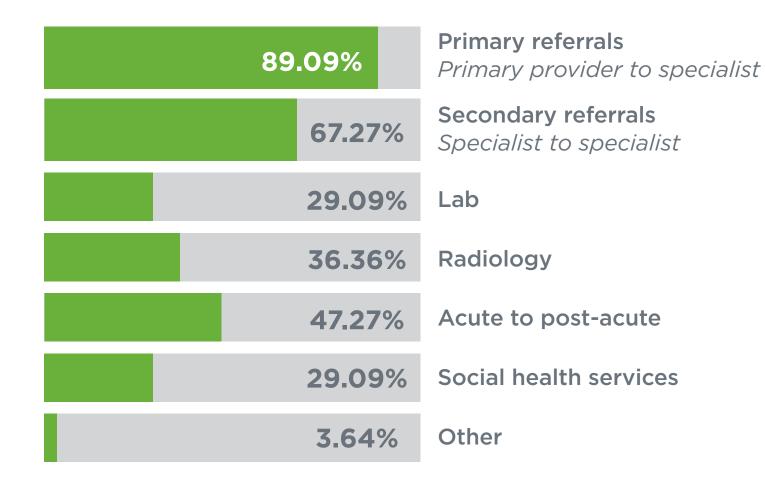
Build and maintain provider directory that spans employed and affiliated providers

Support complex multi-EHR and clinically integrated networks with configurable workflows

Deliver provider workflow analytics that can impact referral patterns at the point of care

Referrals defined

Referrals are expanding beyond primary and specialty services.



Keeping patients in network

Keeping referrals inside your network is key to generating both fee-for-service (increasing utilization) and risk-based revenue (managing care quality and gap closure).

Cerner *HealtheReferrals*SM acts as a lever designed to support efficient, high-performing referral processes to keep patients in the networks you worked so hard to build.

Learn more today at cerner.com/healthereferrals or healthnetwork@cerner.com.

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