

RCM Staffing Crisis Benchmark Report

Prepared for: Sarah Johnson
St. Mary's Hospital
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Executive Summary

Our analysis reveals that St. Mary's Hospital, with 250 beds and an estimated 6 RCM staff members, is currently experiencing approximately \$408,000 in annual turnover costs.

By implementing strategic outsourcing of high-burnout functions and reducing turnover from 40% to 15%, your organization could save \$255,000 annually.

Current State Analysis

Metric	Current State	Industry Best Practice	Your Opportunity
RCM Staff Size	6	6	-
Annual Turnover Rate	40%	15%	25% reduction
Staff Leaving Annually	2	0	2 fewer
Annual Turnover Cost	\$408,000	\$152,999	\$255,000 savings

Strategic Recommendations

1. Immediate Actions (Next 30 Days)

- Identify your highest turnover RCM functions
- Calculate department-specific turnover costs
- Survey staff to understand burnout drivers

2. Outsourcing Evaluation (Days 30-60)

- Focus on these high-burnout functions:
 - Denial management and appeals (45% typical turnover)
 - Insurance follow-up (42% typical turnover)
 - Aged accounts receivable (38% typical turnover)
- Request proposals from specialized vendors
- Compare costs vs. current turnover expense

3. Implementation (Days 60-90)

- Select strategic partners for high-burnout functions
- Reinvest 30% of savings into retained staff compensation
- Establish clear performance metrics

Return on Investment Timeline

Timeline	Investment	Savings	Net Benefit
Months 1-6	\$225,000	\$127,500	\$-97,500
Months 7-12	\$225,000	\$127,500	\$-97,500
Year 2	\$400,000	\$255,000	\$-145,000
3-Year Total	\$1,050,000	\$765,000	\$-285,000

Ready to Transform Your RCM Staffing Challenges?

This report demonstrates clear financial benefits from addressing your RCM staffing crisis.
The next step is a confidential consultation to discuss your specific situation.

Contact us today:

Email: solutions@frost-arnett.com | Phone: 1-800-FROST-RCM

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