

Preparing for the Financial Climate Ahead

Top Revenue Cycle Technology Investments for 2026

Based on FinThrive's survey of 100+ healthcare finance leaders in the [2026 Transformative Trends Report](#).

Today's Forecast A Shifting Financial Climate



Healthcare finance leaders are moving from reactive cost cutting to intentional, targeted investments across the revenue cycle—focused on automation, experience and workforce sustainability.

AI & Automation



76%



76% plan to implement automation in the next 12 months

56% say AI/automation is their largest technology investment

Nearly 1 in 2 organizations already operate multiple AI tools

How leaders are investing:

- Automating repetitive, manual RCM tasks
- Applying AI to error detection and workflow prioritization
- Scaling automation across departments

Denials Management



63% plan to invest in AI for denials and underpayment management

10–20% of claims are initially denied by payers



71% already use AI to strengthen denials workflows

How leaders are investing:

- AI-driven root-cause analysis
- Predictive identification of high-risk claims
- Automated appeal generation

Patient Financial Experience



71% rank patient experience as their top priority

52% are enhancing scheduling and self-service tools

41% are improving patient payment experiences

How leaders are investing:

- Digital front-door tools
- Real-time cost estimates
- Flexible digital payment options

Vendor Consolidation



54% plan to consolidate RCM vendors within three years

71% aim to reduce third-party vendors

Unified platforms can reduce cost-to-collect to under 3%



How leaders are investing:

- Replacing point solutions with unified platforms
- Prioritizing interoperability and security
- Reducing vendor sprawl

Staff Retention and Workforce Technology



73% are investing in staff engagement initiatives

59% cite staff burden reduction as a key AI driver

44% report staffing shortages as a top challenge

How leaders are investing:

- Automation to remove low-value work
- Tools that reduce documentation burden
- Technology-enabled cross-training

Final Forecast for 2026

As revenue cycle investments get more focused, automation is becoming part of everyday operations, and unified platforms are proving more effective than fragmented systems.

The organizations that put patient and staff experiences first are setting themselves up for stronger, more sustainable financial performance in 2026—planning instead of scrambling when the storm hits.

Get the full weather report
Read the entire [2026 Transformative Trends Report](#)

