

EXECUTIVE SUMMARY

2024 compendium of strategies to improve ambulatory access and care delivery:

A collection of impactful strategies, metrics and provider examples

Current state

With an estimated 4.5 billion+ visits occurring in the ambulatory setting in 2024, and projections of ambulatory revenue to surpass 50% of total health system revenue, healthcare organizations must focus now more than ever on making access to care in the ambulatory setting an organizational priority (Figure 1).

Figure 1: Ambulatory projections and growth themes

Today

Per the Sg2 Impact of Change report, **4.5B+ visits / encounters** will occur in the Ambulatory setting in 2024.

Future

Ambulatory revenue is estimated to surpass **50% of total health system revenue** as outpatient utilization continues to grow.

Sources include: Sg2, Deloitte, Aetionix, HealthcareLeaders, Beckers, Statista, CMS, HFMA, Chartis, PubMed, CDC, Gmedical Innovation, U.S. Census Bureau.

Actionable insights

Vizient® Member Networks Performance Improvement Programs have been bringing healthcare organizations across the country together since 1997 to align and advance quality of care and operational efficiency in the ambulatory setting. The evolution of this work has generated over 25 years of insights into leading practices, obstacles and opportunities that the healthcare industry must adopt to advance this work (Figure 2). This report focuses on strategies that have emerged as leading practices to improve quality of care and efficiency in how care is delivered. For purposes of this report, the ambulatory setting is defined as care delivered primarily in the office/clinic setting and in the home via home health.



Figure 2: Framework for optimizing ambulatory access to care



Related resources

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- **Planning for future success**—U.S. health systems face ongoing cost pressures, with expenses from labor costs and supply chain challenges outpacing revenue gains. As operating conditions evolve, access to current data and integrated systems is crucial. Vizient is ready to assist your organization in preparing for upcoming challenges. [Learn more](#)
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Vizient, Inc. provides solutions and services that improve the delivery of high-value care by aligning cost, quality and market performance for more than 65% of the nation's acute care providers, including 97% of the nation's academic medical centers and more than 35% of the non-acute market. Vizient provides expertise, analytics, consulting services and a contract portfolio that represents \$140 billion in annual customer purchasing volume to improve patient outcomes and lower costs.