

Report

# Burnout Isn't Just Clinical— It's in the Back Office Too



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# The overlooked burnout crisis

Burnout in healthcare is usually discussed in clinical terms: physicians under impossible patient loads, nurses facing moral injury, and exhausted care teams trying to do more with less. But the crisis extends beyond the exam room. Across primary care and multi-entity physician groups, finance and billing teams are experiencing the same unsustainable pressure.

At a time when Medicare and Medicaid reimbursements are shrinking and payer rules are tightening, non-clinical staff are juggling an explosion of manual work: journal entries, reconciliations, prior-authorization paperwork, and endless spreadsheets. Finance teams are stretched thin as administrative workloads expand faster than headcount. In many organizations, manual reconciliations and reporting consume dozens of staff hours each week—Whole Family Health Center, for example, saved 20 hours per month after automating core workflows. The result—delayed closes, overtime, and costly turnover—has become a hidden driver of margin erosion.

Manual workflows don't just frustrate staff—they directly affect organizational health. When spreadsheets hold the only “source of truth,” practices can't see where margins are slipping, where denials are rising, or which contracts are underwater. Finance teams become reactive, not strategic—and morale plummets.



“With Sage Intacct, we cut our close time by 65% — from 20 days to just 7 — and gained real-time visibility into our operations.”

**Whole Family Health Center**



# The operational toll of manual finance workflows

Excel-heavy reconciliations delay month-end close, consume hundreds of staff hours, and create fertile ground for error. In many mid-market primary-care groups, manual journal entries and billing steps eat up whole weeks of capacity.

## Proof points from the field:

- Whole Family Health Center cut close time by **65 percent**—from 20 days to 7—after automating core workflows.
- CareATC **saved 40–60 hours** of AP labor monthly and recouped its automation investment in three months.

These results illustrate a stark contrast between modern, AI-enabled finance and the spreadsheet-driven norm. Every manual step compounds downstream problems: delayed reporting, audit anxiety, and cash-flow gaps. Fragmented systems also block visibility across entities—a serious issue for practices expanding through mergers or MSO partnerships, where lenders expect consolidated reporting within 90 days.

**“Sage Intacct has saved us so much time and let me focus on other things.”**

**Whole Family Health Center**

# How burnout impacts financial performance

Burnout isn't only an HR problem—it's a finance problem with measurable ROI consequences. When overworked teams fall behind, billing slows, denials pile up, and revenue leaks through avoidable errors.

## Key impacts

**Delayed billing:** Manual processes extend accounts-receivable (A/R) days, leaving revenue trapped in limbo.

**Turnover costs:** Replacing a burned-out finance employee costs 25% of annual salary on average.

**Error risk:** Denials and delayed payments from MA plans worsen cash-flow volatility, while manual multi-entity closes and error-prone reconciliations obscure true revenue performance.

**Audit exposure:** Fragmented, manual data trails complicate compliance and heighten anxiety during audits.

**The compounding effect:** Slower cash cycles, inconsistent reporting, and difficulty forecasting payer-mix shifts—all of which undermine decision-making. Finance teams meant to safeguard the organization's margins are instead firefighting process failures.



**1 in 4**  
CFOs report burnout

**95%**  
want more automation

**10%+**  
denial rates in  
40% of practices

# Best practices to reduce back-office burnout

## Leverage automation and AI where possible:

Automate AP/AR processes and apply AI-driven anomaly detection to eliminate hand-keying and streamline repetitive tasks, freeing staff to focus on higher-value work. AI-enabled invoice capture, smart matching, and scheduled journals further improve accuracy, reduce overtime, and ensure a faster, more reliable close.

Use Role-Based Approvals and Smart Matching: Modern financial platforms apply intelligent routing and variance detection, cutting review cycles and reducing audit stress.

Integrate EHR, Payroll, and Inventory Systems: Connecting finance to clinical and operational data eliminates duplicate entry and enables true payer- and service-line visibility.

Implement Real-Time Dashboards: Continuous visibility turns month-end reporting into daily management. Finance leaders can spot anomalies—denials, underpayments, overtime spikes—before they spiral.

## Key takeaway:

**Automation isn't just about efficiency—it's about protecting your people and your margins.**



# Burnout is a system problem—fix the system

Burnout in healthcare finance isn't about individual resilience—it's about systemic overload. As payer complexity grows and staffing shortages persist, manual processes simply cannot keep pace. The good news: practices that modernize their financial stack can reclaim time, morale, and margin simultaneously.

By automating workflows, integrating systems, and providing real-time visibility, leaders protect both people and profits. The payoff is measurable—faster closes, fewer errors, stronger retention, and sustainable growth.



# About LBMC Technology Solutions

**LBMC is a Premier Partner with Sage Intacct, the #1 Cloud Accounting Software.**

LBMC Technology solutions is one of Sage Intacct's largest certified value-added reseller (VAR) partners for consulting, customization, integration, implementation, and training. This designation recognizes our ability to deliver comprehensive, high-quality software, services, and support to help our customers maximize the value from their Sage Intacct investment. We are able to deliver the same level of support as Sage Intacct customer support directly to our clients.





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