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Global Healthcare Business Process Outsourcing (BPO) Market Size Study, by Solution (Manufacturing, Research and Development, Non-clinical services), by Service (Revenue Cycle Management, Patient Care Services, Patient Enrollment and Strategic Planning), and Regional Forecasts 2022-2032

https://marketpublishers.com/r/G940A6C38A82EN.html
Date: July 2024
Pages: 200
Price: US$ 4,950.00 (Single User License)
ID: G940A6C38A82EN

Abstracts

Global Healthcare Business Process Outsourcing (BPO) Market is valued at approximately USD 29.17 billion in 2023 and is anticipated to grow with a healthy growth rate of more than 10.87% over the forecast period 2024-2032. Healthcare BPO involves contracting out non-core administrative and operational functions of a healthcare organization to external service providers. This enables healthcare providers to concentrate on patient care while enhancing efficiency, reducing costs, and improving data management through specialized expertise. The market growth is driven by efforts to lower operational expenses, the rise of BPO, and a skilled workforce. Healthcare BPO covers functions like finance, HR, and technical support to boost efficiency and cut costs. Additional growth drivers include telehealth support, remote patient monitoring, telemedicine solutions, transcription services, medical documentation, customer interactions, and IT services, which collectively enhance access to healthcare.

The healthcare BPO market is a significant segment in the global BPO industry, with healthcare companies increasingly turning to these services to streamline operations and improve patient care. Offerings include revenue cycle management, medical coding and billing, patient engagement, and analytics. These services help healthcare organizations reduce costs, increase efficiency, and enhance the overall patient experience. The market is supported by the increasing use of advanced technologies like artificial intelligence and machine learning, which expand the scope of these

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services, making them more effective and efficient. However, data breaches pose a significant challenge to market growth, as the increase in cyberattacks globally results in the loss of sensitive patient information in healthcare organizations.

North America is estimated to dominate to the growth of the global market during 2023. This growth is driven by improvements in healthcare infrastructure, increased healthcare expenditure, and favorable reimbursements. Offshore outsourcing is common for activities such as finance and accounting, customer care services, and provider services. However, improper planning and financial allocation can lead to litigation and severance pay. Advanced technologies like AI and machine learning are revolutionizing drug development and other healthcare processes, further driving market growth. Whereas, the market in Asia Pacific is anticipated to grow at the fastest rate over the forecast period fueled by rising cost of healthcare, a growing aging population, increasing adoption of electronic health records, the need for improved operational efficiency, and the availability of a large pool of skilled labor at competitive costs. Additionally, favorable government initiatives to promote healthcare infrastructure development are fueling market growth.

Major market players included in this report are:

Genpact Ltd

HCL Technologies Ltd.

Infosys Ltd.

International Business Machines Corp.

IQVIA Holdings Inc.

Teleperformance SE

Accenture PLC

Conduent Inc.

Sutherland Global Services Inc.

Capgemini SE

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NTT Data Corporation

Cognizant Technology Solutions Corp.

Genpact Ltd.

HCL Technologies Ltd.

Infosys Ltd.

The detailed segments and sub-segment of the market are explained below:

By Solution:

- Manufacturing
- Research and Development
- Non-clinical services

By Service:

- Revenue Cycle Management
- Patient Care Services
- Patient Enrollment and Strategic Planning

By Region:

North America

- U.S.
- Canada

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Europe

- UK
- Germany
- France
- Spain
- Italy
- Rest of Europe

Asia Pacific

- China
- India
- Japan
- Australia
- South Korea
- Rest of Asia Pacific

Latin America

- Brazil
- Mexico
- Rest of Latin America

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Middle East & Africa

- Saudi Arabia
- South Africa
- Rest of Middle East & Africa

Years considered for the study are as follows:

- Historical year – 2022
- Base year – 2023
- Forecast period – 2024 to 2032

Key Takeaways:

- Market Estimates & Forecast for 10 years from 2022 to 2032.
- Annualized revenues and regional level analysis for each market segment.
- Detailed analysis of geographical landscape with country-level analysis of major regions.
- Competitive landscape with information on major players in the market.
- Analysis of key business strategies and recommendations on future market approach.
- Analysis of the competitive structure of the market.
- Demand-side and supply-side analysis of the market.

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