

Healthcare Financial Management Association

HFMA Chapter Survey (FY14)

January 2014



Sample Size: 144
Responses Received: 34
Response Rate: 24%

FY14 Overall High Satisfaction: 68%
FY14 Overall Balanced Scorecard Target: 60% or 5% Improvement over FY13

FY13 Overall High Satisfaction: 76%
Favorable/Unfavorable FY13 to FY14: -8%

FY14 High Satisfaction is composed of: 21% **Extremely Satisfied**
47% **Very Satisfied**

Online survey conducted by HFMA on behalf of the chapter.

Sample is composed of regular chapter members not listed as chapter officers or directors that have been HFMA members since at least May 31, 2013.

Survey Timeline:

First email request with link to online survey sent on October 29, 2013.

Second email with link to survey sent to non-respondents on November 7, 2013.

Final request to complete survey sent to non-respondents on November 12, 2013.

**Healthcare Financial Management Association
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 Idaho Chapter**

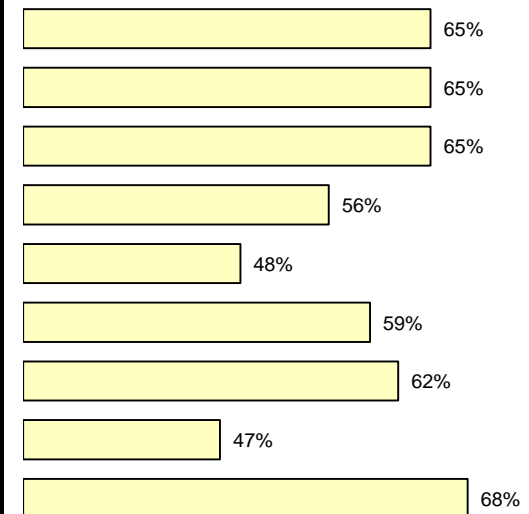
Your Members' Satisfaction Ratings

Response Scale: Low = Dissatisfied & Neutral; Middle = Satisfied; High = Very Satisfied & Extremely Satisfied

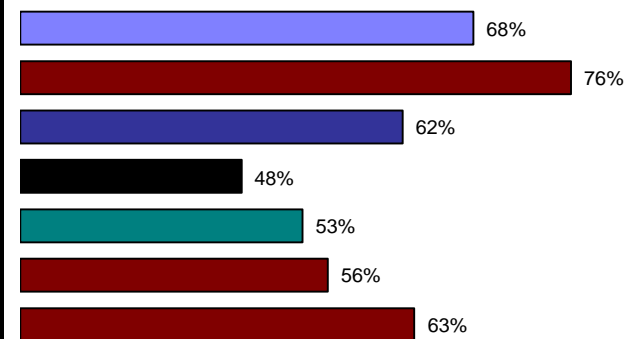
Table A: Satisfaction with chapter services

How satisfied are you with the following services offered?	Idaho Chapter				All Chapters
	FY14			FY13	FY14
	Low	Middle	High	High	High
The chapter educational programs overall	10%	26%	65%	68%	66%
The educational topics addressed at chapter programs	16%	19%	65%	55%	66%
The speakers at chapter programs	16%	19%	65%	67%	69%
The location of chapter programs	24%	21%	56%	58%	60%
The chapter's coverage of state and regional issues	19%	32%	48%	47%	67%
Chapter newsletter	3%	38%	59%	48%	66%
Chapter networking opportunities	9%	29%	62%	53%	62%
Chapter website	13%	40%	47%	48%	60%
HFMA chapter overall	9%	24%	68%	76%	69%

Your Chapter's FY14 High Satisfaction



Your Chapter's High Satisfaction Trend



Idaho Chapter - Overall High Satisfaction Trend	FY14	68%
	FY13	76%
	FY12	62%
	FY11	48%
	FY10	53%
	FY08	56%
	FY06	63%

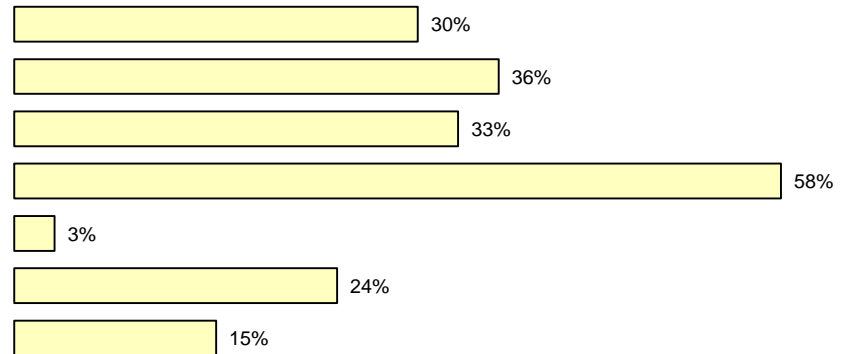
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Services Your Members Would Most Like to Improve

Table B1: Improving your chapter

Combination of the top two services to improve your HFMA chapter	Idaho Chapter		All Chapters
	FY14	FY13	FY14
The educational topics addressed at chapter programs	30%	59%	46%
The speakers at chapter programs	36%	21%	23%
The location of chapter programs	33%	27%	35%
The chapter's coverage of state and regional issues	58%	47%	31%
Chapter newsletter	3%	6%	14%
Chapter networking opportunities	24%	20%	30%
Chapter website	15%	20%	22%

Your Chapter's FY13 Percentage



The percentages in Table B1 will add to 200% because the results of the two questions in Table B2 are added together.

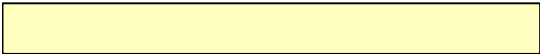
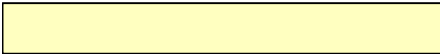
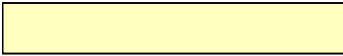

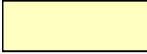
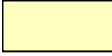
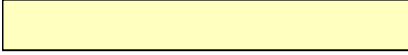
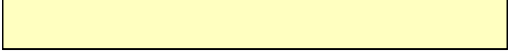
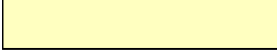
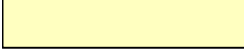
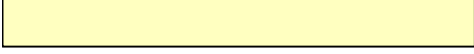
Table B2: Improving your chapter

	If you could select one service to improve in your HFMA chapter, which would it be?			If you could select one more service to improve in your HFMA chapter, which would it be?		
	Idaho Chapter		All Chapters	Idaho Chapter		All Chapters
	FY14	FY13	FY14	FY14	FY13	FY14
The educational topics addressed at chapter programs	21%	29%	26%	9%	30%	21%
The speakers at chapter programs	12%	3%	9%	24%	18%	13%
The location of chapter programs	15%	11%	21%	18%	15%	14%
The chapter's coverage of state and regional issues	24%	20%	13%	33%	27%	18%
Chapter newsletter	0%	6%	5%	3%	0%	9%
Chapter networking opportunities	15%	17%	16%	9%	3%	14%
Chapter website	12%	14%	11%	3%	6%	11%

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Topics of Interest to Your Members

Response Scale: Low = No Interest & A Little Interest; Middle = Some Interest; High = A Lot of Interest & Extreme Interest

Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year.	Idaho Chapter			Your Chapter's High Interest
	FY14			
	Low	Middle	High	
Trends and outlook for local healthcare industry	6%	9%	85%	 85%
Fiscal Intermediary/Medicare Administrative Contractor Reimbursement Update	6%	18%	76%	 76%
Trends in commercial payment	3%	30%	67%	 67%
Alignment strategies among healthcare providers	12%	33%	55%	 55%
Data analytics and business intelligence	12%	39%	48%	 48%
Strategic planning, business plans, and service line planning	18%	36%	45%	 45%
State legislative and regulatory update	0%	27%	73%	 73%
State Medicaid program	6%	12%	82%	 82%
Local payors and employers response to healthcare reform	9%	30%	61%	 61%
Payor and provider collaboration	3%	39%	58%	 58%
Impact of insurance exchanges	0%	21%	79%	 79%

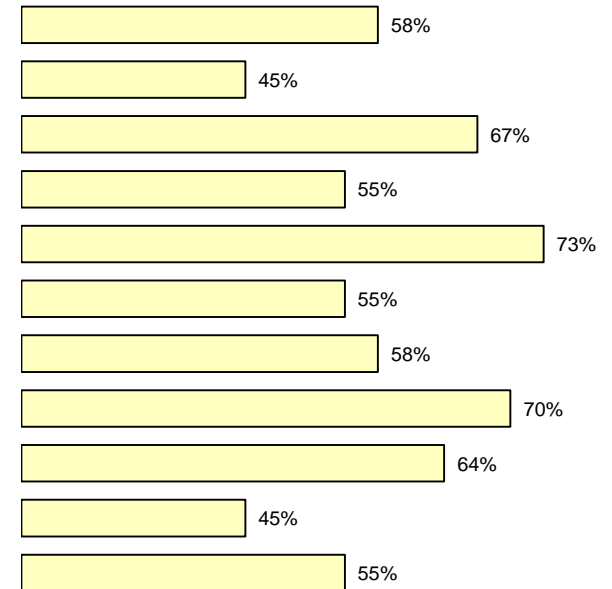
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Topics of Interest to Your Members (continued)

Response Scale: Low = No Interest & A Little Interest; Middle = Some Interest; High = A Lot of Interest & Extreme Interest

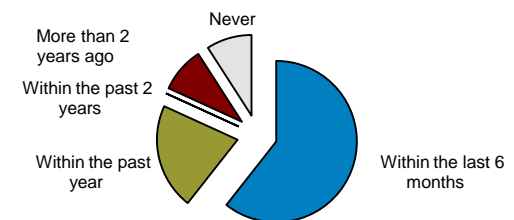
Table D: Local perspective on topics of national interest Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year.	Idaho Chapter		
	FY14		
	Low	Middle	High
Bundled payment reimbursement methodologies	9%	33%	58%
Accounting and financial reporting	18%	36%	45%
Improving cash collection processes	15%	18%	67%
Denial prevention and management	18%	27%	55%
Changes in Medicare reimbursement policies	6%	21%	73%
Compliance with Medicare regulations	0%	45%	55%
New technologies in finance, revenue cycle, and clinical-financial integration	12%	30%	58%
Managing productivity and costs	9%	21%	70%
Leadership skills	9%	27%	64%
Implementing the conversion to the ICD-10 standard	18%	36%	45%
Strategies for collaborating with clinical areas	12%	33%	55%

Your Chapter's High Interest



Data about Survey Respondents

Table E: Attending an education event	Idaho Chapter
When was the last time that you attended a chapter event?	FY14
Within the last 6 months	61%
Within the past year	21%
Within the past 2 years	0%
More than 2 years ago	9%
Never	9%



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If you have rated your chapter as less than extremely satisfied, please tell us how we can improve. Please suggest better locations if location is an issue for you.

Time since last attended an educational event	Zip Code first three digits	Comment
< 6 months	832	You are caught in a paradox of trying to provide education for the financial attendees (i.e. CFOs, Controllers, etc.) and trying to provide revenue cycle education for the revenue cycle attendees (i.e. Business Office, Patient Access, etc.). I've really enjoyed the chapter education where there were dual tracks. One for financial and one for revenue cycle. This allows attendees to pick the track based on their preference, and not have to sit through presentations that may not appeal to them as it is outside their scope. Downside is twice as many speakers.
< 6 months	835	It would be an improvement to have more practical training and statewide updates. Regular payor updates would be helpful.
< 6 months	835	It's kind of a "good old boys" club.
< 6 months	836	sometimes there appears to be delays in website updates
< 6 months	836	Timing is always an issue with meetings. If they are the 1st two weeks of the month they interfere with financial close. The last two weeks interfere with month end billing! Newsletters are better than they use to be. Needs to be more frequent.
< 6 months	837	I have had trouble getting to some of the education seminars online.
< 6 months	837	Not sure, I use more classes from HFMA national than in Idaho
< 1 year	836	There is too much of a Boise focus when the majority of the state is not located in an urban environment. Bunco is a waste of my time.
< 1 year	837	More meetings in Boise.
> 2 years	837	Bottom line is I have not attended a chapter meeting since spring of 2008 so I do not feel qualified to rate the chapter programs currently. The lack of attendance is due to lack of support from my current employer.
Never	837	I am new to the Chapter so some things I am not aware of yet....

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Please describe any other topics that you would like to see your HFMA chapter address this year.

Time since last attended an educational event	Zip Code first three digits	Comment
< 6 months	832	As part of Denial prevention and management, specific topic on patient statuses and working with Case Management and clinical departments to ensure the appropriate scheduled status as outlined by the new two midnight rule, inpatient only procedure list, and observation criteria.
< 6 months	835	Utilization of Lean/Six Sigma techniques in healthcare and related success stories.

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What would make your chapter's events so compelling that you would have to attend more frequently? Please also offer any other comments you would like to offer your chapter.

Time since last attended an educational event	Zip Code first three digits	Comment
< 6 months	834	Last event we had a comedian that made the learning experience a fun event, we also had a hands on activity that we got to do to help us learn how you set up your facility also can streamline processes and make it more efficient. Hands on activities make it a better learning experience also.
< 6 months	835	Ability to participate in meetings remotely when they are held at times or locations that are not easy to accommodate in my schedule.
< 6 months	835	closer to home, information critical information or training
< 6 months	837	I would attend all meetings if my employer allowed/funded. It would be nice if the meetings could be divided into 2 tracks, PFS and financial, at least maybe the last afternoon. That way you don't lose those who are not interested or bored by the speaker/subject.
< 6 months	837	Plan the event outside of the first 7-8 business days of the month. I have month end at my facility and will not be able to attend during the first 7 business days due to deadlines.
< 6 months	837	Speakers and Topics
< 6 months	838	The more in North Idaho the easier for us - it's hard to get down to Boise.
< 1 year	837	Located in Boise
Never	837	Like I mentioned, I am new so I have not had the opportunity to go to anything yet.