

Healthcare Financial Management Association

HFMA Chapter Survey (FY14)

January 2014



Sample Size: 154
Responses Received: 47
Response Rate: 31%

FY14 Overall High Satisfaction: 66%
FY14 Overall Balanced Scorecard Target: 60% or 5% Improvement over FY13

FY13 Overall High Satisfaction: 78%
Favorable/Unfavorable FY13 to FY14: -12%

FY14 High Satisfaction is composed of: 26% **Extremely Satisfied**
40% **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.

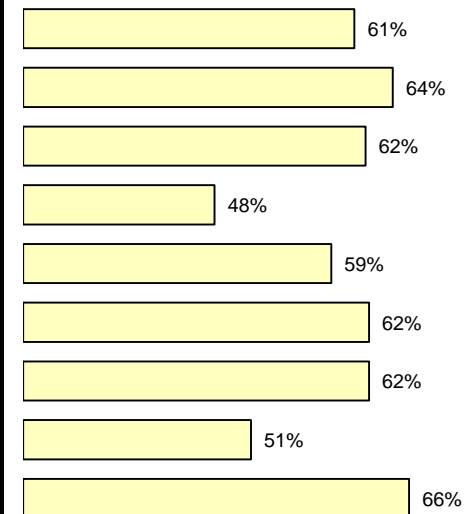
**Healthcare Financial Management Association
 HFMA Chapter Survey (FY14)
 Montana Chapter**

Your Members' Satisfaction Ratings

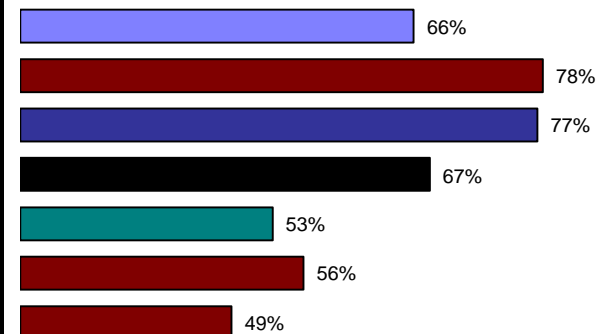
Response Scale: Low = Dissatisfied & Neutral; Middle = Satisfied; High = Very Satisfied & Extremely Satisfied

Table A: Satisfaction with chapter services How satisfied are you with the following services offered?	Montana Chapter				All Chapters
	FY14			FY13	FY14
	Low	Middle	High	High	High
The chapter educational programs overall	7%	33%	61%	79%	66%
The educational topics addressed at chapter programs	7%	29%	64%	71%	66%
The speakers at chapter programs	10%	29%	62%	73%	69%
The location of chapter programs	11%	41%	48%	51%	60%
The chapter's coverage of state and regional issues	7%	35%	59%	74%	67%
Chapter newsletter	4%	33%	62%	71%	66%
Chapter networking opportunities	18%	20%	62%	67%	62%
Chapter website	12%	37%	51%	63%	60%
HFMA chapter overall	2%	32%	66%	78%	69%

Your Chapter's FY14 High Satisfaction



Your Chapter's High Satisfaction Trend



Montana Chapter - Overall High Satisfaction Trend	FY14	66%
	FY13	78%
	FY12	77%
	FY11	67%
	FY10	53%
	FY08	56%
	FY06	49%

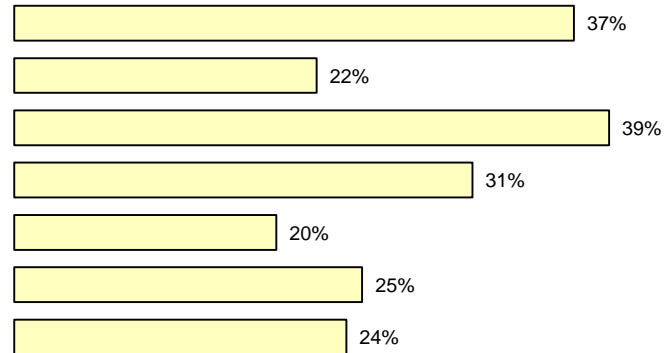
**Healthcare Financial Management Association
 HFMA Chapter Survey (FY14)
 Montana Chapter**

Services Your Members Would Most Like to Improve

Table B1: Improving your chapter

Combination of the top two services to improve your HFMA chapter	Montana Chapter		All Chapters
	FY14	FY13	FY14
The educational topics addressed at chapter programs	37%	47%	46%
The speakers at chapter programs	22%	31%	23%
The location of chapter programs	39%	28%	35%
The chapter's coverage of state and regional issues	31%	22%	31%
Chapter newsletter	20%	16%	14%
Chapter networking opportunities	25%	34%	30%
Chapter website	24%	22%	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?		
	Montana Chapter		All Chapters	Montana Chapter		All Chapters
	FY14	FY13	FY14	FY14	FY13	FY14
The educational topics addressed at chapter programs	21%	22%	26%	16%	25%	21%
The speakers at chapter programs	13%	16%	9%	9%	16%	13%
The location of chapter programs	18%	25%	21%	21%	3%	14%
The chapter's coverage of state and regional issues	11%	9%	13%	21%	13%	18%
Chapter newsletter	13%	3%	5%	7%	13%	9%
Chapter networking opportunities	16%	16%	16%	9%	19%	14%
Chapter website	8%	9%	11%	16%	13%	11%

**Healthcare Financial Management Association
 HFMA Chapter Survey (FY14)
 Montana Chapter**

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.	Montana Chapter			Your Chapter's High Interest
	FY14			
	Low	Middle	High	
Trends and outlook for local healthcare industry	2%	17%	80%	80%
Fiscal Intermediary/Medicare Administrative Contractor Reimbursement Update	12%	27%	61%	61%
Trends in commercial payment	13%	33%	55%	55%
Alignment strategies among healthcare providers	8%	38%	54%	54%
Data analytics and business intelligence	15%	39%	46%	46%
Strategic planning, business plans, and service line planning	18%	38%	45%	45%
State legislative and regulatory update	5%	15%	80%	80%
State Medicaid program	8%	33%	60%	60%
Local payors and employers response to healthcare reform	10%	24%	66%	66%
Payor and provider collaboration	10%	38%	53%	53%
Impact of insurance exchanges	0%	20%	80%	80%

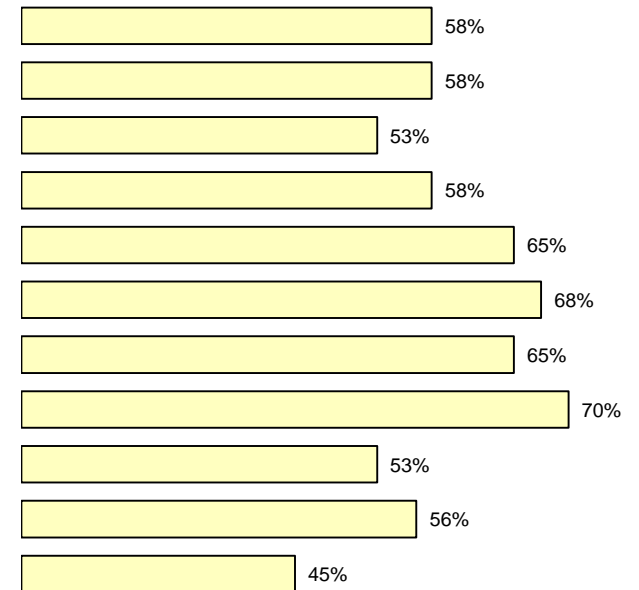
**Healthcare Financial Management Association
HFMA Chapter Survey (FY14)
Montana Chapter**

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

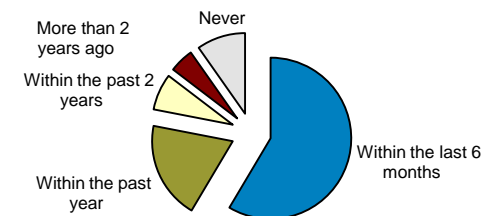
Table D: Local perspective on topics of national interest Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year.	Montana Chapter		
	FY14		
	Low	Middle	High
Bundled payment reimbursement methodologies	23%	20%	58%
Accounting and financial reporting	10%	33%	58%
Improving cash collection processes	20%	28%	53%
Denial prevention and management	13%	30%	58%
Changes in Medicare reimbursement policies	10%	25%	65%
Compliance with Medicare regulations	8%	25%	68%
New technologies in finance, revenue cycle, and clinical-financial integration	10%	25%	65%
Managing productivity and costs	10%	20%	70%
Leadership skills	20%	28%	53%
Implementing the conversion to the ICD-10 standard	15%	29%	56%
Strategies for collaborating with clinical areas	15%	40%	45%

Your Chapter's High Interest



Data about Survey Respondents

Table E: Attending an education event	Montana Chapter
When was the last time that you attended a chapter event?	FY14
Within the last 6 months	59%
Within the past year	20%
Within the past 2 years	7%
More than 2 years ago	5%
Never	10%



**Healthcare Financial Management Association
 HFMA Chapter Survey (FY14)
 Montana Chapter**

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	592	keeping both fall and spring conferences in center of state
< 6 months	593	Montana is such a large state - I think one in the east (although Billings is NOT east) and one in the west is the best solution. Sometimes it is a struggle to find topics that make everyone happy, the MT Chapter does an excellent job. My only objection is that sometimes it is difficult to attend two tracks at the same time!
< 6 months	594	Continue to find good speakers and topics. Specifically, around ACA, CMS Regulatory Updates, ICD10, Reimbursement changes and impacts.
< 6 months	596	Work is needed to improve the payer updates at the Chapter meetings. Payers appear to have little to share, and the time needs to be put to better use.
< 6 months	597	The website is very uninformative, but so is the national HFMA website. The national website used to have articles and daily news updates. Our last conference was combined with MAHEMA so the sessions were not worth my traveling for.
< 6 months	598	I would suggest for new members having a walk thru of what to do at the conference, visit vendors, surveys, introduce them at the luncheon, the first time you can get lost and not really know some of the tips Share with them how to get on committees and what the committees do.
< 6 months	598	Web site needs to be updated more often.
< 2 years	591	I have not been extremely active in any of these venues, so not sure I have input that would be valuable.
< 2 years	598	al lot is aimed at CAH, etc. It's ok. The local chapter tries hard, in my opinion.
> 2 years	591	I don't have that much interaction with chapter members as I do not attend the spring and fall conferences nor do I use the chapter website very often.
Never	591	I am well aware of the National offerings but I'm not sure what is from the Chapter beyond the conferences.
Never	594	I haven't been able to attend any meetings, simply the webinars. So, my scoring of "Neutral" and "Satisfied" is more a reflection of my lack of actual knowledge.
Never	599	I haven't really become involved to this point - no negatives from me.
#N/A	591	As a new member/vendor, it is difficult to express all that you may want to hear, as we are still learning. I will say this past event in Billings was not a popular event for the vendors. The limited audience and mix of attendees were not as beneficial as in past years. On a Vendor scale of conference satisfaction from 1-10, this show was around a 2 (lowest being a 1). Just so you know, other vendors expressed their dissatisfaction with me as well - so I guess it was more of a consensus with the vendors.
#N/A	595	I am unable to attend many meetings due to scheduling conflicts at work so can not give as good of answers

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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	592	preauthorization, medical necessity processes shared. Love the round tables!
< 6 months	598	Cost report preparation

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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	592	location of the conferences
< 6 months	593	I always attend the Billings conference. I miss the West conference if it is held any farther west than 4 hours travel from Billings.
< 6 months	597	Location and cost of attendance/hotel
< 6 months	598	closer location
< 6 months	598	enjoy the networking
< 6 months	598	The chapter does a great job
< 2 years	599	Location
Never	591	Better promotion of the events - I'm not sure I'm getting all of the info.
Never	594	location and price