

Healthcare Financial Management Association

HFMA Chapter Survey (FY14)

January 2014



Sample Size: 136
Responses Received: 43
Response Rate: 32%

FY14 Overall High Satisfaction: 67%
FY14 Overall Balanced Scorecard Target: 60% or 5% Improvement over FY13

FY13 Overall High Satisfaction: 58%
Favorable/Unfavorable FY13 to FY14: 9%

FY14 High Satisfaction is composed of: 44% **Extremely Satisfied**
23% **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.

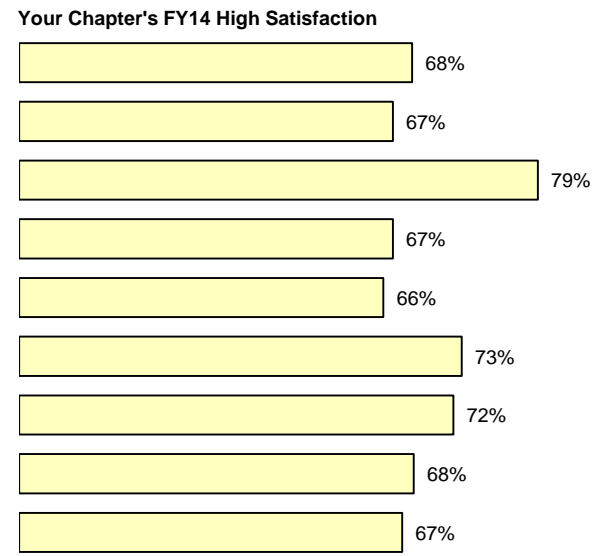
Final request to complete survey sent to non-respondents on November 12, 2013.

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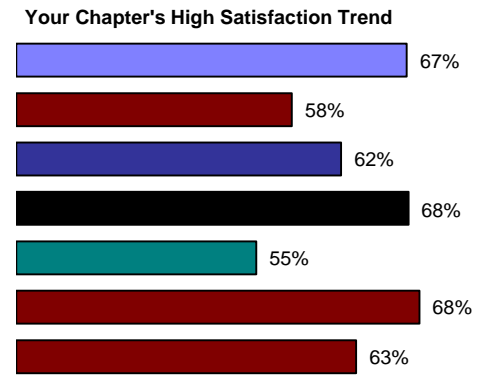
Your Members' Satisfaction Ratings

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?	Southern Illinois Chapter				All Chapters
	FY14			FY13	FY14
	Low	Middle	High	High	High
The chapter educational programs overall	5%	27%	68%	59%	66%
The educational topics addressed at chapter programs	5%	29%	67%	53%	66%
The speakers at chapter programs	5%	16%	79%	65%	69%
The location of chapter programs	17%	17%	67%	53%	60%
The chapter's coverage of state and regional issues	5%	29%	66%	63%	67%
Chapter newsletter	5%	23%	73%	50%	66%
Chapter networking opportunities	5%	23%	72%	60%	62%
Chapter website	3%	29%	68%	56%	60%
HFMA chapter overall	5%	28%	67%	58%	69%



Southern Illinois Chapter - Overall High Satisfaction Trend	FY14	67%
	FY13	58%
	FY12	62%
	FY11	68%
	FY10	55%
	FY08	68%
	FY06	63%



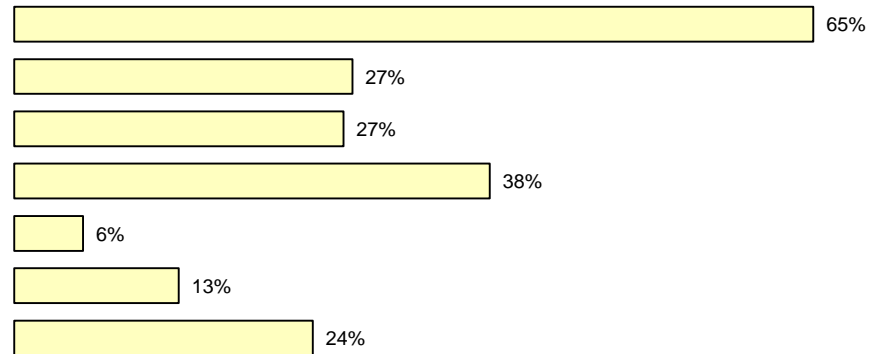
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Services Your Members Would Most Like to Improve

Table B1: Improving your chapter

Combination of the top two services to improve your HFMA chapter	Southern Illinois Chapter		All Chapters
	FY14	FY13	FY14
The educational topics addressed at chapter programs	65%	62%	46%
The speakers at chapter programs	27%	22%	23%
The location of chapter programs	27%	38%	35%
The chapter's coverage of state and regional issues	38%	28%	31%
Chapter newsletter	6%	15%	14%
Chapter networking opportunities	13%	21%	30%
Chapter website	24%	15%	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.

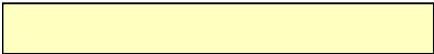
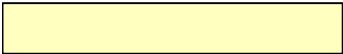
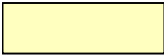

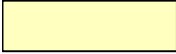
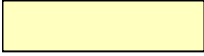
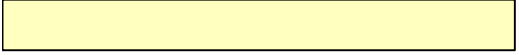
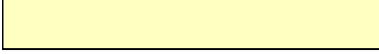
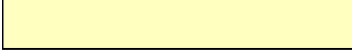
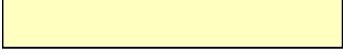
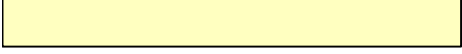
Table B2: Improving your chapter

	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?		
	Southern Illinois Chapter		All Chapters	Southern Illinois Chapter		All Chapters
	FY14	FY13	FY14	FY14	FY13	FY14
The educational topics addressed at chapter programs	37%	40%	26%	28%	22%	21%
The speakers at chapter programs	8%	3%	9%	19%	19%	13%
The location of chapter programs	21%	26%	21%	6%	13%	14%
The chapter's coverage of state and regional issues	8%	6%	13%	31%	22%	18%
Chapter newsletter	0%	6%	5%	6%	9%	9%
Chapter networking opportunities	11%	11%	16%	3%	9%	14%
Chapter website	16%	9%	11%	8%	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.	Southern Illinois Chapter			Your Chapter's High Interest
	FY14			
	Low	Middle	High	
Trends and outlook for local healthcare industry	13%	18%	70%	 70%
Fiscal Intermediary/Medicare Administrative Contractor Reimbursement Update	3%	36%	62%	 62%
Trends in commercial payment	10%	45%	45%	 45%
Alignment strategies among healthcare providers	10%	44%	46%	 46%
Data analytics and business intelligence	15%	38%	46%	 46%
Strategic planning, business plans, and service line planning	23%	28%	49%	 49%
State legislative and regulatory update	3%	20%	78%	 78%
State Medicaid program	10%	25%	65%	 65%
Local payors and employers response to healthcare reform	10%	28%	63%	 63%
Payor and provider collaboration	13%	26%	62%	 62%
Impact of insurance exchanges	3%	25%	73%	 73%

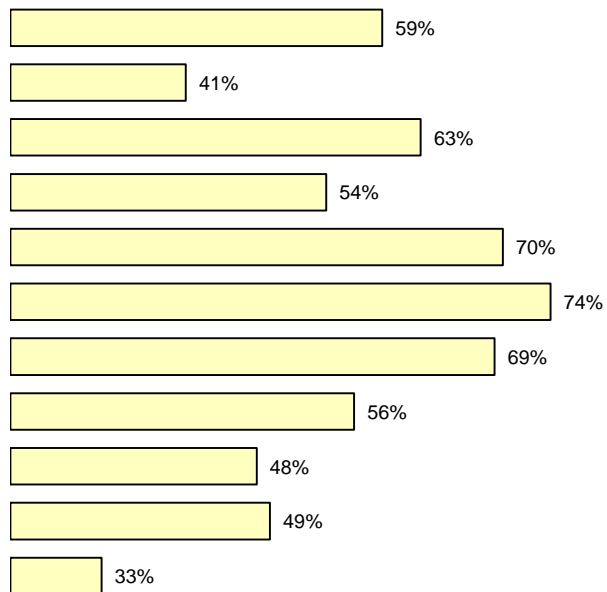
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Topics of Interest to Your Members (continued)

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

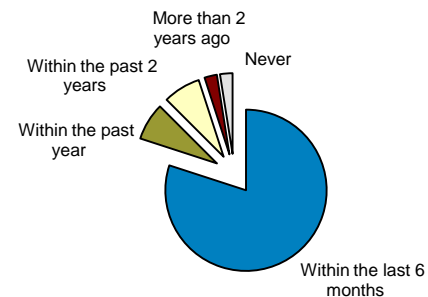
Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year.	Southern Illinois Chapter		
	FY14		
	Low	Middle	High
Bundled payment reimbursement methodologies	8%	33%	59%
Accounting and financial reporting	15%	44%	41%
Improving cash collection processes	13%	25%	63%
Denial prevention and management	10%	36%	54%
Changes in Medicare reimbursement policies	5%	25%	70%
Compliance with Medicare regulations	5%	21%	74%
New technologies in finance, revenue cycle, and clinical-financial integration	8%	23%	69%
Managing productivity and costs	15%	28%	56%
Leadership skills	10%	43%	48%
Implementing the conversion to the ICD-10 standard	5%	46%	49%
Strategies for collaborating with clinical areas	13%	54%	33%

Your Chapter's High Interest



Data about Survey Respondents

When was the last time that you attended a chapter event?	Southern Illinois Chapter
	FY14
Within the last 6 months	80%
Within the past year	8%
Within the past 2 years	8%
More than 2 years ago	3%
Never	3%



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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	622	I am from the PFS area, not the accounting area, and sometimes the topics are more directed toward accounting functions, and not as of much benefit to me, but I'm sure they are of benefit to others.
< 6 months	622	The chapter website isn't advertised very well to the members. Could use an update.
< 6 months	624	Cost of travel for CAH to locations near St. Louis is difficult.
< 6 months	624	I am located on the East side of the State. Mt. Vernon or Effingham would be more convenient for me. The Fairview Heights sites are more convenient to me than Carbondale. I do not visit the chapter website.
< 6 months	628	All of the officers and directors do a wonderful job getting speakers and putting on the sessions. A really great benefit to Southern Illinois!
< 6 months	629	I think you do a good job of moving the locations around. Unfortunately, in order to cover the area someone has to drive! I am less likely to attend the events in the east St Louis metro area.
< 6 months	629	Most educational programs are addressed towards reimbursement, and not my area of responsibility
< 6 months	629	Some of the speakers, could be better prepared.
< 6 months	629	The Hilton Garden Inn in Shiloh, Illinois is amazing!
< 2 years	629	As some who works with compliance and HIPAA privacy on a daily basis, the Chapter does not provide many opportunities for education at chapter meetings for people like me. I would make an effort to attend more chapter meetings if these areas were addressed. Also, due to budget constraints at our hospital, traveling to the St. Louis area and spending a night in a hotel are out of the question. My budget won't allow for this.
Never	624	It's not that the location isn't probably suitable for most. With budget restraints, the opportunity for travel expense is not there. I mostly utilize services and training that allow me to attend by webinar.

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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	620	The Art of Delegation
< 6 months	622	Would like to have an expert on Denials Management provide education and advice on the best ways to avoid denials from the front line through UR and billing.
< 6 months	629	340B compliance and audits. Meaningful use compliance and audits
< 6 months	629	Revenue cycle improvements. Improving cash, net collections vs percent paid to collection agencies. Early out

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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	622	Always having updates on state and regulatory issues as well as an area of focus within the revenue cycle (front line through billing) at each meeting for hospitals
< 6 months	622	Topics applicable to PFS.
< 6 months	624	Continued emphasis on Federal and State reimbursement issues. Programs on Commercial Insurance trends and contracting strategies. Programs on HIE and Illinois Medicaid reimbursement reform.
< 6 months	629	Better speakers.
< 6 months	629	close location and time of month. I have been very impressed with the couple of meetings that I have attended. The event planners have clearly put a lot of thought and work into putting the meeting together.
< 6 months	629	Educational topics related to accounting - general ledger, financial statements, accounts payable, payroll, purchasing cards, leadership skills
< 6 months	629	Have some speakers that deal with other areas other than PFS, Accounting, Finance, HI, or Compliance areas. Look into topics that would deal with employee to employee and manager to employee relationships and some motivational speakers.
< 6 months	629	National speakers but I understand that they cost a lot of money to provide.
> 2 years	620	The problem has been time and distance. Programs presented close by have coincided or conflicted with other commitments, most for personal reasons over the last year. Coupled with several major implementations over this past 18 months I have had a very challenging schedule.
Never	624	Money in the budget to be able to travel.