

Healthcare Financial Management Association

HFMA Chapter Survey (FY14)

January 2014



Sample Size: 121
Responses Received: 39
Response Rate: 32%

FY14 Overall High Satisfaction: 75%
FY14 Overall Balanced Scorecard Target: 60% or 5% Improvement over FY13

FY13 Overall High Satisfaction: 85%
Favorable/Unfavorable FY13 to FY14: -10%

FY14 High Satisfaction is composed of: 53% **Extremely Satisfied**
22% **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.

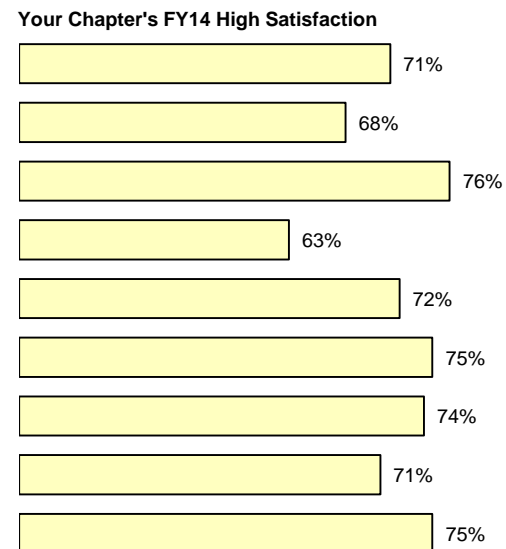
Final request to complete survey sent to non-respondents on November 12, 2013.

**Healthcare Financial Management Association
 HFMA Chapter Survey (FY14)
 South Dakota Chapter**

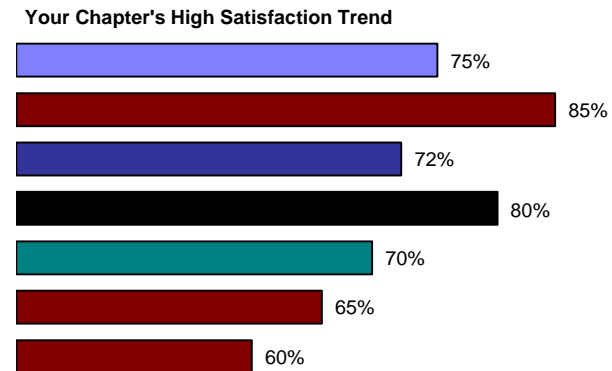
Your Members' Satisfaction Ratings

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?	South Dakota Chapter				All Chapters
	FY14			FY13	FY14
	Low	Middle	High	High	High
The chapter educational programs overall	11%	17%	71%	85%	66%
The educational topics addressed at chapter programs	9%	24%	68%	87%	66%
The speakers at chapter programs	9%	15%	76%	89%	69%
The location of chapter programs	11%	26%	63%	74%	60%
The chapter's coverage of state and regional issues	14%	14%	72%	82%	67%
Chapter newsletter	6%	19%	75%	84%	66%
Chapter networking opportunities	14%	11%	74%	86%	62%
Chapter website	12%	18%	71%	73%	60%
HFMA chapter overall	6%	19%	75%	85%	69%



South Dakota Chapter - Overall High Satisfaction Trend	FY14	75%
	FY13	85%
	FY12	72%
	FY11	80%
	FY10	70%
	FY08	65%
	FY06	60%



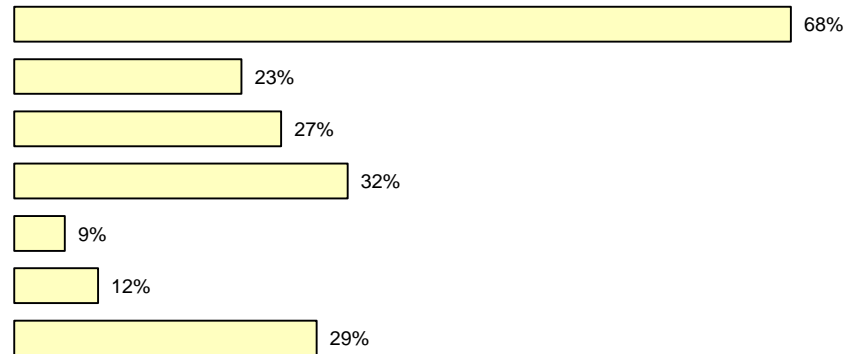
**Healthcare Financial Management Association
HFMA Chapter Survey (FY14)
South Dakota Chapter**

Services Your Members Would Most Like to Improve

Table B1: Improving your chapter

Combination of the top two services to improve your HFMA chapter	South Dakota Chapter		All Chapters
	FY14	FY13	FY14
The educational topics addressed at chapter programs	68%	39%	46%
The speakers at chapter programs	23%	29%	23%
The location of chapter programs	27%	49%	35%
The chapter's coverage of state and regional issues	32%	21%	31%
Chapter newsletter	9%	18%	14%
Chapter networking opportunities	12%	13%	30%
Chapter website	29%	30%	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.

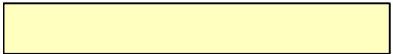
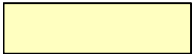
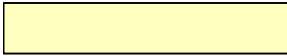

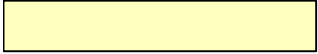
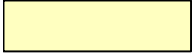
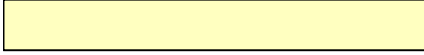
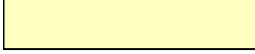
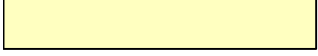
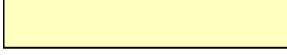
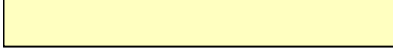
Table B2: Improving your chapter

	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?		
	South Dakota Chapter		All Chapters	South Dakota Chapter		All Chapters
	FY14	FY13	FY14	FY14	FY13	FY14
The educational topics addressed at chapter programs	36%	29%	26%	31%	10%	21%
The speakers at chapter programs	9%	11%	9%	14%	18%	13%
The location of chapter programs	15%	29%	21%	11%	21%	14%
The chapter's coverage of state and regional issues	9%	6%	13%	23%	15%	18%
Chapter newsletter	9%	0%	5%	0%	18%	9%
Chapter networking opportunities	6%	6%	16%	6%	8%	14%
Chapter website	15%	20%	11%	14%	10%	11%

**Healthcare Financial Management Association
HFMA Chapter Survey (FY14)
South Dakota 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

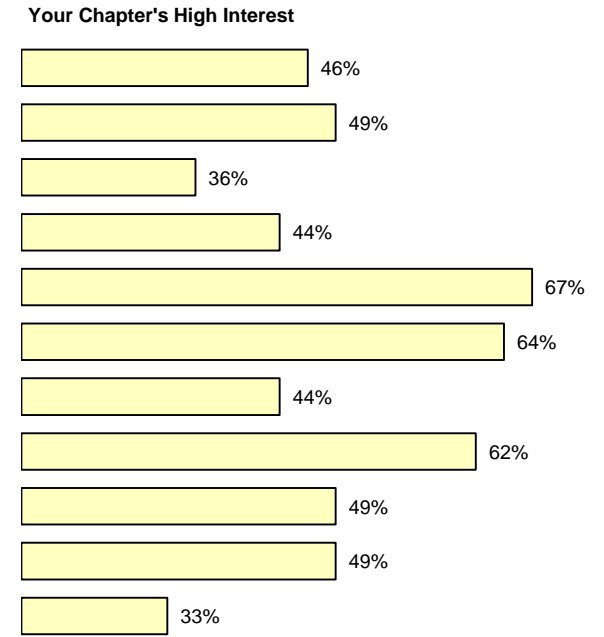
Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year.	South Dakota Chapter			Your Chapter's High Interest
	FY14			
	Low	Middle	High	
Trends and outlook for local healthcare industry	8%	26%	66%	 66%
Fiscal Intermediary/Medicare Administrative Contractor Reimbursement Update	16%	37%	47%	 47%
Trends in commercial payment	21%	23%	56%	 56%
Alignment strategies among healthcare providers	15%	33%	51%	 51%
Data analytics and business intelligence	13%	28%	59%	 59%
Strategic planning, business plans, and service line planning	8%	45%	47%	 47%
State legislative and regulatory update	10%	21%	69%	 69%
State Medicaid program	18%	28%	54%	 54%
Local payors and employers response to healthcare reform	13%	28%	59%	 59%
Payor and provider collaboration	18%	26%	56%	 56%
Impact of insurance exchanges	13%	21%	67%	 67%

**Healthcare Financial Management Association
HFMA Chapter Survey (FY14)
South Dakota Chapter**

Topics of Interest to Your Members (continued)

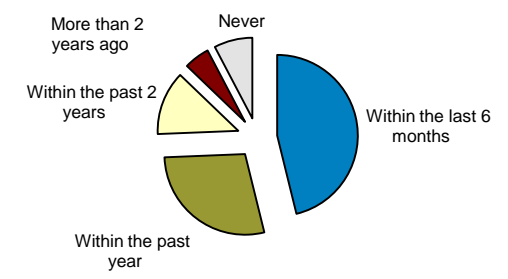
Response Scale: Low = No Interest & A Little Interest; Middle = Some Interest; High = A Lot of Interest & Extreme Interest

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.	South Dakota Chapter		
	FY14		
	Low	Middle	High
Bundled payment reimbursement methodologies	18%	36%	46%
Accounting and financial reporting	15%	36%	49%
Improving cash collection processes	28%	36%	36%
Denial prevention and management	28%	28%	44%
Changes in Medicare reimbursement policies	10%	23%	67%
Compliance with Medicare regulations	13%	23%	64%
New technologies in finance, revenue cycle, and clinical-financial integration	5%	51%	44%
Managing productivity and costs	18%	21%	62%
Leadership skills	8%	44%	49%
Implementing the conversion to the ICD-10 standard	13%	38%	49%
Strategies for collaborating with clinical areas	13%	54%	33%



Data about Survey Respondents

Table E: Attending an education event	South Dakota Chapter
When was the last time that you attended a chapter event?	FY14
Within the last 6 months	46%
Within the past year	28%
Within the past 2 years	13%
More than 2 years ago	5%
Never	8%



Healthcare Financial Management Association
HFMA Chapter Survey (FY14)
South Dakota 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	512	Cost accounting and labor management sessions in Sioux Falls would be appreciated.
< 6 months	573	With many CAHs in the state of South Dakota I believe a day of presentations or information on strictly CAH issues would be beneficial. Especially with the proposed cuts and changes that have occurred to reimbursement it would be nice to do a day and a half of presentations and information for CAHs given all the uncertainty.
< 6 months	577	I am a managed care person so I would like to see more educational programs in that area. I do like and would like to see more programs about ACO, PCMH, Bundles, VBP, ACA and the exchanges and more. I am new and look forward to networking
< 1 year	574	When I attend a seminar, webinar or any live event, I go with the expectation of learning something new that does not always happen.
< 1 year	577	Education committee - may want to try a different location for Spring meeting than Sioux Falls. Many moons ago, we got better attendance when we went to Vermillion. Also, having the spring meeting later in Spring - late April, also might improve attendance. I am concerned that little to no local participation is being seen Sanford Health. Some folks from smaller facilities participate, but almost no participation from SDHFMA members based in Sioux Falls is currently occurring. This trend is concerning -- possibly we should reach out to them to understand why we apparently aren't meeting their needs or how we can get their participation back - they have always been an important component of our membership
< 1 year	577	With membership on both sides of the state its hard to be convenient for everyone, overall I'm satisfied with the rotation of Chapter meetings, but seems at times to be more heavily weighted towards East River locations.
< 2 years	571	Many of the issues currently have been directed towards either skilled nursing facilities or smaller community hospitals. Perhaps more diversity in topics could be introduced to cover all aspects of healthcare.
> 2 years	573	Have only been in my position for a year and have not had the opportunity to attend HFMA events.

**Healthcare Financial Management Association
 HFMA Chapter Survey (FY14)
 South Dakota Chapter**

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
< 1 year	512	Medicare cost report review - using it as a very basic analytical tool, a review of how the per diems are calculated, flow of calculations, etc. Inter-personal relation skills (Meyers Briggs, etc.)
< 1 year	577	Post issuance compliance of Tax Exempt Bonds
< 1 year	577	Programs are generally diverse and pretty good. The "vortex of uncertainty" healthcare and specifically healthcare finance seems to be in these days is tremendous. Impact of Obamacare, State Medicaid funding or lack of, South Dakota's state government stance on Medicaid expansion seems ludicrous, the federal exchanges impact to the number of uninsured are just a few of the topics which have limited to no certainty surrounding them, so it makes the annual budget process and long-term forecasting of operations even more difficult. It also stifles how providers who are considering master facilities improvements will move forward with their plans, when there is so much doubt about the future

**Healthcare Financial Management Association
 HFMA Chapter Survey (FY14)
 South Dakota Chapter**

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	570	I've really enjoyed having the opportunity to attend the HFMA meetings. I feel like I've learned a lot and wish I would have known about HFMA sooner in my current position.
< 6 months	573	The more information that I can get for local issues and working with the current changes the better.
< 6 months	577	location. Western SD but at least halfway
< 1 year	512	Webinars so we can attend from our desks and/or conference rooms. National speakers
< 1 year	574	Topics of sessions, more personal involvement in committees. I volunteered for the certification committee and never heard anything either way? When I signed up, I was the only name on the list.
< 1 year	577	Educational content is the most relevant reason for attending chapter meetings. Content from the last meeting was fairly good. Financial performance of our facility has become a reason for allowing members to attend less, so staff has become more selective to attend.
< 1 year	577	More data and analytics as well as case studies as to how others are succeeding
< 1 year	577	More programs related to safeguarding our Tax Exempt status; accounting for Community Benefits / completion of Form 990, Schedule H; the effects of Obama Care on Providers
< 2 years	572	I would like to go to the next event if it covers the items listed in this survey and it is held in Sioux Falls.
> 2 years	573	More of a budget level at the facility than what is offered at the events that precludes attendance.
Never	571	Location, scheduled during business hours.