

Healthcare Financial Management Association

HFMA Chapter Survey (FY20)

January 2020

Puerto Rico Chapter

Sample Size: 100
Responses Received: 18
Response Rate: 18%

FY20 Net Promoter Score: 29
FY20 All Chapter Average Net Promoter Score: 49

The average American company scores far lower on NPS than our average chapter, while the highest rated companies' **scores** range from 50 to 80. Many successful corporations have an NPS that is in the 50s or above. Superior performers such as Amazon.com had a score of 76 and Apple, Inc. had a score of 71. The median national membership experience scores at 48. Our top performing chapters (top quartile) scored over 59.

FY20 Net Promoter Score Benchmarks:

10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile
27	39	53	64	70

Your FY20 Net Promoter Score is composed of:

Detractors 24%	Passives 24%	Promoters 53%
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Net Promoter Score	=	% Promoters	—	% Detractors
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detailed NPS information on page 2

Your FY20 combined Four and Five Star Rating-Chapter Overall: 61%

details of star ratings on page 2

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 August 31, 2019.

Survey Timeline:

First email request with link to online survey sent on October 15, 2019.

Second email with link to survey sent to non-respondents on October 22, 2019.

Third request to complete survey sent to non-respondents on November 11, 2019.

A fourth and final request to complete survey sent to non-respondents on November 22, 2019.

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Puerto Rico Chapter

Net Promoter Score: an indicator of customer loyalty

Q1. On a scale from 0-10, how likely are you to recommend your chapter to a friend or colleague?											
	Detractors						Passives		Promoters		
	0	1	2	3	4	5	6	7	8	9	10
Count	0	0	0	0	0	2	2	1	3	0	9
Percent	0%	0%	0%	0%	0%	12%	12%	6%	18%	0%	53%
Overall	24%						24%		53%		
All Chapters	12%						28%		60%		

FY20 Net Promoter Score: 29

All Chapters FY20 Average Net Promoter Score: 49



Star ratings of various aspects of chapter services to members

How many stars out of 5 would you give to your chapter on each of these aspects of service	Puerto Rico Chapter					All Chapters 5 Star	Your Chapter Percent 5 Stars
	1 Star	2 Stars	3 Stars	4 Stars	5 Stars		
Producing quality educational programming	0%	11%	11%	28%	50%	54%	<div><div></div></div> 50%
Addressing the right issues and topics	0%	17%	6%	28%	50%	49%	<div><div></div></div> 50%
Locating events where I can access them	6%	17%	6%	33%	39%	51%	<div><div></div></div> 39%
Keeping me up to date on state and regional issues	6%	11%	28%	22%	33%	53%	<div><div></div></div> 33%
Providing connections to others in my field	6%	17%	11%	28%	39%	51%	<div><div></div></div> 39%
Providing easy access to information	0%	17%	28%	22%	33%	52%	<div><div></div></div> 33%
Chapter networking opportunities	6%	11%	22%	11%	50%	51%	<div><div></div></div> 50%
HFMA chapter overall	0%	17%	22%	28%	33%	55%	<div><div></div></div> 33%

Top Topics: members asked to select their top three topics

Please select your top three preferred topics from the list	Percent of time selected		Your Chapter
	Puerto Rico Chapter	All Chapters	
Profitability analysis by product or service line	17%	18%	<div><div></div></div> 17%
Accounting and financial reporting issues related to emerging payment models	22%	22%	<div><div></div></div> 22%
Improving front end revenue cycle processes	33%	23%	<div><div></div></div> 33%
Changes in Medicare reimbursement policies	22%	24%	<div><div></div></div> 22%
Compliance with Medicare regulations	11%	16%	<div><div></div></div> 11%
Managing and measuring the total cost of care	28%	21%	<div><div></div></div> 28%
Improving the patient financial experience	28%	22%	<div><div></div></div> 28%
Negotiating contracts with value based payment mechanisms	33%	12%	<div><div></div></div> 33%
Prevention and management of denials	11%	20%	<div><div></div></div> 11%
Operationalizing structures and processes to reflect changing payment models	11%	17%	<div><div></div></div> 11%
Business intelligence and data analytics	28%	28%	<div><div></div></div> 28%
State legislative and regulatory update	17%	20%	<div><div></div></div> 17%
State Medicaid program	0%	17%	<div><div></div></div> 0%
Local payors and employers response to ongoing changes in healthcare	6%	17%	<div><div></div></div> 6%

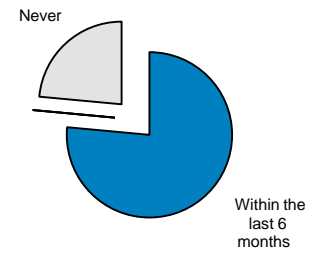
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HFMA Chapter Survey (FY20)

Puerto Rico Chapter

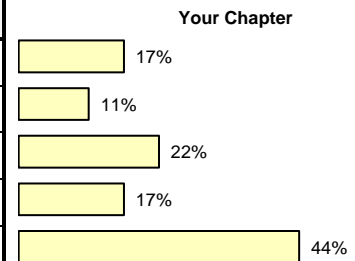
Attending an educational event

When was the last time that you attended a chapter event?	Puerto Rico Chapter	All Chapters
Within the last 6 months	76%	43%
Within the past year	0%	18%
Within the past 2 years	0%	9%
More than 2 years ago	0%	8%
Never	24%	22%



Attendance Barriers

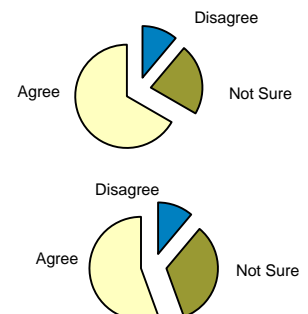
Which barriers prevent you from attending events more frequently?	Percent of time selected	
	Puerto Rico Chapter	All Chapters
Event content not relevant to my job or misses the mark	17%	24%
The audience present does not support meaningful networking	11%	4%
The locations are not accessible to me	22%	22%
The quality of events does not meet expectations	17%	3%
N/A: (I usually attend / live out of the area / I work in a different field / etc.)	44%	41%



New Member* Perceptions

I received a personal welcome from my HFMA chapter	Puerto Rico Chapter	All Chapters
Disagree	11%	7%
Not Sure	22%	20%
Agree	67%	74%
I understand how to become more engaged with my HFMA chapter	Puerto Rico Chapter	All Chapters
Disagree	11%	7%
Not Sure	33%	24%
Agree	56%	70%

Sample (new members):	9
Percent of Respondents:	50%



* Questions presented to members joining from September 1, 2018 through August 31, 2019.

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Puerto Rico Chapter

Please suggest how we can improve if you are unable to provide us with 5 star ratings.

Time since last attended an educational event	Zip Code first three digits	Organization Type	Comment
Within the last 6 months	009	Business Partner	More information on their website. Easier access to information. The information on the website is outdated.
Never	009	Business Partner	This email is the first email i have ever received of the Puerto Rico Chapter and I don't know if can comment appropriately. However I have been a member for the past year.
Within the last 6 months	009	Business Partner	Trainings are mostly related to hospitals and it seems that members have been there for a while. Therefore, there is no opportunity to do networking and getting involved in the Chapter.

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Puerto Rico Chapter

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

Time since last attended an educational event	Zip Code first three digits	Organization Type	Comment
Within the last 6 months	009	Business Partner	Financial topics related to PBMs.
Within the last 6 months	009	Business Partner	More information on changing payment models and contract negotiations
Within the last 6 months	007	Provider/ Payer	Profitability analysis by product or service line Business intelligence & data analysis

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Puerto Rico Chapter

Please elaborate on the barriers that you selected above, what would make our chapter's events so compelling that you would have to attend? Please also offer any other comments you would like to offer our chapter.

Time since last attended an educational event	Zip Code first three digits	Organization Type	Comment
Never	009	Business Partner	I have never received an invite from the local chapter
Within the last 6 months	009	Business Partner	Lower prices, diversify topics.
Within the last 6 months	009	Business Partner	Need accurate information on the website. I would love to volunteer for future activities.

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HFMA Chapter Survey (FY20) - Provider/Payer Dataset

January 2020

Puerto Rico Chapter

Provider/Payer Responses Received: 10
Provider/Payer percent of all Responses Received: 56%

FY20 Net Promoter Score: 44
FY20 All Chapter Average Net Promoter Score: 47

FY20 Net Promoter Score Benchmarks:

10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile
25	36	54	62	69

Your FY20 Net Promoter Score is composed of:

Detractors 22%	Passives 11%	Promoters 67%
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$$\text{Net Promoter Score} = \% \text{ Promoters} - \% \text{ Detractors}$$

detailed NPS information on page 2

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HFMA Chapter Survey (FY20) - Provider/Payer Dataset
Puerto Rico Chapter

Net Promoter Score: an indicator of customer loyalty

Q1. On a scale from 0-10, how likely are you to recommend your chapter to a friend or colleague?											
Detractors								Passives		Promoters	
	0	1	2	3	4	5	6	7	8	9	10
Count	0	0	0	0	0	1	1	1	0	0	6
Percent	0%	0%	0%	0%	0%	11%	11%	11%	0%	0%	67%
Overall	22%							11%		67%	
P/P All Chapters	12%							29%		59%	

FY20 Net Promoter Score: 44 P/P All Chapters FY20 Average Net Promoter Score: 47



Star ratings of various aspects of chapter services to members

How many stars out of 5 would you give to your chapter on each of these aspects of service	Puerto Rico Chapter					P/P All Chapters 5 Star	Your Chapter Percent 5 Stars
	1 Star	2 Stars	3 Stars	4 Stars	5 Stars		
Producing quality educational programming	0%	0%	10%	40%	50%	52%	<div><div></div></div> 50%
Addressing the right issues and topics	0%	10%	10%	30%	50%	47%	<div><div></div></div> 50%
Locating events where I can access them	0%	10%	10%	50%	30%	48%	<div><div></div></div> 30%
Keeping me up to date on state and regional issues	0%	10%	30%	30%	30%	52%	<div><div></div></div> 30%
Providing connections to others in my field	0%	10%	10%	40%	40%	50%	<div><div></div></div> 40%
Providing easy access to information	0%	10%	30%	30%	30%	51%	<div><div></div></div> 30%
Chapter networking opportunities	0%	0%	40%	10%	50%	50%	<div><div></div></div> 50%
HFMA chapter overall	0%	0%	40%	30%	30%	54%	<div><div></div></div> 30%

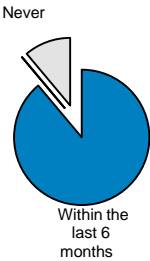
Top Topics: members asked to select their top three topics

Please select your top three preferred topics from the list	Percent of time selected		Your Chapter
	Puerto Rico Chapter	P/P All Chapters	
Profitability analysis by product or service line	10%	19%	<div><div></div></div> 10%
Accounting and financial reporting issues related to emerging payment models	30%	24%	<div><div></div></div> 30%
Improving front end revenue cycle processes	40%	23%	<div><div></div></div> 40%
Changes in Medicare reimbursement policies	10%	25%	<div><div></div></div> 10%
Compliance with Medicare regulations	0%	17%	<div><div></div></div> 0%
Managing and measuring the total cost of care	40%	22%	<div><div></div></div> 40%
Improving the patient financial experience	20%	20%	<div><div></div></div> 20%
Negotiating contracts with value based payment mechanisms	50%	13%	<div><div></div></div> 50%
Prevention and management of denials	0%	21%	<div><div></div></div> 0%
Operationalizing structures and processes to reflect changing payment models	10%	17%	<div><div></div></div> 10%
Business intelligence and data analytics	20%	28%	<div><div></div></div> 20%
State legislative and regulatory update	10%	18%	<div><div></div></div> 10%
State Medicaid program	0%	18%	<div><div></div></div> 0%
Local payors and employers response to ongoing changes in healthcare	0%	17%	<div><div></div></div> 0%

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Puerto Rico Chapter

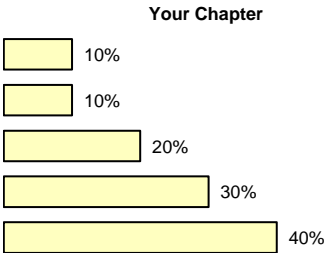
Attending an educational event

When was the last time that you attended a chapter event?	Puerto Rico Chapter	P/P All Chapters
Within the last 6 months	89%	39%
Within the past year	0%	19%
Within the past 2 years	0%	10%
More than 2 years ago	0%	8%
Never	11%	23%



Attendance Barriers

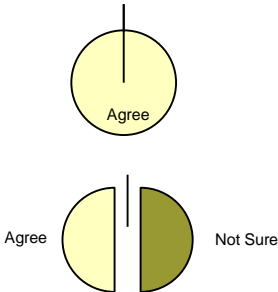
Which barriers prevent you from attending events more frequently?	Percent of time selected	
	Puerto Rico Chapter	P/P All Chapters
Event content not relevant to my job or misses the mark	10%	26%
The audience present does not support meaningful networking	10%	3%
The locations are not accessible to me	20%	25%
The quality of events does not meet expectations	30%	3%
N/A: (I usually attend / live out of the area / I work in a different field / etc.)	40%	38%



New Member* Perceptions

I received a personal welcome from my HFMA chapter	Percent of time selected	
	Puerto Rico Chapter	P/P All Chapters
Disagree	0%	6%
Not Sure	0%	21%
Agree	100%	73%
I understand how to become more engaged with my HFMA chapter	Percent of time selected	
	Puerto Rico Chapter	P/P All Chapters
Disagree	0%	7%
Not Sure	50%	24%
Agree	50%	69%

Sample (new members):	2
Percent of Respondents:	20%



* Questions presented to members joining from September 1, 2018 through August 31, 2019.