Healthcare Financial Management Association

HFMA Chapter Survey (FY20)

January 2020

South Dakota Chapter

Sample Size:	**93**
Responses Received:	**20**
Response Rate:	**22%**
FY20 Net Promoter Score:	**95**
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	Passives	Promoters
0%	5%	95%

Net Promoter Score = % Promoters − % Detractors

detailed NPS information on page 2

Your FY20 combined Four and Five Star Rating-Chapter Overall: **94%**

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.

Healthcare Financial Management Association
HFMA Chapter Survey (FY20)
South Dakota 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	0	0	1	0	6	12
Percent	0%	0%	0%	0%	0%	0%	0%	5%	0%	32%	63%
Overall	0%							5%		95%	
All Chapters	12%							28%		60%	

FY20 Net Promoter Score: **95**   **All Chapters FY20 Average Net Promoter Score:** **49**

Net Promoter Score = % Promoters − % Detractors

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	South Dakota 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%	0%	0%	40%	**60%**	54%	60%
Addressing the right issues and topics	0%	0%	15%	35%	**50%**	49%	50%
Locating events where I can access them	0%	0%	10%	40%	**50%**	51%	50%
Keeping me up to date on state and regional issues	0%	0%	0%	50%	**50%**	53%	50%
Providing connections to others in my field	0%	0%	15%	20%	**65%**	51%	65%
Providing easy access to information	0%	0%	5%	40%	**55%**	52%	55%
Chapter networking opportunities	0%	0%	5%	25%	**70%**	51%	70%
HFMA chapter overall	0%	0%	5%	26%	**68%**	55%	68%

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
	South Dakota Chapter	All Chapters	
Profitability analysis by product or service line	**25%**	18%	25%
Accounting and financial reporting issues related to emerging payment models	**45%**	22%	45%
Improving front end revenue cycle processes	**40%**	23%	40%
Changes in Medicare reimbursement policies	**40%**	24%	40%
Compliance with Medicare regulations	**10%**	16%	10%
Managing and measuring the total cost of care	**25%**	21%	25%
Improving the patient financial experience	**20%**	22%	20%
Negotiating contracts with value based payment mechanisms	**5%**	12%	5%
Prevention and management of denials	**5%**	20%	5%
Operationalizing structures and processes to reflect changing payment models	**25%**	17%	25%
Business intelligence and data analytics	**30%**	28%	30%
State legislative and regulatory update	**5%**	20%	5%
State Medicaid program	**10%**	17%	10%
Local payors and employers response to ongoing changes in healthcare	**15%**	17%	15%

Healthcare Financial Management Association
# HFMA Chapter Survey (FY20)
South Dakota Chapter

Attending an educational event

When was the last time that you attended a chapter event?	South Dakota Chapter	All Chapters
Within the last 6 months	**55%**	43%
Within the past year	**35%**	18%
Within the past 2 years	**0%**	9%
More than 2 years ago	**5%**	8%
Never	**5%**	22%
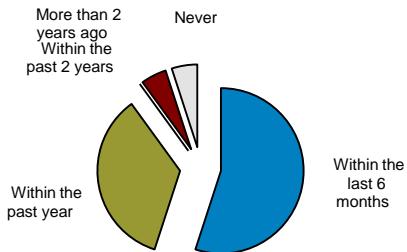
Attendance Barriers

Which barriers prevent you from attending events more frequently?	Percent of time selected	
	South Dakota Chapter	All Chapters
Event content not relevant to my job or misses the mark	**15%**	24%
The audience present does not support meaningful networking	**5%**	4%
The locations are not accessible to me	**25%**	22%
The quality of events does not meet expectations	**0%**	3%
N/A: (I usually attend / live out of the area / I work in a different field / etc.)	**50%**	41%

Your Chapter

New Member* Perceptions

Sample (new members):	2
Percent of Respondents:	10%
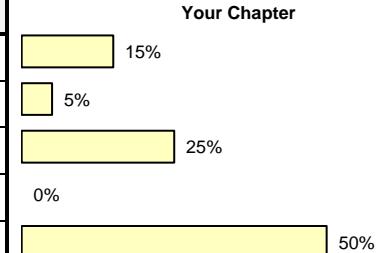
I received a personal welcome from my HFMA chapter	South Dakota Chapter	All Chapters
Disagree	**0%**	7%
Not Sure	**0%**	20%
Agree	**100%**	74%
I understand how to become more engaged with my HFMA chapter		
Disagree	**0%**	7%
Not Sure	**0%**	24%
Agree	**100%**	70%
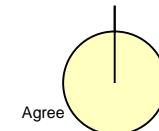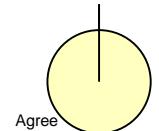
Agree

Agree

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

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	570	Provider/ Payer	Rural Demo is an issue I'd like to learn more about
Within the past year	574	Provider/ Payer	Since I am located quite rural - the events are always 3 hours away or more

Healthcare Financial Management Association
HFMA Chapter Survey (FY20)
South Dakota 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
More than 2 years ago	570	Business Partner	Timing and my schedule.
Within the last 6 months	571	Provider/ Payer	Could we hold the winter meeting on Arizona?
Within the past year	573	Provider/ Payer	Dates not working into my schedule.
Within the past year	574	Provider/ Payer	drive time plus meeting time do not always justify the trips
Within the past year	571	Provider/ Payer	Timing of events
Within the last 6 months	570	Provider/ Payer	Try to attend whenever possible as it fits within my schedule.
Within the past year	570	Provider/ Payer	Usually too busy to attend

Healthcare Financial Management Association

HFMA Chapter Survey (FY20) - Provider/Payer Dataset
January 2020

South Dakota Chapter

Provider/Payer Responses Received:	**16**
Provider/Payer percent of all Responses Received:	**80%**
FY20 Net Promoter Score:	**93**
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 0%	Passives 7%	Promoters 93%

Net Promoter Score = % Promoters − % Detractors

detailed NPS information 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:

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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	0	0	1	0	6	8
Percent	0%	0%	0%	0%	0%	0%	0%	7%	0%	40%	53%
Overall	0%							7%		93%	
P/P All Chapters	12%							29%		59%	

FY20 Net Promoter Score: **93**   **P/P All Chapters FY20 Average Net Promoter Score:**   **47**

Net Promoter Score = % Promoters − % Detractors

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	South Dakota 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%	0%	44%	**56%**	52%	56%
Addressing the right issues and topics	0%	0%	13%	44%	**44%**	47%	44%
Locating events where I can access them	0%	0%	13%	50%	**38%**	48%	38%
Keeping me up to date on state and regional issues	0%	0%	0%	50%	**50%**	52%	50%
Providing connections to others in my field	0%	0%	13%	25%	**63%**	50%	63%
Providing easy access to information	0%	0%	6%	44%	**50%**	51%	50%
Chapter networking opportunities	0%	0%	6%	25%	**69%**	50%	69%
HFMA chapter overall	0%	0%	7%	27%	**67%**	54%	67%
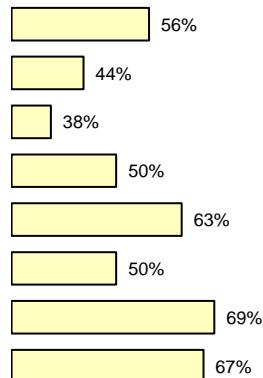
Top Topics: members asked to select their top three topics

Please select your top three preferred topics from the list	Percent of time selected		Your Chapter
	South Dakota Chapter	P/P All Chapters	
Profitability analysis by product or service line	**25%**	19%	25%
Accounting and financial reporting issues related to emerging payment models	**50%**	24%	50%
Improving front end revenue cycle processes	**31%**	23%	31%
Changes in Medicare reimbursement policies	**38%**	25%	38%
Compliance with Medicare regulations	**13%**	17%	13%
Managing and measuring the total cost of care	**25%**	22%	25%
Improving the patient financial experience	**13%**	20%	13%
Negotiating contracts with value based payment mechanisms	**6%**	13%	6%
Prevention and management of denials	**0%**	21%	0%
Operationalizing structures and processes to reflect changing payment models	**31%**	17%	31%
Business intelligence and data analytics	**38%**	28%	38%
State legislative and regulatory update	**6%**	18%	6%
State Medicaid program	**6%**	18%	6%
Local payors and employers response to ongoing changes in healthcare	**19%**	17%	19%
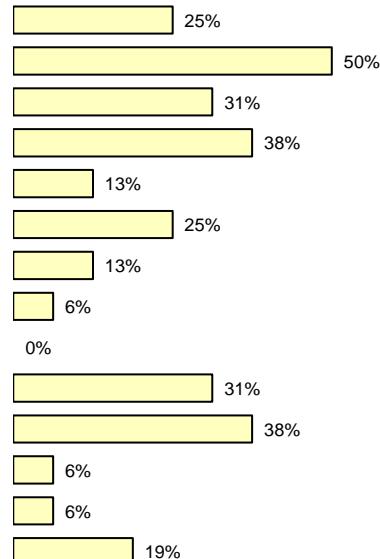
Healthcare Financial Management Association
## HFMA Chapter Survey (FY20) - Provider/Payer Dataset
South Dakota Chapter

Attending an educational event

When was the last time that you attended a chapter event?	South Dakota Chapter	P/P All Chapters
Within the last 6 months	**63%**	39%
Within the past year	**31%**	19%
Within the past 2 years	**0%**	10%
More than 2 years ago	**0%**	8%
Never	**6%**	23%
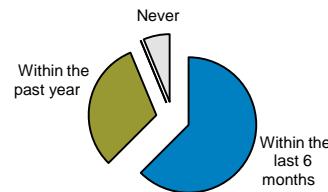
Attendance Barriers

Which barriers prevent you from attending events more frequently?	Percent of time selected	
	South Dakota Chapter	P/P All Chapters
Event content not relevant to my job or misses the mark	**19%**	26%
The audience present does not support meaningful networking	**6%**	3%
The locations are not accessible to me	**31%**	25%
The quality of events does not meet expectations	**0%**	3%
N/A: (I usually attend / live out of the area / I work in a different field / etc.)	**38%**	38%

Your Chapter

New Member* Perceptions

Sample (new members):	2
Percent of Respondents:	13%
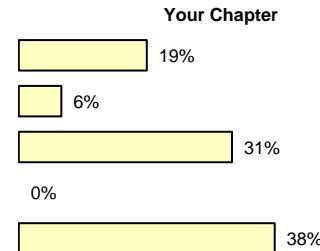
	South Dakota Chapter	P/P All Chapters
I received a personal welcome from my HFMA chapter		
Disagree	**0%**	6%
Not Sure	**0%**	21%
Agree	**100%**	73%
I understand how to become more engaged with my HFMA chapter		
Disagree	**0%**	7%
Not Sure	**0%**	24%
Agree	**100%**	69%

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