



hfma
healthcare financial management association

Chapter Survey Report: Idaho Chapter FY 2006

Method

Members of your chapter were emailed an invitation to participate in the annual Chapter Survey. The email was sent under signature of the Chapter President. A notice to members making them aware that the survey was coming up was sent on October 27, 2005. The first email with link to the survey was sent on November 1, 2005. Follow-up emails were sent on November 10 and November 15. Members were invited to participate through a link to the survey site.

Sample

General chapter membership was sampled.

Members excluded from the sample included:

- No valid email address.
- Those requesting not to receive any email from HFMA.
- Those marked as volunteer leaders in the national database.
- Retirees.
- Students.
- Those living outside of the region of the chapter.
- Those joining HFMA after May 2005.
- Sample size was capped at 400. If more than 400 chapter members met the criteria, then 400 were chosen randomly from the list of those eligible.

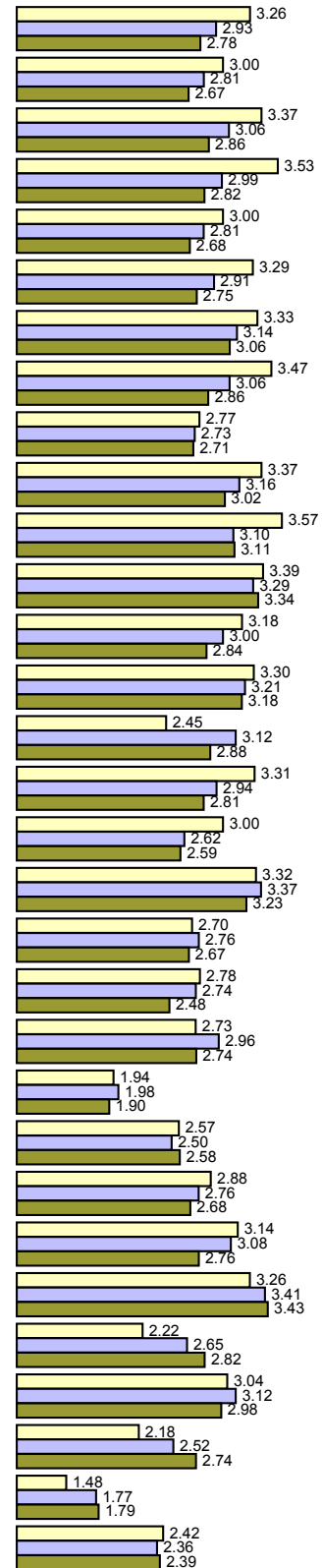
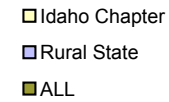
The final sample after the removal of all bounced email was 107.

A total of 51 responses were received and analyzed.

The response rate for this study is 48%.

Interest/satisfaction with services & programs:

	Sample Size	ALL	Rural State	Idaho Chapter
1. How satisfied are you with the following services offered?	The chapter educational programs overall	2.78	2.93	3.26
	The educational topics addressed	2.67	2.81	3.00
	The speakers at chapter programs	2.86	3.06	3.37
	The frequency of chapter programs	2.82	2.99	3.53
	The location of chapter programs	2.68	2.81	3.00
	The coverage of state and regional issues	2.75	2.91	3.29
	Member communications (e.g. newsletter)	3.06	3.14	3.33
	Networking opportunities	2.86	3.06	3.47
	Chapter web site	2.71	2.73	2.77
	HFMA chapter overall - FY06	3.02	3.16	3.37
	HFMA chapter overall - FY04	3.11	3.10	3.57
5. Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year:	Regulatory/legislative update	3.34	3.29	3.39
	Billing and collections	2.84	3.00	3.18
	Compliance and legal issues	3.18	3.21	3.30
	Accounting and financial reporting	2.88	3.12	2.45
	Uninsured policies and procedures	2.81	2.94	3.31
	Denial management	2.59	2.62	3.00
	Medicare reimbursement policies	3.23	3.37	3.32
	Pay for Performance	2.67	2.76	2.70
	Chargemaster	2.48	2.74	2.78
	Cost analysis and control	2.74	2.96	2.73
	Supply chain	1.90	1.98	1.94
	Consumer directed healthcare	2.58	2.50	2.57
	6. Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year.	Leadership skills	2.68	2.76
Fiscal intermediary (audits, interpretation, Q&A)		2.76	3.08	3.14
Trends and outlook for local healthcare industry		3.43	3.41	3.26
Trends in managed care rules including prompt payment		2.82	2.65	2.22
Medicaid payment and/or policies		2.98	3.12	3.04
Trends in managed care contracting		2.74	2.52	2.18
Disaster preparedness		1.79	1.77	1.48
Auditing managed care contracts		2.39	2.36	2.42



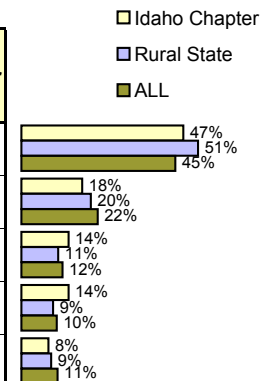
Note: Side-by-side analysis is based on a 5 point scale in order to have a representation of all ratings. The highest value of 5 is assigned to "Extremely Satisfied/Extreme Interest", value of 4 is assigned to "Very Satisfied/A lot of Interest", value of 3 is assigned to "Satisfied/Some Interest", value of 2 is assigned to "Neutral/A little Interest", value of 1 is assigned to "Not Satisfied/No Interest." No value is assigned to "Don't Know/N/A."

Improving your Chapter:

	2. If you could select one factor to improve in your HFMA chapter, which would it be? (Please select one):			3. If you could select one more factor to improve in your HFMA chapter in addition to what you selected, which would it be? (Please select one):		
	ALL	Rural State	Idaho Chapter	ALL	Rural State	Idaho Chapter
The topics addressed at educational programs	33.5%	34.4%	36.0%	21.4%	19.8%	8.9%
The speakers used at the educational programs	8.0%	8.5%	4.0%	13.9%	16.3%	22.2%
The frequency of chapter programs	7.3%	6.1%	2.0%	11.2%	13.0%	8.9%
The location of chapter programs	15.2%	16.4%	14.0%	11.2%	8.0%	6.7%
The coverage of state and regional issues	11.7%	13.5%	20.0%	16.2%	18.1%	24.4%
Member communication (e.g. newsletter)	7.0%	6.8%	8.0%	8.8%	9.1%	13.3%
Networking opportunities	12.7%	9.9%	10.0%	11.4%	9.5%	11.1%
Chapter web site	4.6%	4.3%	6.0%	6.0%	6.3%	4.4%

Attending an education event:

8. When was the last time that you attended a educational event?	ALL	Rural State	Idaho Chapter
Within the last 6 months	44.7%	51.3%	47.1%
Within the past year	22.2%	20.2%	17.6%
Within the past 2 years	12.0%	10.7%	13.7%
More than 2 years ago	10.3%	9.2%	13.7%
Never	10.5%	8.6%	7.8%



Summary of Comments:

4. Please tell us how we can exceed your expectations in the future:	Percentage	Your Chapter
Positive comments	33.3%	33%
Need to be more involved	0.0%	0%
Need better communication with members	16.7%	17%
Better location for educational events	0.0%	0%
Need to present applicable educational topics	16.7%	17%
Improve chapter management and facilities	33.3%	33%
Lower activities fees	0.0%	0%
Other	0.0%	0%

7. Please name any other topics that you would like to see your HFMA chapter address this year.	Percentage	Your Chapter
Tax related issues	0.0%	0%
Collection, accounting, or financing	66.7%	67%
Management issues	0.0%	0%
New techniques and technologies	0.0%	0%
Organizations and networks	0.0%	0%
Rules and laws	33.3%	33%
Other	0.0%	0%

9. What would make your chapter's events so compelling that you would have to attend more frequently?	Percentage	Your Chapter
Better time and schedule	0.0%	0%
More CPE credit related events	0.0%	0%
Better location	60.0%	60%
Applicable educational topics	20.0%	20%
Better management / organization	0.0%	0%
Lower cost	20.0%	20%
Other	0.0%	0%

Chapter	Please tell us how we can exceed your expectations in the future:	Please name any other topics that you would like to see your HFMA chapter address this year.	What would make your chapter's events so compelling that you would have to attend more frequently?
Idaho Chapter			good networking opportunities I am relatively new to the Idaho Chapter so I have not made time to attend any meetings. I do plan to attend.
			I find the events very beneficial and try to attend at least 2x/year. It is more scheduling and budgets within our office that dictate.
			I really look forward to these programs. One thing that would make it compelling to attend would be for you to pay my expenses!Just kidding. I think you all do a great job.
			LOCATION, CLOSE TO HOME
			location, location, location.
			More value in attending seen by my seniors. OUR CFO IS USUALLY IN ATTENDANCE AND WITH MONEY LIMITED, I DON'T GET TO GO VERY OFTEN, BUT HAVE ENJOYED THE ONES I HAVE ATTENDED. THANKS FOR ALL YOU DO.
			We rotate attendance at HFMA meetings within our organization. I attend as often as I am able.
		I have trouble with contracting. It is so complicated and there are so many layers. Could you have someone come in and talk about the basics?	The first thing I review is the agenda. The next is the time. It seems that some start too early in the morning that you are forced to come the day before...not always affordable, or sometime the day ends so early that it seems a waste to come for only a short session. Example is the McCall meetings. They start early the first day and end early the last.
	As an infrequent, and somewhat newer member to the chapter, the network environment is not an easy forum. Due to longevity of members in facilities and to the chapter, it is difficult for some to feel welcomed into that environment. On a one on one basis through phone conversations, it seems more welcoming for infrequent and newer members.	Training programs that focus on the core competencies that were identified through the HFMA talent manager program (specific to the positions, e.g. CFO, PFS Director, etc.)	The location is difficult, especially during the middle of the week and winter months.
	Chapter meetings tend to be geared more towards patient accounts managers rather than CFOs, no doubt due to the small membership in a small state like Idaho.		Geared more towards CFOs; enough advance notice to re-arrange schedule to attend.
	Continue to bring operational-focused speakers..not theory.		Like a 2nd family. Support and openness of sharing ideas.

Chapter	Please tell us how we can exceed your expectations in the future:	Please name any other topics that you would like to see your HFMA chapter address this year.	What would make your chapter's events so compelling that you would have to attend more frequently?
	haven't been to involved over the last year, but would like to get more information regarding programs and education..overall- you guys do a great job		good program outline
	HFMA, in my opinion, is on very solid ground and doing an excellent job.		
	I feel that my first year as an HFMA member has been very satisfying and I look forward to continued participation.	Cost report preparation and interpretation.	I try and attend all the available meetings.
	I feel that the topics are way above my head as a Business Office Manager. They seem to be more geared toward CEO's and CFO's all the time.		I am not attending the meeting this November because the topics do not interest me. Just the bios and agendas were to overwhelming.
	I like upper-end CFO (leadership, strategic, planning, State/Federal policy/advocacy, etc.) educational opportunities. Put these topics on the one day I can attend.		I only have time for one day. If not in Boise I can't make it. Separate topics fo each day, high level CFO and operational applications.
	I think you are doing a wonderful job! Unfortunately, I have been unable to attend several of the last meetings. The biggest struggle I have is keeping abreast of CMS changes and how that specifically effects our claims. If there was a concise communication about 'here's what changed - here's what you need to do. . .' that would be helpful.		Payer involvement
	It would be nice to hear from auditors regarding new FASB pronouncements and other current accounting issues including compliance that affect us all, and how the financial auditors feel we as an industry are doing, things we could do differently etc....Not always address issues that address the Business Office arena.		The summer meeting tends to be timed during our audit...
	One problem I have is taking time off in order to get away for training. One thought I have is regional half day training.		
	Scale back most of the "feel good" or personal development stuff and focus on how to enhance the core operations of what we spend 95% of our time on.	1. Uninsured policies, 2. Presentation from Noridian on their expectations of providers.	Something I didn't currently know that would impact us financially in a material way.
	The focus in the last year has been heavily weighted in the patient billing and collections. I would like to see a little more focus on financial and accounting issues in addition to the Accounts receivable.	Innovative measurements or tools to monitor and control costs. Financial projections and how to plan for future capital improvements, we have a lot of old hospitals that need replaced (How do we pay for this?)	

Participants Comments

<i>Chapter</i>	<i>Please tell us how we can exceed your expectations in the future:</i>	<i>Please name any other topics that you would like to see your HFMA chapter address this year.</i>	<i>What would make your chapter's events so compelling that you would have to attend more frequently?</i>
	<p>There seem to be a couple of speakers that we hear from a lot. They are good speakers but it would be good to mix it u a little more. Also, I like to hear ordinary folk like you and me present on successes in our workplace rather than hear from consultants that have an answer for everything but don't give the tools on how to implement, etc...</p>		<p>Content and close proximity.</p>
	<p>This chapter does an outstanding job, especially considering its size. I especially appreciate the efforts that have been made to welcome guests and encourage new members to take an active role in the chapter activities. I chose the above topics as areas for improvement only because I had to. If we were a larger chapter, it would be easier to expand the kinds of programs offered., , The one thing that I would like to see is more involvement from the providers - most of our new members seem to be vendors, and I have concerns about a shift in the organizations makeup and mission due to the loss of provider participation.</p>		<p>I attend almost every meeting.</p>

Reference

Education Hours Per Member By Year

Year	Idaho
2004-05	17.92
2003-04	16.93
2002-03	14.46
2001-02	13.68

FY04 Satisfaction Results (Past Data Included as Reference)

Area of Satisfaction	Idaho
HFMA Chapter Overall	3.57
Programs Overall	3.16
Topics	3.00
State and Regional	2.98
Speakers	3.11
Communication	3.31
Networking	3.23
Web Site	2.56

Note: Historical satisfaction results included as a reference. Trending year over year performance of actual service or behavior is a preferred directional measure (education hours, web pages, membership, membership retention.)