

Healthcare Financial Management Association

HFMA Chapter Survey (FY08)

January 2008

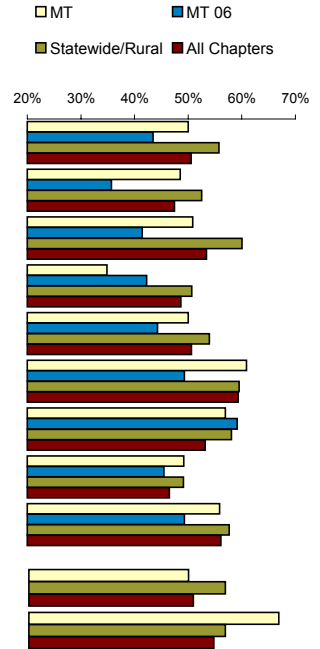
Chapter Report



Sample Size:	163
Undelivered E-mail:	31
Final Sample:	132
Responses Received:	69
Response Rate:	52%

- Online survey conducted by HFMA national on behalf of the chapter.
- Sample selected from among those chapter members that are not listed as chapter officers and directors and have been HFMA members since at least May 31, 2007.
- Initial communication with sample was an announcement of the chapter survey and the respondent's inclusion in the sample sent under the name of HFMA President Dick Clarke on October 18, 2007.
- First email request with link to online survey sent on October 22, 2007.
- Second email with link to survey sent to non-respondents on October 25, 2007.
- Final request to complete survey sent to non-respondents on November 5, 2007.

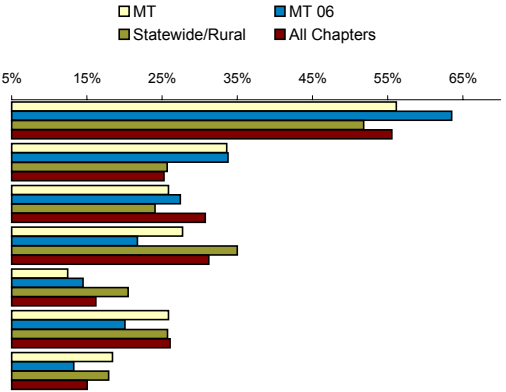
		Responses Received: 69			75	638	5934
		Montana Chapter				Statewide/Rural	All Chapters
		FY08			FY06	FY08	FY08
		Low	Middle	High	High	High	High
How satisfied are you with the following services offered?	The chapter educational programs overall	11.8%	38.2%	50.0%	43.5%	55.7%	50.5%
	The educational topics addressed	13.2%	38.2%	48.5%	35.7%	52.5%	47.4%
	The speakers at chapter programs	8.2%	41.0%	50.8%	41.4%	60.0%	53.4%
	The location of chapter programs	16.7%	48.5%	34.8%	42.3%	50.7%	48.6%
	The coverage of state and regional issues	9.1%	40.9%	50.0%	44.3%	53.9%	50.6%
	Member communications (e.g. newsletter)	8.7%	30.4%	60.9%	49.3%	59.5%	59.3%
	Networking opportunities	13.8%	29.2%	56.9%	59.2%	58.1%	53.2%
	Chapter web site	16.4%	34.4%	49.2%	45.5%	49.1%	46.5%
	HFMA chapter overall	5.9%	38.2%	55.9%	49.3%	57.7%	56.1%
	HFMA chapter overall - FY06			49.3%		56.1%	50.2%
HFMA chapter overall - FY04			65.9%		56.1%	54.0%	



Key: Low = Dissatisfied & Neutral; Middle = Satisfied; High = Very Satisfied & Extremely Satisfied

Table B1: Improving your chapter	If you could select one factor to improve in your HFMA chapter, which would it be? (Please select one):				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):			
	Montana Chapter		Statewide/Rural	All Chapters	Montana Chapter		Statewide/Rural	All Chapters
	FY08	FY06	FY08	FY08	FY08	FY06	FY08	FY08
The topics addressed at educational programs	35.8%	36.6%	31.9%	34.3%	20.3%	26.9%	19.9%	21.3%
The speakers used at the educational programs	16.4%	9.9%	11.0%	8.7%	17.2%	23.9%	14.7%	16.6%
The location of chapter programs	14.9%	15.5%	14.0%	17.3%	10.9%	11.9%	10.1%	13.4%
The coverage of state and regional issues	9.0%	11.3%	14.7%	12.8%	18.8%	10.4%	20.2%	18.4%
Member communication (e.g. newsletter)	1.5%	7.0%	8.0%	6.5%	10.9%	7.5%	12.5%	9.7%
Networking opportunities	14.9%	14.1%	12.9%	12.9%	10.9%	6.0%	12.8%	13.2%
Chapter web site	7.5%	2.8%	8.1%	7.6%	10.9%	10.4%	9.8%	7.5%

Table B2: Improving your chapter	Combination of the top two factors to improve your HFMA chapter			
	Montana Chapter		Statewide/Rural	All Chapters
	FY08	FY06	FY08	FY08
The topics addressed at educational programs	56.1%	63.5%	51.8%	55.5%
The speakers used at the educational programs	33.6%	33.7%	25.7%	25.3%
The location of chapter programs	25.9%	27.4%	24.1%	30.7%
The coverage of state and regional issues	27.7%	21.7%	35.0%	31.2%
Member communication (e.g. newsletter)	12.4%	14.5%	20.5%	16.2%
Networking opportunities	25.9%	20.1%	25.7%	26.1%
Chapter web site	18.4%	13.3%	17.9%	15.0%

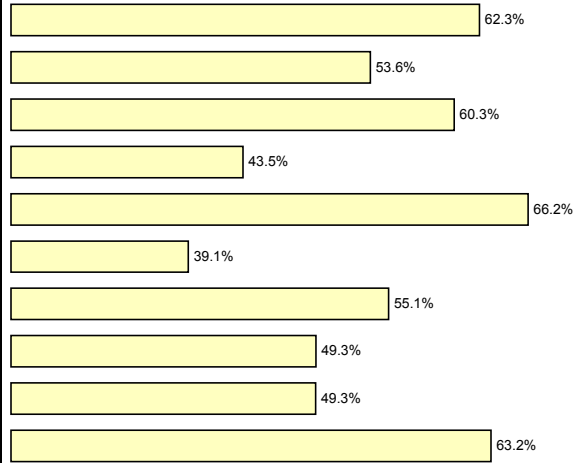


The percentages in Table B2 will add to 200% because the results of the two questions in Table B1 are added together.

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Table C: Local perspective on topics of national interest

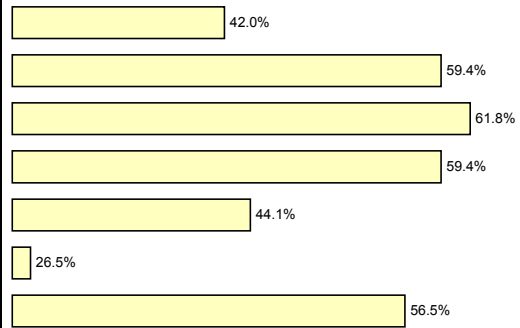
		Montana Chapter		
		FY08		
		Low	Middle	High
Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year:	Regulatory/legislative update	15.9%	21.7%	62.3%
	Accounting and financial reporting	11.6%	34.8%	53.6%
	Uninsured policies and procedures	16.2%	23.5%	60.3%
	Denial management	24.6%	31.9%	43.5%
	Medicare reimbursement policies	11.8%	22.1%	66.2%
	Strategic planning, business plans, and service line planning	15.9%	44.9%	39.1%
	New technologies in the healthcare finance field	8.7%	36.2%	55.1%
	Cost analysis and control	17.4%	33.3%	49.3%
	Pricing transparency	17.9%	32.8%	49.3%
	Leadership skills	11.8%	25.0%	63.2%



Key: Low = No Interest & A little Interest; Middle = Some Interest; High = A Lot of Interest & Extreme Interest

Table D: Issues of local interest

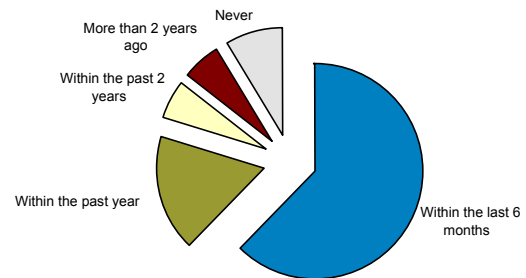
		Montana Chapter		
		FY08		
		Low	Middle	High
Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year:	Using benchmarking data	13.0%	44.9%	42.0%
	Working with the Fiscal Intermediary or Medicare Administrative Contractor	15.9%	24.6%	59.4%
	Trends and outlook for local healthcare industry	7.4%	30.9%	61.8%
	Medicaid payment and/or policies	10.1%	30.4%	59.4%
	Trends in commercial payment	11.8%	44.1%	44.1%
	Benchmarking managed care contract performance	33.8%	39.7%	26.5%
	Compliance with collections and bad debt regulations	17.4%	26.1%	56.5%



Key: Low = No Interest & A little Interest; Middle = Some Interest; High = A Lot of Interest & Extreme Interest

Table E: Attending an education event

When was the last time that you attended a educational event?	Montana Chapter
	FY08
Within the last 6 months	62.3%
Within the past year	17.4%
Within the past 2 years	5.8%
More than 2 years ago	5.8%
Never	8.7%



Only those respondents indicating that the given timing consideration was a factor were asked to answer the detailed questions in the tables below.

Table F: Event timing considerations			Montana Chapter						
Which of the following timing considerations (if any) factor into your ability or willingness to attend an HFMA event?	Number of Responses	Percent citing as factor	Favorable/Non Favorable Ranking						
Day of week	4	5.8%	Mon	Tue	Wed	Thur	Fri		
			-25.0	-25.0	0.0	25.0	50.0		
Week of month	19	27.5%	1st Week	2nd Week	3rd Week	4th Week			
			-21.1	-36.8	15.8	26.3			
Month of the Year	10	14.5%	Jan	Feb	Mar	Apr	May	Jun	
			-60.0	-60.0	-60.0	60.0	60.0	30.0	
			Jul	Aug	Sept	Oct	Nov	Dec	
			10.0	10.0	-10.0	-10.0	-10.0	-50.0	
Length of the program	6	8.7%	Lunch	1/2 Day am	1/2 day pm	Full Day	1.5 Days	>1.5 Days	
			-50.0	-66.7	-33.3	0.0	66.7	0.0	
None of these/don't know	34	49.3%							

Key: -100.0 represents 100% unfavorable rating ("Worst"); 100.0 represents 100% favorable rating ("Best")

Table G: Event timing considerations			Statewide/Rural						
Which of the following timing considerations (if any) factor into your ability or willingness to attend an HFMA event?	Number of Responses	Percent citing as factor	Favorable/Non Favorable Ranking						
Day of week	121	19.1%	Mon	Tue	Wed	Thur	Fri		
			-51.6	-16.8	4.5	53.7	44.4		
Week of month	207	31.8%	1st Week	2nd Week	3rd Week	4th Week			
			-35.4	-34.2	31.7	30.6			
Month of the Year	111	18.9%	Jan	Feb	Mar	Apr	May	Jun	
			-23.9	-24.9	-8.4	23.0	29.0	6.5	
			Jul	Aug	Sept	Oct	Nov	Dec	
			-10.8	-9.8	7.3	-14.3	-13.0	-32.2	
Length of the program	83	13.6%	Lunch	1/2 Day am	1/2 day pm	Full Day	1.5 Days	>1.5 Days	
			-18.7	-12.0	-6.6	35.2	17.2	-47.8	
None of these/don't know	240	36.7%							

Key: -100.0 represents 100% unfavorable rating ("Worst"); 100.0 represents 100% favorable rating ("Best")

Table H: Event timing considerations			All Chapters						
Which of the following timing considerations (if any) factor into your ability or willingness to attend an HFMA event?	Number of Responses	Percent citing as factor	Favorable/Non Favorable Ranking						
Day of week	1464	24.7%	Mon	Tue	Wed	Thur	Fri		
			-38.5	-11.3	3.6	24.7	27.9		
Week of month	1611	27.1%	1st Week	2nd Week	3rd Week	4th Week			
			-31.3	-29.4	28.0	32.1			
Month of the Year	979	16.5%	Jan	Feb	Mar	Apr	May	Jun	
			-10.0	-3.0	5.7	13.8	15.5	10.5	
			Jul	Aug	Sept	Oct	Nov	Dec	
			-3.3	-5.5	0.6	-7.3	-16.5	-29.5	
Length of the program	984	16.6%	Lunch	1/2 Day am	1/2 day pm	Full Day	1.5 Days	>1.5 Days	
			0.2	29.4	13.3	23.2	-24.6	-50.2	
None of these/don't know	2166	36.5%							

Key: -100.0 represents 100% unfavorable rating ("Worst"); 100.0 represents 100% favorable rating ("Best")

2007 HFMA Chapter Survey

Participants' Comments

<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 factors typically influence your availability to attend a chapter event?</i>
During the luncheon or reception have topic tables with a moderator to improve networking for those who desire to have specific issues addressed.	Managing difficult people during difficult times.	Other working commitments.
have attendance certificates for continuing professional education available at the end of the conference.	scaling quantitative data to your size facility	completion of audit workpapers after fiscal year end 6-30-07
Have topics that relate to accounting issues rather than just patient and reimbursement issues. Example - 1099 reporting, tax returns, physician guarantees, stark compliance, employee reimbursement documentation, taxable fringe benefits, replacement values for insurance purposes etc.		
I do not think it was so much the speaker as I was expecting a Round Table discussion for Noridian and basically Janet spoke and a few questions were asked but I know there were many others with questions. Also would like to see HFMA maybe use a facility in Missoula to host one conference. Thanks for all your hard work because without you we could not enjoy HFMA. Becki Collinsworth		no emergencies at work time of month and/or month updates for computer system involving my department
I think it might be a good idea to move the spring program away from Great Falls to another central location.	The federal government update with the Baucus personnel was very pertinent and great to have at the fall event. I certainly would like to see more of that kind of update each conference. I also have learned much from the last 2 conferences related to financial reporting and the upcoming 990 changes. Please keep the level of speakers (Larsen Allen and McGladrey) up to that quality at each conference, it engages the CFOs and Accounting/Finance departments immensely.	the timing during the month - If the conference is held within the first or two of the month, it is almost possible to attend due to month end reporting deadlines.
I think Montana HFMA does a great job.		
I think some coverage of potential future regulatory changes should be discussed	none	time to attend

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I think the chapter does a great job		timing of event sometimes it just doesn't work out with other priorities
I've been unable to attend due to work. I hope to be more active next year.		I've had a couple of scheduling conflicts, so get the dates out several months in advance. I tend to schedule about 3 months out. I've not been able to attend a couple of meetings due to staff changes at the last minute.
More front end education i.e. admission		Topics and my employer's education funds
My position does not deal with Accounts Receivable/Patient Accounts and I find that HFMA in general and this chapter spend nearly all of the time and efforts in that area.	Decision making tools Working with non-financial managers	Programs do not apply to my position Lack of support from supervisor to attend (even when no travel is involved) Although you didn't ask, I have one other comment about our chapter. After the people from this facility attend programs, I hear about all the fun and social events. It seems that the leadership and many attendees are more interested in having a good time than in putting officers in place that will make the chapter beneficial to everyone.
Need to understand how I can network with other members. I am a new member and have not had the exposure. Is there a directory with member names, email address, etc.? I need to explore the website.	I believe this is a good selection.	The time of the month.
Offer Chargemaster refreshers and billing roundtables so peers can discuss issues and possible solutions.		Work duties
One year you had some educational speakers for those who were just getting started in the medical arena. I feel I would benefit from some more basic education, especially on the finance side.	Cost reporting	
Separate education tracks for CAH vs. other facilities. As I am new to healthcare finance I have a hard time disseminating between what applies to CAH and what doesn't.	dealing with a board that is disconnected from the reality of what is happening at the facility	other work commitments weather related road conditions budget-can we afford to go to an event

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The Chapter does a good job in providing educational programs for reimbursement issues.		A conflict in my schedule would probably be the only impediment to attending an event. The timing of the spring and fall meetings works well for me.
The chapter has done very well in exceeding my expectations.	Public education on amount of community benefit done compared to non-profit status benefit.	Other job duties, deadlines, and requirements.
The Chapter leadership needs to get ahead of the calendar year, as reported on the web. The Chapter offers some good speakers, but should do more to leverage the resources.	Entry level staff training and development: 'boot camp' for new staff Medicare payment systems: Impact of new DRGs, wage index.	Legislative calendar sometimes causes conflict. Otherwise, I try never to miss.
The Montana chapter is more engaging and provides better communication than the Way chapter...keep up the good work		work schedule and travel timing
the speakers were not as educational with answers we needed. Noridian didn't address of course any issues we were there to get answers on.. MCR wasn't there to be able to answer questions either. MCD did a good job overall. The speaker from Washington didn't really address issues we needed answers to about VA processing claims in a more timely manner. I would like to see the meetings moved to a more central location since I come from Kalispell. It would be nice to have it more centrally located. Thank You	VA pmts/why it takes them so long to process claims. Noridian holding claims	Area and so far away it is.. A lot of times it is also the topics that are being addressed.
There is very little education and information associated with long term and skilled care issues in the extended care arena directly related to financial issues. I would like to see some type of focus on these types of things as opposed to simply a hospital focus.	Again, I would like to see the above items with some focus on the long term care industry.	The topics that are being offered and often times I am unable to get away to attend.
Time to survey the membership. I would like to see something on Patient Registration.	More information on the Attorney General	Budget - other priorities

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With all of the changes going on with billing and reporting I would find it helpful for more payor education during the sessions. The motivational speakers are always fun to listen to but it doesn't help me get issues resolved in my organization.		staffing year end activities
You do a wonderful job already.	You have the most important mentioned above.	A-133 Audit, business travel, workload
	basics of understanding the cost report, and then analyzing, and maximizing reimbursement, etc.	deadlines in the office, and my personal life events.
		Any other week than the first week does not work for me.
		Conflict with budget preparation in the spring and conflict with VHA program in fall
		Content.
		cost and location
		Current workload and difficulty of leaving based upon other projects.
		Financial support from my employer.
		I make my decision to attend or not attend strictly on the topics covered.
		If I see a topic I haven't heard over and over, I am interested in going
		Location and applicability of seminar content to current and important issues
		Month end close
		Month-end close
		October is also the same month/week that I annually attend our Leadership conference sponsored by our Management co.
		Projects at work - audit, cost report Other conferences
		Relevant topics.
		The topics presented at the event influences my decision on whether to attend or not.
		Timing of when held, but April and October seem to work.
		Topics and speakers Length of drive
		Topics and target audience
		Topics of interest.
		travel, cost, topics that are relevant to my job
		Work and family obligations
		work load

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<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 factors typically influence your availability to attend a chapter event?</i>
		Work/family schedule and location