

Healthcare Financial Management Association

HFMA Chapter Survey (FY11)

January 2011



Sample Size:	144
Undelivered E-mail:	7
Final Sample:	137
Responses Received:	43
Response Rate:	31%
FY11 Overall High Satisfaction:	67%
FY11 Chapter Balanced Scorecard Target:	49%

Online survey conducted by HFMA on behalf of the chapter.

Sample selected from among those chapter members that are not listed as chapter officers or directors and have been HFMA members since at least May 31, 2010.

Survey Timeline:

Email announcement of survey sent on October 19, 2010.

First email request with link to online survey sent on October 28, 2010.

Second email with link to survey sent to non-respondents on November 4, 2010.

Final request to complete survey sent to non-respondents on November 11, 2010.

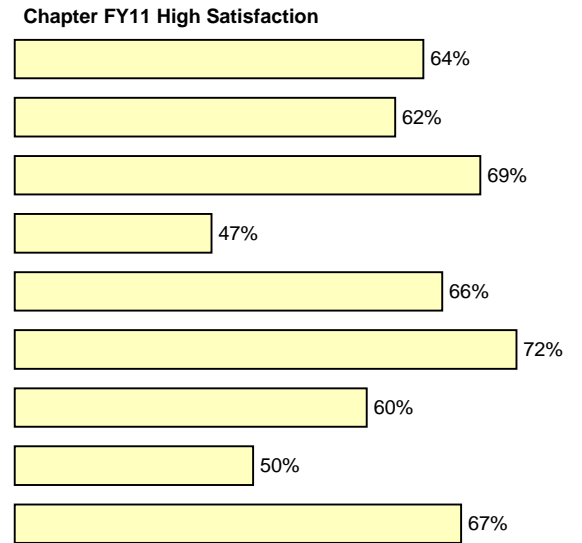
**Healthcare Financial Management Association
 HFMA Chapter Survey (FY11)
 Montana Chapter**

Your Members' Satisfaction Ratings

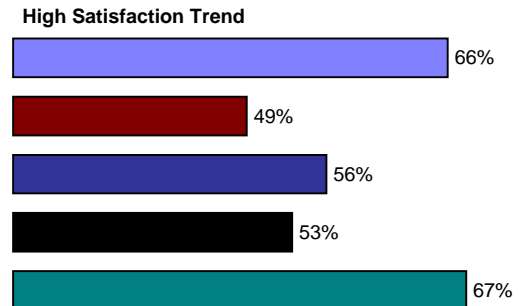
Response Scale: Low = Dissatisfied & Neutral; Middle = Satisfied; High = Very Satisfied & Extremely Satisfied

Table A: Satisfaction with chapter services

How satisfied are you with the following services offered?	Montana Chapter			All Chapters	
	FY11			FY10	FY11
	Low	Middle	High	High	High
The chapter educational programs overall	7.1%	28.6%	64.3%	50.0%	57.8%
The educational topics addressed at chapter programs	9.5%	28.6%	61.9%	45.7%	56.8%
The speakers at chapter programs	7.1%	23.8%	69.0%	52.2%	59.2%
The location of chapter programs	18.6%	34.9%	46.5%	30.4%	52.5%
The chapter's coverage of state and regional issues	4.9%	29.3%	65.9%	55.3%	58.1%
Chapter member communications (e.g. newsletter)	7.0%	20.9%	72.1%	59.2%	63.1%
Chapter networking opportunities	16.7%	23.8%	59.5%	50.0%	55.1%
Chapter web site	20.6%	29.4%	50.0%	39.0%	52.8%
HFMA chapter overall	7.0%	25.6%	67.4%	53.1%	62.0%



Montana Chapter Overall - High Satisfaction Trend	FY04	65.9%
	FY06	49.3%
	FY08	55.9%
	FY10	53.1%
	FY11	67.4%



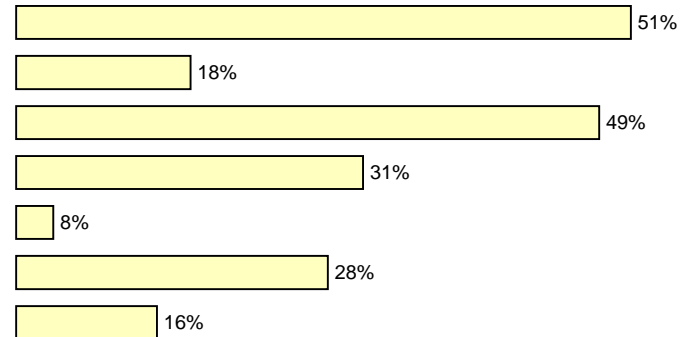
**Healthcare Financial Management Association
HFMA Chapter Survey (FY11)
Montana Chapter**

Services your Members Would Most Like to Improve

Table B1: Improving your chapter

Combination of the top two services to improve your HFMA chapter	Montana Chapter		All Chapters
	FY11	FY10	FY11
The educational topics addressed at chapter programs	50.9%	52.4%	49.0%
The speakers at chapter programs	18.0%	22.5%	24.2%
The location of chapter programs	48.6%	44.5%	32.3%
The chapter's coverage of state and regional issues	30.9%	20.1%	29.0%
Chapter member communications (e.g. newsletter)	7.8%	22.5%	15.8%
Chapter networking opportunities	28.3%	24.8%	30.7%
Chapter web site	15.5%	13.2%	18.9%

Chapter FY11 Percentage



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

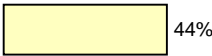
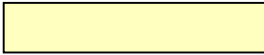
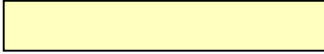
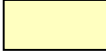
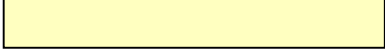
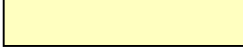
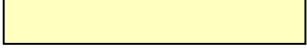
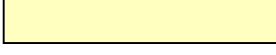
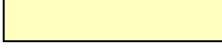

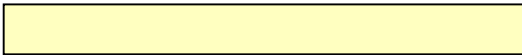
Table B2: Improving your chapter

	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 in addition to what you selected, which would it be?		
	Montana Chapter		All Chapters	Montana Chapter		All Chapters
	FY11	FY10	FY11	FY11	FY10	FY11
The educational topics addressed at chapter programs	32.5%	36.2%	28.2%	18.4%	16.3%	20.8%
The speakers at chapter programs	7.5%	8.5%	8.8%	10.5%	14.0%	15.4%
The location of chapter programs	27.5%	21.3%	18.3%	21.1%	23.3%	14.1%
The chapter's coverage of state and regional issues	12.5%	8.5%	13.0%	18.4%	11.6%	15.9%
Chapter member communications (e.g. newsletter)	2.5%	8.5%	6.2%	5.3%	14.0%	9.7%
Chapter networking opportunities	12.5%	8.5%	16.3%	15.8%	16.3%	14.4%
Chapter web site	5.0%	8.5%	9.2%	10.5%	4.7%	9.7%

**Healthcare Financial Management Association
 HFMA Chapter Survey (FY11)
 Montana 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:	Montana Chapter			Chapter High Interest
	FY11			
	Low	Middle	High	
Bundled payment reimbursement methodologies	16.3%	39.5%	44.2%	 44%
Accounting and financial reporting	11.6%	32.6%	55.8%	 56%
Growing self-pay component of healthcare	4.7%	32.6%	62.8%	 63%
Denial management	14.0%	48.8%	37.2%	 37%
Changes in Medicare reimbursement policies	11.6%	18.6%	69.8%	 70%
Compliance with Medicare regulations	9.3%	37.2%	53.5%	 53%
New technologies in finance, revenue cycle and clinical-financial integration	9.3%	30.2%	60.5%	 60%
Managing productivity and costs	9.5%	33.3%	57.1%	 57%
Leadership skills	14.0%	34.9%	51.2%	 51%
RAC Audits	18.6%	51.2%	30.2%	 30%
Strategies to succeed with healthcare reform	7.0%	7.0%	86.0%	 86%

**Healthcare Financial Management Association
HFMA Chapter Survey (FY11)
Montana Chapter**

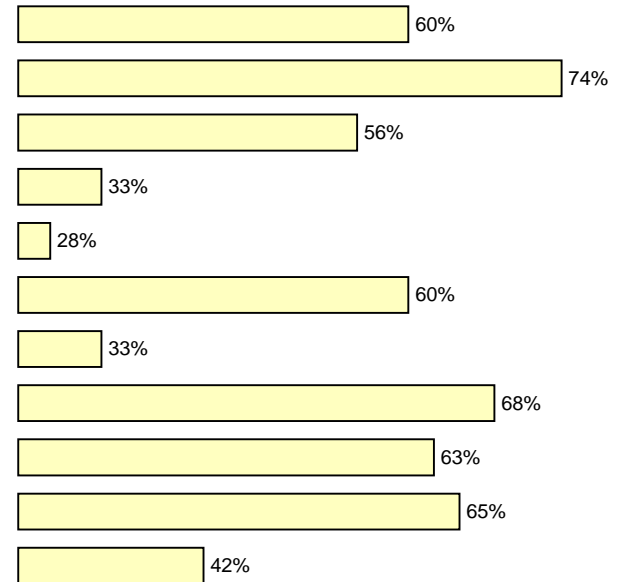
Topics of Interest to your Members (continued)

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

Table D: Issues of local interest

Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year.	Montana Chapter		
	FY11		
	Low	Middle	High
Using benchmarking data	2.3%	37.2%	60.5%
Trends and outlook for local healthcare industry	2.3%	23.3%	74.4%
Fiscal Intermediary/Medicare Administrative Contractor Reimbursement update	14.0%	30.2%	55.8%
Trends in commercial payment	14.0%	53.5%	32.6%
Benchmarking managed care contract performance	39.5%	32.6%	27.9%
Compliance with collections and bad debt regulations	9.3%	30.2%	60.5%
Strategic planning, business plans and service line planning	27.9%	39.5%	32.6%
State legislative and regulatory update	4.9%	26.8%	68.3%
State Medicaid program	4.7%	32.6%	62.8%
Local payers and employers response to healthcare reform	0.0%	34.9%	65.1%
Payor and provider collaboration	11.6%	46.5%	41.9%

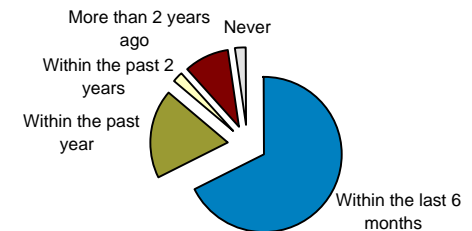
Chapter High Interest



Data About Survey Respondents

Table E: Attending an education event

When was the last time that you attended a chapter event?	Montana Chapter
	FY11
Within the last 6 months	67.4%
Within the past year	18.6%
Within the past 2 years	2.3%
More than 2 years ago	9.3%
Never	2.3%



**Healthcare Financial Management Association
 HFMA Chapter Survey (FY11)
 Montana Chapter**

If you have rated your chapter as less than extremely satisfied, please tell us how we can improve.

Time since last attended an educational event	Comment
< 6 months	The location - although the Crowne has enough space for all it needs work. The rooms were not clean and mold was present in the bathrooms. Plus, the elevators need work. Slow I understood when they got busy but the one did not work but you could enter it and it answered calls. It made me question being stuck. Speakers on the last day - I believe the gentleman had knowledge but was not a presenter which made it impossible for the first presenter to get their message across. Frankly it was painful to sit through especially after the others were so good. I look forward to other programs as they are extremely valuable but I do believe we need to look at other venues and possibly shortening the conference if top of the line speakers are not available. Or offer assistance if the speakers are good but not familiar with a teaching environment.
< 6 months	More networking opportunities, perhaps at a regional level, conference calls, listserv or blog? The chapter seems to have fairly significant cash reserves, can we reach out and involve more people? How about sponsoring webinars or offering scholarships to ANI?
< 6 months	I think it's difficult to score continuing education as 'extremely satisfied.' To me, Very Satisfied is an A. I save extremely satisfied for fantastic vacations.
< 6 months	Can we get certificates for our CPA CPE continuing education credits at the convention as was done in the past?
< 6 months	3 separate speakers on Healthcare reform was too much.
< 1 year	You do a great job...I need to be more engaged
< 1 year	Rotate meetings to different locations in the state, bring in new speakers and educational topics
< 1 year	have not personally participated enough to give a fair appraisal
< 1 year	Center of state locations, know it is difficult with so much area to cover, but, Helena, Great Falls seemed quite neutral for most everyone.
> 2 years	More interaction for groups that are outside of the core "billing" side of healthcare, such as more compliance, accounting/finance, and healthcare reform topics. Not all of us are billers, which seems to be a focus.
> 2 years	I am located in Missoula and both of the Chapter meetings have been too far for me to travel. We have never had a meeting in Missoula and we are the second largest city in Montana.

**Healthcare Financial Management Association
 HFMA Chapter Survey (FY11)
 Montana Chapter**

Please name any other topics that you would like to see your HFMA chapter address this year. Be as specific as possible.

Time since last attended an educational event	Comment
< 6 months	Work with MHA to improve data collection for benchmarking through Databank
< 6 months	no suggestions
< 6 months	I know that some of the Auditing firms have cost report workshops that cost extra money to attend, but it would be nice to have a beginners workshop.
< 6 months	Cost Report - I would like to see more information on the new form as we work through it. 990 - How to maximize non-profit status with the changes in Charity.
< 6 months	Changes in 1099's and W-2's
< 1 year	Medicaid issues, workers comp issues
< 1 year	Local impact of HC Reform
< 2 years	Statewide push to get members certified with CHFP.
> 2 years	MIC's, ZPIC, observation/one-day stay issues, hospital leader forum - Q&A session for HFMA members to ask a diverse group of leaders for input...

Healthcare Financial Management Association
HFMA Chapter Survey (FY11)
Montana Chapter

What would make your chapter's events so compelling that you would have to attend more frequently?

Time since last attended an educational event	Comment
< 6 months	topics listed above - but I attend every six months most of the time
< 6 months	Topics covered in my areas of responsibility.
< 6 months	topics covered
< 6 months	Topics addressed an central location
< 6 months	The determining factor is relevance of the agenda and educational program, keeping current on developments within the state (payers, regulatory, compliance)
< 6 months	Possibly a scheduled session for vendors. i.e., issues related to hospital/vendor relationships, decision-making, current trends in collective agreements.
< 6 months	Payor updates are always great -- I always get a lot out of the programs. My issue is really location. Billings and Great Falls are a long drive and many times, due to work obligations, I need to drive back and forth.
< 6 months	Nothing, they are already wonderful events. They address all the current topics of interest as well as provide wonderful networking opportunities. Very satisfied!
< 6 months	more interactive speakers and discussion... Powerpoints and a speaker without any interaction is getting boring and does not excite me to attend those session. Three sessions from this fall conference that I found very interactive and educational were: PFS roundtable, PFS legal issues with Adam Plotkin, and Financial reporting updates with Gordon from Bozeman Deaconess... opening the discussion among facilities and getting feedback is the best part of the MT HFMA conference and I wish we could have more sessions with this involvement.
< 6 months	keeping the events in Billings or Great Falls (center of state)
< 6 months	If they were closer. Lately they have all been held in the western part of the state. I drive 9 hours to get to Billings. Bozeman only shaves off 2 hours. Missoula would be a great option for me.
< 6 months	I think my chapter has great events.
< 6 months	I always attend.
< 6 months	I already attend whenever I can.
< 6 months	Have event closer to home to maybe cut down on travel expense.
< 6 months	Education
< 6 months	all of the areas marked on the previous page.
< 1 year	If more CFOs attended
< 1 year	I travel a good deal and timing and locations are not always workable
< 1 year	change educational topics, some speakers are rather dull, bring in a motivational speaker as you had done in the past
< 2 years	More time in my schedule.
> 2 years	Not being in Eastern Montana - Try Missoula

Healthcare Financial Management Association
HFMA Chapter Survey (FY11)
Montana Chapter

Please offer any other comment that you have for your chapter

Time since last attended an educational event	Comment
< 6 months	Please think of rotating meetings. Having Billings as a hub is great but with travel expenses being cut it would benefit many to have the meetings and conferences locally. Billings has a high member percentage but this may be due to the availability to reach the organization physically.
< 6 months	no additional comments
< 6 months	I've always felt very fortunate to attend HFMA meetings as there is always so much helpful information. Networking with the other facilities is also great!
< 6 months	I truly appreciate all the work and effort put in by the chapter organizers. It's a great organization. How about starting a listserv. Being so remote it would be great to hear feedback on a more regular basis from my peers. Thanks again for all you do!
< 6 months	I really enjoy the chapter meetings and the people I meet.
< 6 months	I enjoy going to the HFMA meetings for networking. I always learn from these meetings.
< 6 months	Change it up once and awhile and have fun! --- seems like the same set up all the time for the education format and style of speakers... I do appreciate the low cost of the conferences and many of the sessions and networking over the years have been very helpful. I just think it might be time to change it up a little bit and get members excited about participating again...
< 6 months	Can we get attendance certificates at the convention?
< 1 year	the information and contacts are very helpful
< 1 year	Not really all that familiar with the process of certification
< 2 years	Continues to be well run and informative. People in leadership are going the extra mile. Thank you,