

Healthcare Financial Management Association

HFMA Chapter Survey (FY16)

January 2016



Sample Size: 656
Responses Received: 118
Response Rate: 18%

FY16 Overall High Satisfaction: 65%
FY16 Overall Balanced Scorecard Target: 55% or 5% Improvement over FY15

FY15 Overall High Satisfaction: 65%
Favorable/Unfavorable FY15 to FY16: 0%

FY16 High Satisfaction is composed of: 33% **Very Satisfied**
32% **Extremely Satisfied**

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 May 31, 2015.

Survey Timeline:

- First email request with link to online survey sent on October 1, 2015.
- Second email with link to survey sent to non-respondents on October 14, 2015.
- Third request to complete survey sent to non-respondents on October 26, 2015.
- Final request to complete survey sent to non-respondents on November 1, 2015.

Healthcare Financial Management Association
 HFMA Chapter Survey (FY16)
 Washington-Alaska Chapter

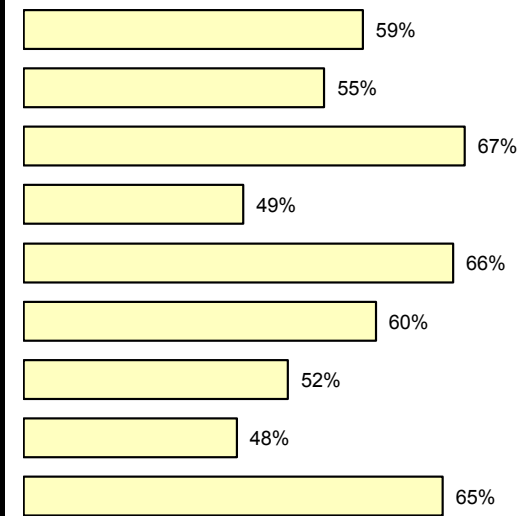
Your Members' Satisfaction Ratings

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

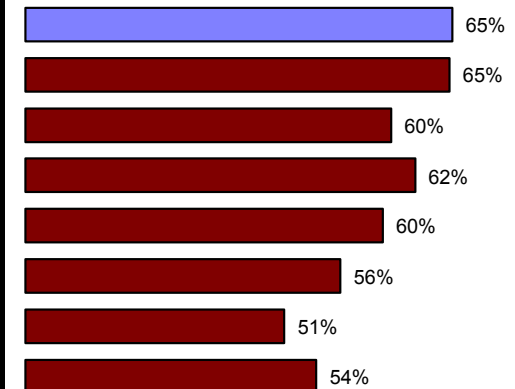
Table A: Satisfaction with chapter services

How satisfied are you with the following services offered?	Washington-Alaska Chapter				All Chapters
	FY16			FY15	FY16
	Low	Middle	High	High	High
The chapter educational programs overall	13%	28%	59%	58%	66%
The educational topics addressed at chapter programs	9%	36%	55%	61%	65%
The speakers at chapter programs	10%	23%	67%	65%	69%
The location of chapter programs	20%	32%	49%	47%	61%
The chapter's coverage of state and regional issues	7%	26%	66%	61%	67%
Chapter newsletter	7%	33%	60%	59%	66%
Chapter networking opportunities	14%	33%	52%	57%	61%
Chapter website	13%	39%	48%	56%	59%
HFMA chapter overall	5%	30%	65%	65%	69%

Your Chapter's FY16 High Satisfaction



Your Chapter's High Satisfaction History



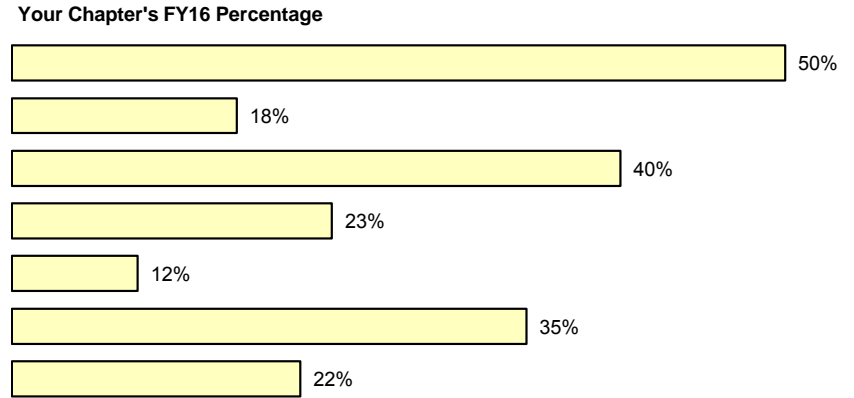
Washington-Alaska Chapter - Overall High Satisfaction History	FY16	65%
	FY15	65%
	FY14	60%
	FY13	62%
	FY12	60%
	FY11	56%
	FY10	51%
	FY08	54%

**Healthcare Financial Management Association
 HFMA Chapter Survey (FY16)
 Washington-Alaska 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	Washington-Alaska Chapter		All Chapters
	FY16	FY15	FY16
The educational topics addressed at chapter programs	50%	46%	47%
The speakers at chapter programs	18%	12%	21%
The location of chapter programs	40%	40%	34%
The chapter's coverage of state and regional issues	23%	29%	30%
Chapter newsletter	12%	16%	15%
Chapter networking opportunities	35%	36%	31%
Chapter website	22%	20%	22%



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, which would it be?		
	Washington-Alaska Chapter		All Chapters	Washington-Alaska Chapter		All Chapters
	FY16	FY15	FY16	FY16	FY15	FY16
The educational topics addressed at chapter programs	28%	18%	27%	22%	29%	20%
The speakers at chapter programs	4%	7%	8%	14%	5%	13%
The location of chapter programs	28%	24%	20%	12%	16%	14%
The chapter's coverage of state and regional issues	11%	17%	12%	12%	12%	18%
Chapter newsletter	4%	6%	5%	9%	10%	10%
Chapter networking opportunities	18%	18%	16%	17%	18%	15%
Chapter website	8%	10%	11%	13%	10%	11%

**Healthcare Financial Management Association
 HFMA Chapter Survey (FY16)
 Washington-Alaska Chapter**

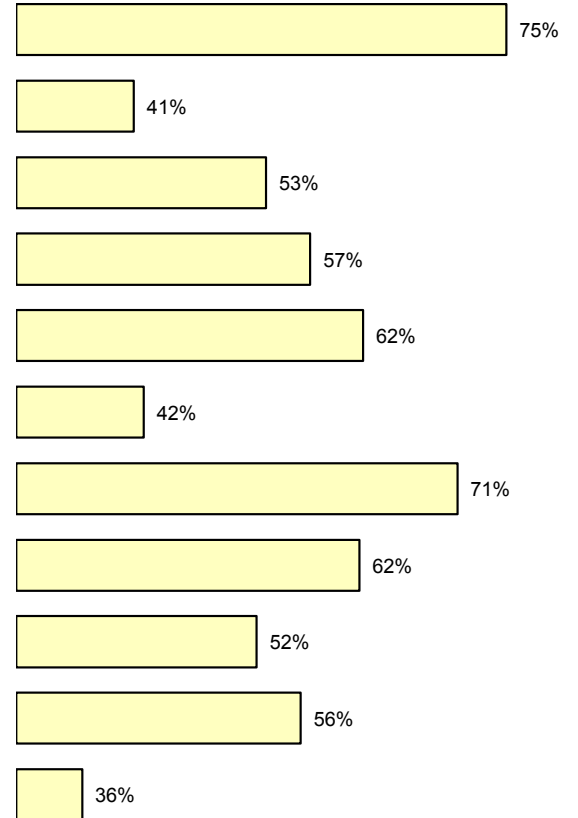
Topics of Interest to Your Members

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

Table C: Issues of local interest

Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year.	Washington-Alaska Chapter		
	FY16		
	Low	Middle	High
Trends and outlook for local healthcare industry	5%	19%	75%
Fiscal Intermediary/Medicare Administrative Contractor Reimbursement Update	15%	45%	41%
Denial and underpayment prevention and management	22%	25%	53%
Accounting and risk management for population health	11%	32%	57%
Data analytics and business intelligence	10%	28%	62%
Service line and clinical department financial planning	24%	35%	42%
State legislative and regulatory update	8%	21%	71%
State Medicaid program	15%	24%	62%
Local payors and employers response to healthcare reform	9%	39%	52%
Process improvement initiatives	12%	32%	56%
Managing financial and patient communication impacts of high deductible health plans	24%	40%	36%

Your Chapter's High Interest



**Healthcare Financial Management Association
HFMA Chapter Survey (FY16)
Washington-Alaska Chapter**

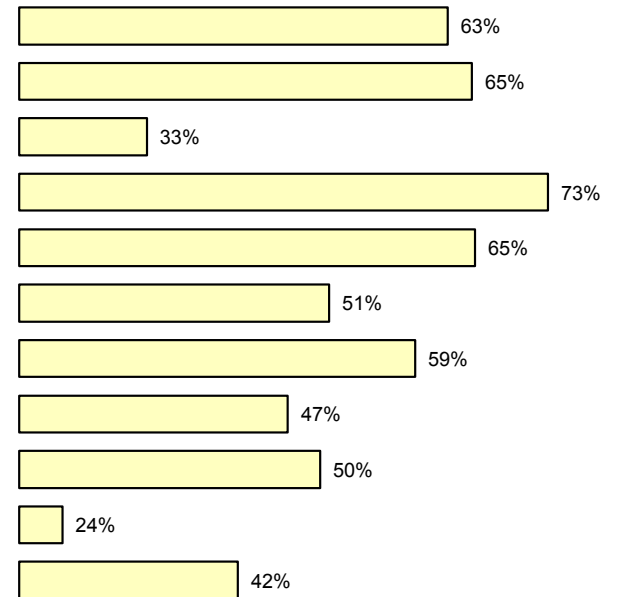
Topics of Interest to Your Members (continued)

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

Table D: Local perspective on topics of national interest

Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year.	Washington-Alaska Chapter		
	FY16		
	Low	Middle	High
Bundled payment reimbursement methodologies	16%	21%	63%
Accounting and financial reporting issues related to emerging payment models	6%	28%	65%
Front end cash and data collection processes	32%	35%	33%
Transistioning to value based payment models	5%	23%	73%
Changes in Medicare reimbursement policies	7%	27%	65%
Compliance with Medicare regulations	11%	38%	51%
New technologies in finance, revenue cycle, and clinical-financial integration	11%	30%	59%
Bending the healthcare cost trend	13%	40%	47%
Leadership communication skills	17%	33%	50%
Implementing the conversion to the ICD-10 standard	41%	35%	24%
Clinical and financial collaboration strategies	18%	40%	42%

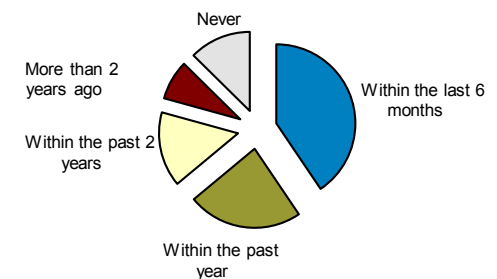
Your Chapter's High Interest



Data about Survey Respondents

Table E: Attending an education event

When was the last time that you attended a chapter event?	Washington-Alaska Chapter
	FY16
Within the last 6 months	41%
Within the past year	23%
Within the past 2 years	15%
More than 2 years ago	8%
Never	13%



Healthcare Financial Management Association
HFMA Chapter Survey (FY16)
Washington-Alaska Chapter

If you have rated your chapter as less than extremely satisfied, please tell us how we can improve. Please suggest better locations if location is an issue for you.

Time since last attended an educational event	Zip Code first three digits	Comment
< 6 months	995	Alaska does not have enough opportunities for education. We have one conference a year, and the agenda seems to be getting shorter, while the Washington's seem longer. There are no funds for traveling to Washington meetings. Granted, we are a 'small' State, but it is still discouraging. Perhaps you could share Powerpoints from the Washington meetings, and/or offer webcast versions. I've liked the 'Roadshows,' but I think they've been poorly advertised, and therefore poorly attended. I would also like to see more sessions on Reimbursement methodologies nuts & bolts. Thank you for asking.
< 6 months	657	Don't use the website much. when I have used it, information is not always up to date.
< 6 months	981	Due to budget constraints, more access with webinar presentations on changes in government reimbursement schemes would be helpful. I love the legislative updates.
< 6 months	900	I believe some fresh ideas are needed as Healthcare is changing. I noticed many members for example are not on LinkedIn and shun technology which is ironic as technology is what is shaping healthcare.
< 6 months	231	I cannot attend meetings during the first five business days of the month. There is usually at least one meeting per year that is scheduled this way.
< 6 months	982	I know that everyone is hard at work on improvements and don't double that we will resolve issues. There is no perfection, only the constant changes that push us forward.
< 6 months	980	I would like to see the engagement of more senior leaders in the HFMA meetings. The meetings are good educational opportunities, but lack the networking. I have heard vendors say that these are not as valuable to them because the senior decision makers are not at the events.
< 6 months	985	I would personally like to see more practical ways to address cost accounting and value added techniques that do not involve implementing a new software and advanced, like extreme pivot table, education opportunities.
< 6 months	993	It is hard to get great speakers who won't drop out at the last minute like what happened at our Portland Conference. The locations are too expensive. Try to find a central location to all our members. We have got to come up with a way to have more provider organization staff to attend our meetings. There are way too many debt collectors.
< 6 months	992	More events on the Eastern side of Washington would be helpful.
< 6 months	980	Networking opportunities could be better. Doesn't seem like the vendors are appreciated.
< 6 months	992	Overall, the education is very basic at the conferences, I can google and get the same info via webinar or articles. I'd like to see the in person information to be more of a case study when facilities are involved with presentations. The last couple I attended were very generic and just presented here is what we did. Example: We updated our chargemaster by working with this vendor. We want to understand HOW, take us through real examples of charge issues etc.
< 6 months	975	The Board of Directors should conduct their business at regularly scheduled meetings open to the general membership, not in private conference calls. Social activities should include more than sports events.

Healthcare Financial Management Association
HFMA Chapter Survey (FY16)
Washington-Alaska Chapter

If you have rated your chapter as less than extremely satisfied, please tell us how we can improve. Please suggest better locations if location is an issue for you.

Time since last attended an educational event	Zip Code first three digits	Comment
< 6 months	981	Website content needs to be updated on a regular basis.
< 6 months	991	Would like there to be online webinars available from prior events.
< 1 year	983	As someone involved in Behavioral Health rather than classic medicine, I have used my involvement to find areas where classic medicine can teach us something. To a reasonable extent, that has been successful, but there will always be differences. As we move more into first Behavioral and Addiction consolidation and slightly later Behavioral and classic medicine integration, I would like to see some discussion of the future as we struggle with the melding of these two cultures.
< 1 year	981	Downtown Seattle, North Seattle
< 1 year	980	I am not too aware of any meetings besides the February one that is near Seattle area. With all the cost cuts in healthcare, paying for travel is just not in the budget.
< 1 year	996	I am now working in Soldotna. The educational sessions generally happen in Anchorage, if they are not in Washington, and my current facility does not have the budget for administrative non-essential travel. So having distance options would be helpful. Also having scholarships that cover lodging and travel expense would be helpful for those of us who live outside Anchorage. The last Anchorage meeting had an agenda that was rather light on substance and full of soft skills. Those are hard to sell to our CEO's who approve our attendance. They are enjoyable and have good speakers, but more non-essential for a lot of us. Finally, having some education options that relate to clinics and physicians as well as hospitals would be a plus.
< 1 year	995	It would be beneficial for me if the annual conferences in Alaska would be scheduled during fall/winter time.
< 1 year	988	more events in eastern WA
< 1 year	660	Need more value based and ACO contracting topics along with other trends in healthcare reimbursement.
< 1 year	980	Offering more in the Seattle area
< 1 year	983	Please try Providence Health and Services at least once per year. Billie Jean Mounts was a chapter president in Florida for HFMA, and she would like to host events at Providence in Renton. Thank you.
< 1 year		still too vendor driven. I get tired of attending sessions and having to wade through the layers of vendors trying to get my business - of which I have little or no interest in giving to them
< 1 year	980	The timing of the chapter educational programs are usually during month-end close. Since many of us are accountants, I wonder if you would have better participation if the conferences were held the latter half of the month.
< 2 years	982	Location not an issue, ability to get away from work demands is the issue
< 2 years	981	Thank you, I would prefer locations closer to the city of Seattle. I manage the finance department of an orthopedic office so many of the tools are hospital driven and not physician focused.

Healthcare Financial Management Association
HFMA Chapter Survey (FY16)
Washington-Alaska Chapter

If you have rated your chapter as less than extremely satisfied, please tell us how we can improve. Please suggest better locations if location is an issue for you.

Time since last attended an educational event	Zip Code first three digits	Comment
< 2 years	995	Would like their to be at least quarterly meetings in Alaska.
< 2 years	984	Would like to see more in the Seattle/Tacoma area. I would think there is enough membership in Seattle/Tacoma to support a monthly "meeting" with a speaker, any chapter business, and supported networking. The big events are great, but if you miss one it's a year before you see those people again - maybe longer depending on the next location. It would also give people a chance to speak in a smaller forum and gain confidence to bring their message to the larger group. It also be easier to plan for attending if you knew that the chapter met the last Tuesday (for example) of each month. Buy your own dinner at a moderately priced restaurant (the same every month) that has a banquet room for 30 or so people.
> 2 years	988	I have not taken advantage of attending conferences yet and would like to get more involved. After my involvement, I will have a better understanding of networking opportunities.
> 2 years	986	Located in Vancouver Washington with no budget to get to the other areas.
Never	986	Cost for the conferences can be prohibitive. Maybe add some local networking socials similar to what some Chamber of Commerce chapters do. A small social gathering with one speaker or just a question/answer panel?? Membership could attend for free or very low cost to improve networking opportunities.
Never	970	I was a member of the Oregon chapter for a number of years and then dropped out of the membership for a couple of years when I changed jobs to work in Washington. I worked as the Oregon chapter web master for a couple of years. I am new to this chapter and do know the web address for the chapter. I have not received instructions on login to the national site. I have not received a Washington chapter newsletter or a welcome email. I have not attended any Washington programs as I do not know dates or times. I was not sure that I was actually a member but I know that I paid. I did receive 2 HFMA magazines. Not sure why I got two of the same magazine so I figured my membership was messed up somehow.
Never	980	I'm so new, I don't know that I can offer any advice - I haven't even been to a meeting! Which, surprises me how few there are... seems to me there should be one every month and move it around among the local areas so that everyone gets a chance at going to a meeting nearby.
Never	980	Just started receiving the newsletters as I believe our company was previously blocking the emails. Looking forward to exploring more now that I am getting info.
Never	981	Something a little closer to home would help, but I understand that is different for everyone. Washington, Oregon, or even Canada.
Never	982	The location of the meetings, while convenient for those in metro areas, keep me from attending. If the subject matter were more compelling, I may be persuaded to make the trip but that has not thus far been the case.

Healthcare Financial Management Association
HFMA Chapter Survey (FY16)
Washington-Alaska Chapter

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

Time since last attended an educational event	Zip Code first three digits	Comment
< 6 months	890	A track on clinic on provider clinic operations and revenue cycle standards/processes/best practice.
< 6 months	992	Better and more training for CHFP certification.
< 6 months	975	Changes to GAAP and AICPA updates.
< 6 months	991	Chargemaster items and separate surgical supplies ect. Key tips for the suggested set up.
< 6 months	995	How the ICD-10 affects MS-DRG and RUGS reimbursement. Opportunities to improve reimbursement. If centralizing healthcare Financial support services versus regional resources is better, proved by dollars saved.
< 6 months	980	survey is too long
< 1 year	983	340B, Reimbursement based on value models, Review and TIMELINE of upcoming government programs and what overlaps to be aware of to meet requirements to gain incentives.
< 1 year	983	Behavioral and Medical Integration
< 1 year	370	Cannot think of any
< 1 year	996	Government grants, accounting and financial reporting aspects. FQHC and RHC issues, in conjunction with physician clinics general concerns.
< 1 year	334	Retirement--Living the good life
< 2 years	981	Business office staff development and retention please.
< 2 years	984	Cost accounting models ... particularly related to physician activity. Probably in the realm of data analytics - but specifically how technologies like RFI and badge swipes can be used to help understand costs and operations.
Never	988	As an economist I greatly enjoy any analysis ideas or new methodologies in decision making.
Never	986	Labor management strategies

Healthcare Financial Management Association
HFMA Chapter Survey (FY16)
Washington-Alaska Chapter

What would make your chapter's events so compelling that you would have to attend more frequently? Please also offer any other comments you would like to offer your chapter.

Time since last attended an educational event	Zip Code first three digits	Comment
< 6 months	983	As a vendor, networking and access to build relationships to providers and decision makers are key to my ability to attend and have value to the conferences.
< 6 months	295	Becoming the place to get insights you cant get elsewhere
< 6 months	231	Best weeks for me to attend are the last two weeks of the month. Speakers and topics are generally pretty good. The rooms in Portland were somewhat expensive.
< 6 months	992	Better educational info from the speakers. Everything is so high level, I don't get anything out of it. Take it to the next level, make it interactive and you'll get better attendance.
< 6 months	890	Lean methods, Best practice revenue cycle operations, IP & OP CDI partnerships.
< 6 months	657	More 1 day or 1/2 meetings. It's getting harder to be gone for 2-3 day conferences.
< 6 months	995	More depth to Reimbursement models, Cost Report details versus just an overview. Example: wage index implications, A-8-1 pooled expenses disadvantages to lumping all into Admin.
< 6 months	581	more events in Eastern WA
< 6 months	900	More networking and discussions
< 6 months	993	more providers and a central location.
< 6 months	981	Networking opportunity
< 6 months	982	Physician compensation models that integrate quality metrics and/or topics of relevance to independent medical groups.
< 6 months	981	They are compelling, we are just on very tight budgets, so much of my ongoing education is via webinars free to members.
< 1 year	043	Charlie Brown did a phenomenal job as President!
< 1 year	993	Doing a great job. I only miss a meeting when my work requirements make me unavailable.
< 1 year	982	Full day of educational sessions relevant to my position.
< 1 year	980	Half day event in last two weeks of the month. Networking. Close enough so no real travel is involved.
< 1 year	940	Hold them in Yakima or Tri-Cities areas
< 1 year	996	I really appreciate all the work the volunteers and other members put into making the events happen. They are pretty good overall events in terms of speakers, venues, food, etc.
< 1 year	995	It would be beneficial for me if the annual conferences in Alaska would be scheduled during fall/winter time.
< 1 year	370	my attendance is contingent upon employer approval
< 1 year	983	Please have events in Renton at Providence Health & Services. Provide travel vouchers based on number of webinars attended for HFMA national, so that there is incentive to travel to eastern WA for chapter events.

**Healthcare Financial Management Association
 HFMA Chapter Survey (FY16)
 Washington-Alaska Chapter**

What would make your chapter's events so compelling that you would have to attend more frequently? Please also offer any other comments you would like to offer your chapter.

Time since last attended an educational event	Zip Code first three digits	Comment
< 1 year	980	timing of the chapter events - should be last part of month
< 1 year	660	Topics based on contracting and reimbursement.
< 2 years	984	Frequency and location. I'm with a small company in Tacoma and typically cannot justify the time off for the big meetings.
< 2 years	982	More focus on acute care hospitals and the transitions to outpatient models with employed providers.
< 2 years	981	New information, often when I attend the events I have heard the information before.
> 2 years	981	I don't feel supported by my company to attend. Only higher up mgmt. positions attend.
> 2 years	992	locate more in Spokane
> 2 years	986	Reimbursement Track..
> 2 years	986	Travel budget always gets cut. The closer the better. We tend to attend Oregon HFMA because most of the events are near Portland and thus here in Vancouver.
Never	986	A local event with a mentoring panel of professionals that attendees could round table with and discuss various current issues.
Never	970	Connections to the people in HFMA.
Never	980	Great content and close proximity to my work site.
Never	988	I think the main speaker and a couple financial analysis speakers would compel me to attend. Also, I am new to HFMA within the last 4 months, so I will be attending soon.
Never	990	I'd love to attend - difficult budgeting wise, and it's also never easy to get away from work! One day....
Never	982	Location and subject matter. I often find that about half of the topics would be of relevance but the other half would not be of benefit.
Never	981	Location closer to Washington
Never	993	New to the chapter, but would be more compelled to attend if some meetings were closer to the Tri-Cities.

Healthcare Financial Management Association

HFMA Chapter Survey (FY16) - Provider/Payer Dataset

January 2016



Provider/Payer Responses Received: 87

FY16 Overall Provider/Payer High Satisfaction: 67%

FY16 Provider/Payer High Satisfaction is composed of:

35%	Very Satisfied
32%	Extremely Satisfied

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 May 31, 2015.

Survey Timeline:

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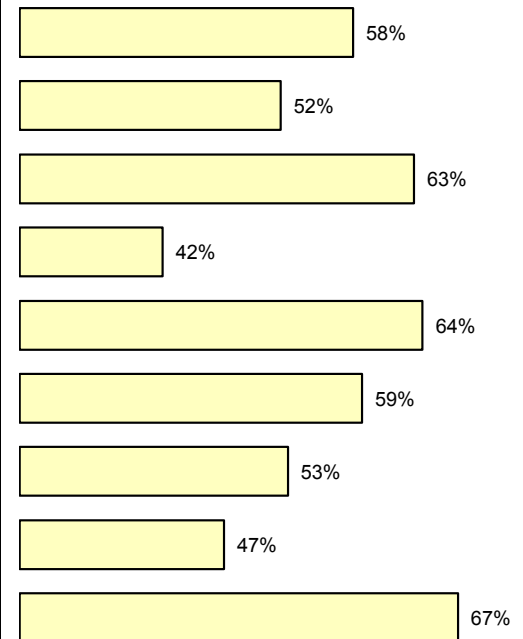
Healthcare Financial Management Association
 HFMA Chapter Survey (FY16) - Provider/Payer Data Set
 Washington-Alaska Chapter

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?	Washington-Alaska Chapter				All Chapters
	FY16			FY15	FY16
	Low	Middle	High	High	High
The chapter educational programs overall	11%	30%	58%	57%	65%
The educational topics addressed at chapter programs	7%	41%	52%	61%	64%
The speakers at chapter programs	11%	25%	63%	62%	69%
The location of chapter programs	22%	36%	42%	46%	59%
The chapter's coverage of state and regional issues	6%	29%	64%	62%	66%
Chapter newsletter	6%	35%	59%	60%	65%
Chapter networking opportunities	12%	35%	53%	63%	61%
Chapter website	11%	42%	47%	54%	59%
HFMA chapter overall	4%	29%	67%	62%	68%

Your Chapter's FY16 High Satisfaction



Provider/Payer High Satisfaction History



Washington-Alaska Chapter - Provider/Payer High Satisfaction History	FY16	67%
	FY15	62%
	FY14	62%

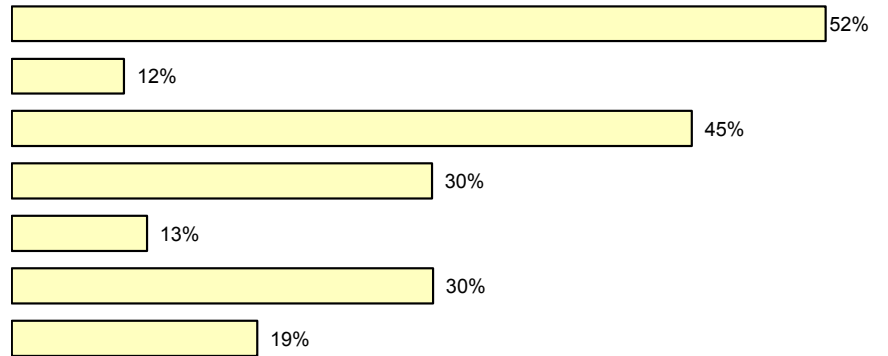
**Healthcare Financial Management Association
 HFMA Chapter Survey (FY16) - Provider/Payer Data Set
 Washington-Alaska Chapter**

Services Your Members Would Most Like to Improve

Table B1: Improving your chapter

Combination of the top two services to improve your HFMA chapter	Washington-Alaska Chapter		All Chapters
	FY16	FY15	FY16
The educational topics addressed at chapter programs	52%	50%	50%
The speakers at chapter programs	12%	12%	21%
The location of chapter programs	45%	40%	36%
The chapter's coverage of state and regional issues	30%	34%	31%
Chapter newsletter	13%	16%	15%
Chapter networking opportunities	30%	26%	26%
Chapter website	19%	23%	20%

Your Chapter's FY16 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, which would it be?		
	Washington-Alaska Chapter		All Chapters	Washington-Alaska Chapter		All Chapters
	FY16	FY15	FY16	FY16	FY15	FY16
The educational topics addressed at chapter programs	29%	18%	30%	23%	32%	20%
The speakers at chapter programs	5%	9%	8%	6%	3%	13%
The location of chapter programs	30%	24%	22%	14%	16%	14%
The chapter's coverage of state and regional issues	14%	21%	12%	16%	13%	19%
Chapter newsletter	4%	5%	5%	9%	11%	10%
Chapter networking opportunities	11%	10%	12%	18%	16%	14%
Chapter website	6%	13%	11%	13%	11%	10%

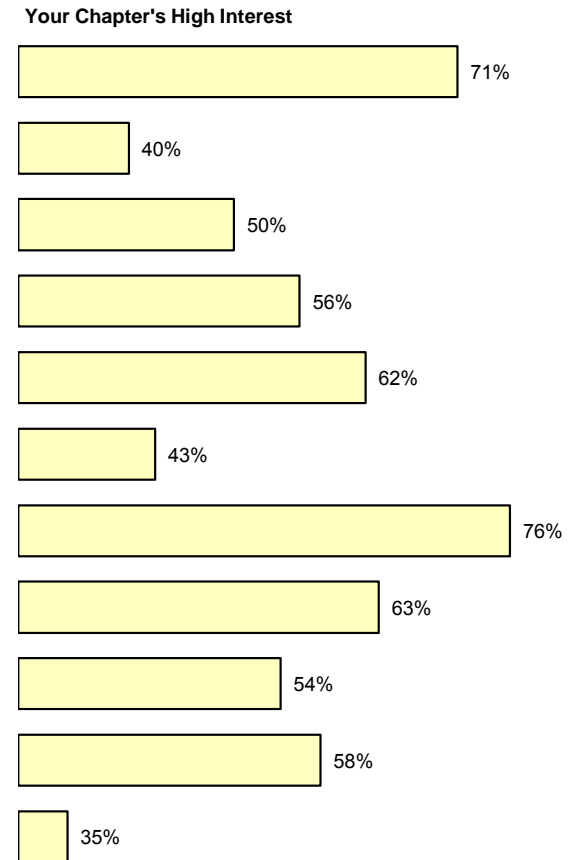
**Healthcare Financial Management Association
 HFMA Chapter Survey (FY16) - Provider/Payer Data Set
 Washington-Alaska Chapter**

Topics of Interest to Your Members

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

Table C: Issues of local interest

Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year.	Washington-Alaska Chapter		
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Trends and outlook for local healthcare industry	5%	24%	71%
Fiscal Intermediary/Medicare Administrative Contractor Reimbursement Update	13%	46%	40%
Denial and underpayment prevention and management	22%	28%	50%
Accounting and risk management for population health	9%	35%	56%
Data analytics and business intelligence	10%	28%	62%
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State legislative and regulatory update	6%	18%	76%
State Medicaid program	12%	24%	63%
Local payors and employers response to healthcare reform	10%	36%	54%
Process improvement initiatives	10%	32%	58%
Managing financial and patient communication impacts of high deductible health plans	25%	41%	35%



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HFMA Chapter Survey (FY16) - Provider/Payer Data Set
Washington-Alaska Chapter**

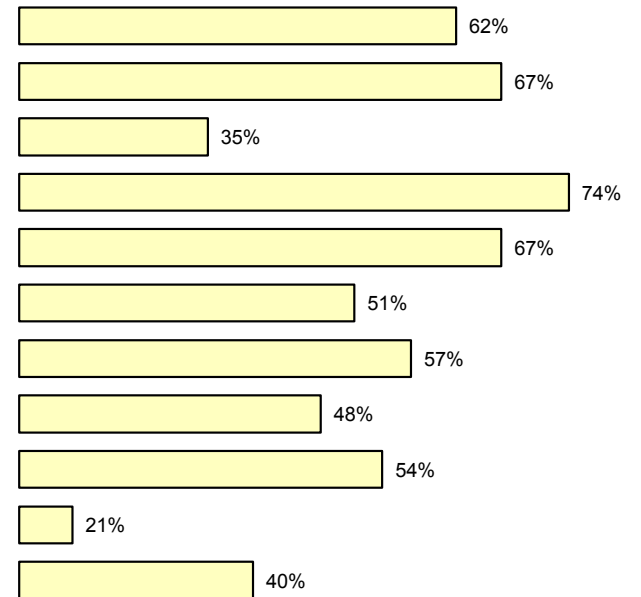
Topics of Interest to Your Members (continued)

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

Table D: Local perspective on topics of national interest

Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year.	Washington-Alaska Chapter		
	FY16		
	Low	Middle	High
Bundled payment reimbursement methodologies	18%	20%	62%
Accounting and financial reporting issues related to emerging payment models	6%	27%	67%
Front end cash and data collection processes	29%	35%	35%
Transistioning to value based payment models	5%	21%	74%
Changes in Medicare reimbursement policies	7%	26%	67%
Compliance with Medicare regulations	11%	38%	51%
New technologies in finance, revenue cycle, and clinical-financial integration	10%	33%	57%
Bending the healthcare cost trend	11%	41%	48%
Leadership communication skills	14%	31%	54%
Implementing the conversion to the ICD-10 standard	43%	37%	21%
Clinical and financial collaboration strategies	17%	43%	40%

Your Chapter's High Interest



Data about Survey Respondents

Table E: Attending an education event

When was the last time that you attended a chapter event?	Washington-Alaska Chapter
	FY16
Within the last 6 months	28%
Within the past year	29%
Within the past 2 years	17%
More than 2 years ago	10%
Never	17%

