



Survey Committee Minutes

Date: Friday December 2, 2009
Where: Conference Call @ 10 a.m. Central
Present: Jackie Willett, Chair
Bob Burleigh
Patrick Lukas
Karen Olson
Brad Lund – ISAM

Absent: Dan Stech
Julie Urda
Michelle Botana -- ISAM

I. DAYS IN A/R SURVEY

- ❖ Survey ended, Brad believes over 70 participants. Will work on solution to compile results. Will plan 'note'/teaser in *Billing*, along with note reminding participants that results are always de-identified.

II. PQRI Survey

- ❖ Survey will be closing soon. We had over 60 participants. ISAM will work on compiling the results.

III. HBMA Client Newsletter

- ❖ Andy Kokosa, Chair of PR Committee, may want the Survey Committee to initiate a Survey in regard to the desire for a Client Newsletter. UPDATE: Andy informed Committee Survey not needed.

IV. HR Benefit Survey

- ❖ Committee reviewed initial draft of Survey. Discussion around some enhancements to the product. Jackie will make those discussed and send to Michelle for Draft 2. Goal to release: January 2009.



v. PECOS Online Survey

- ❖ Discussion from HBMA leaders that a PECOS Online Enrollment Survey might be a good idea as well as Dr. Rogers has reached out to HBMA for input on how online enrollment is doing. After discussion, and the fact that billing entities can't provide online enrollment at the current time so our membership should/would have no significant input it was decided that Bob will assist Brad in drafting a HBMA Eblast asking for anyone whose provider has had experience with online enrollment and/or difficult with the system to contact Brad. We believe this number will be low but this will afford Brad the opportunity to explore the challenges with the member.

Call adjourned at 10:45 a.m.

REMINDER:

Survey Committee Calls are the first Friday of every month at 10:00 a.m. Central Time.

HBMA conference call number

Call in Number: 866-642-1665

Access Code: 2451362