

Survey Committee Meeting Minutes

July 1, 2009
11:00am EST

Present

Shawn Keough-Hartz
Brad Lund
Karen Olson
Bob Burleigh

Michelle Botana
Patrick Lukacs

Absent: Jackie Willett
Julie Urda
Dan Stech

Committee Accomplishments:

- PQRI Survey (UPDATE) - Complete
- DAYS IN A/R SURVEY (UPDATE) Compiled and released March 11, 2009. Complete
- Crossover Survey - Complete
- AHIP Survey - Complete

Committee Considerations:

- MCPSS SURVEY (UPDATE) - 6/5/09 Brad sent results directly to Bob Burleigh for compilation. Bob anticipates completion by Monday, June 15, 2009. Results will be reviewed by committee members and given to Government Relations committee immediately for presentation at the June meeting with CMS. Comments made by survey committee members must be made on June 15, 2009. Note: This survey was held open so long to obtain a greater number of respondents. This survey was launched differently this year with expectation of completion for each MAC/FI. We would anticipate a much greater rate of response due to companies having activity in multiple states. Follow-up was completed on numerous occasions throughout the process to include phone calls from government relations committee members, encouragement by various speakers and board members at the spring conference, etc. **7/1/09 UPDATE: Bob gave an update - had approx 96 responses. Information was consistent. CMS recognizes the value.**
- Education Committee Request - Survey Request was approved
- EMR Survey Request - Survey Request was approved

Discussion took place with regards to combining the Education and EMR Surveys to launch as one survey. The decision was made to proceed in this manner to decrease the burden on our members and eliminate the delay in releasing the surveys due to committee needs which ultimately benefit the members. Suggestions were made regarding questions and compilation needs. Further, it was discussed that the results of the education survey need only be released to the Education Committee. The EMR survey information questions and results should be shared in the form of a Billing article written by the Technology Committee as this information would be very valuable to the members in terms of competitiveness, etc.

7/1/09 Update: There are several issues within the survey.

Question #16 & 17 – Question #17 was a copy and paste but should not have been.

Questions #21 and #22 - specifically need correction. In addition, those that were multiple choice they were difficult to see and confusing to stay on track. Suggestion: make the buttons a different color when they are answered. Question # -- - asking about subjects for national comments in terms of topics allowed for 9 categories but there were 10 buttons.

Question # 31 - allows for ranking. There is confusion. We need to give better direction in future.

Question regarding attendance of Fall and Spring Meeting were the same. There should have been a differentiation because of Annual Meeting/Spring Meeting

There are differences in font size. It is a feature of the survey tool. This will be resolved with the new tool.

EHR was referenced instead of EMR.

Bottom line: all of our process was followed. This was a learning lesson regarding our QA process. As a committee, we will be more diligent in completing this process to assist with elimination of errors and/or providing clear guidance in crafting questions and responses. Michelle will give the committee a timeline for completing their QA within the text of the email to assist with time management for committee members and assurance of completion of the QA process.

Timeline is as follows:

Review by Patrick and Michelle for inclusion of committee suggestions

Wednesday, June 17, 2009 - sample launch to the Survey committee for committee review. Sample to the committee on the June 18, 2009. Patrick, Dan and Shawn sent comments. There was concern by some committee members as to whether they actually received the QA launch.

Wednesday, June 24, 2009 – QA launch to Survey committee and Education Committee chairs. This version will include edits from June 17th launch. There was a QA sample launched to the committee on the 24th. It was missed.

Tuesday, June 30, 2009 – Target Date for launching survey to members.
Survey was launched timely.

Survey to be open for three weeks with weekly reminders. Suggestion: last reminder 2 days prior to close.

Tuesday, July 21, 2009 – Close Date

Friday, July 24, 2009 – Results sent to Survey Committee members for review and edit – Michelle, please send this directly to all survey members.

Thursday, July 30, 2009 – Results due to Education Committee and Technology Committee.

- **SURVEY SOFTWARE** - Michelle & Brad have viewed another software which appears to be more conducive to our needs. Significant discussion took place regarding capturing of demographic needs while not burdening the members to complete. Discussion included capture based upon email address vs. member number and validity of information captured within the survey process.
- The cost of this software was originally \$10K but, has been negotiated to \$5 annually.
- Michelle will determine a few dates when a demo can be shown to the committee. Shawn offered again to review the process as she would like to eliminate some of the manual functions required under our current solution. All committee members are encouraged to participate in this demo.

Update: 7/1/09 Committee met with the supplier for a demo and agreed to move forward on the new survey tool. Michelle will proceed with training and the next survey will be launched on the new tool! Michelle and Brad, thank you for continuing on with the search. Thank you! This tool should be able to support our process and refined processes nicely. Again, thank you.

- HR SURVEY - Complete - Results were sent to committee members on May 19, 2009. No comments were made by members. Chair will resend results for comment. Results have not been released to the survey participants. This should be accomplished by June 19, 2009. **The survey was released on June 24th.**