



Present

Shawn Keough-Hartz
Jackie Willett
Bob Burleigh
Karen Olson

Michelle Botana
Brad Lund

Absent

Patrick Lukacs
Dan Stech
Julie Urda

AGENDA

- PQRI Survey (UPDATE) – Holly agreed to send to Dr. Nedza & Bill Rogers; Posted on Website; Billing Publication

Results were sent to Dr. Susan Nedza and Dr. Bill Rogers. Put out publically on the HBMA website; Results were emailed to Don Rodden for BILLING publications.

- DAYS IN A/R SURVEY (UPDATE) - Dan is compiling – we are receiving many requests. Need a date to release.

Many members are awaiting results. We need to release to members. Bob indicated that at the O&M, many people who could actually participate don't participate as the survey request is limited to the principle member. For future, it is recommended that the survey requests be opened to more than 1 contact for the member. Should we have duplicate submissions, the data could be filtered out by company membership number.

Discussion took place regarding principle members making the decision as to who would complete the survey requests. A consideration is for future survey requests to send an email asking for participation and advising the survey is underway. This would allow everyone to choose to participate. If an employee sees it but was not sent the survey request, they could check with the principle member. Once the email is sent, we at this time will continue to send surveys to all principle members. It is a manual process so all requests will go to all principle members at this time. We need the technology to go to focus groups in the future.

Bob will provide follow-up to determine status of compilation of results. We will wait a week. If no response, we will make alternative plans.

Recommended purchase pricing to the finance committee for the AR Survey is \$250.

- HR SURVEY (UPDATE) - Committee approval needed for release of results

Responses were 205. It was a record. It was however; something people could answer easily and not have to reference data. Committee agrees results are excellent and may be released. This will be publicized on the website and all that participated will be sent a link. This was limited to release to those who participated. Those who did not participate may purchase. The idea for the survey came from the message board.

Recommendation for deployment of this survey is totally regionally. HBMA Office will compile. Thank you Michelle! Once compiled by region, the recommended charge \$100.00. The thought is that it would be beneficial for the members.

MCPSS SURVEY (UPDATE) – Deployed 2/24/09 – there was a reminder on 3/4/09. So far, there is minimal participation. There was no end date requested. Perhaps a reminder from Bill Finerfrock would be helpful. Shawn will check with Bill Finerfrock to send a reminder. The reminder will be sent to Michelle to deploy.

New Business:

- Committee Goals – SPS Hold discussion for next meeting.
- Education Com Survey - Comments – survey is too long and needs

rewritten. Ready to be released in May. Bob and Jackie will work with Paul next week perfect. Shawn will advise the education committee and Paul.

- Crossover Survey Request – The committee will review and release next week to the membership. Bob will review. MGMA had deployed and has obtained their results.
- AHIP Survey Request - This falls under Sheri's committee. There is a meeting in June and are seeking specific information regarding denial management. Jackie is working with Sheri. Thank you Jackie and Sheri!
- Request from Vendors for Surveys - example EHR Survey Hold for next month as requires additional committee discussion. We can meet at the spring meeting.
- Scheduling of committee surveys – Shawn will have the following information placed into an excel spreadsheet. We would like to begin tracking the process to assist us in developing goals for survey development; survey release; compilation and ultimately release to the members or intended audience.

- Request to committee
- Committee approval
- Draft questions from Initiating Committee
- Survey Committee Edits – ISAM
- Survey Committee Approval of Draft
- Initiating committee review of Draft
- Edits – ISAM
- Survey Committee Final Review
- Initiating Committee Final Review & Approval
- Approval of Survey Committee
- Launch
- Desensitizing Results
- Compilation of Results – either Dan as Survey Committee
- - Or ISAM
- Survey Committee Review of Results
- Publication of Results

- Ad for personnel - Shawn will send Patrick's recommendations to the entire committee for review and additions. The intent is to release an "ad" on the list serve.
- Survey Software – March 10, 2009 11:00am EST - Please plan to attend. Below is the link and conference number for our demonstration.

<https://www1.gotomeeting.com/join/231803070>

Dial 646-558-2932

Access Code: 231-803-070

Audio PIN: Shown after joining the meeting

Meeting ID: 231-803-070