



Care Coordination

An independent HealthLeaders Media survey supported by



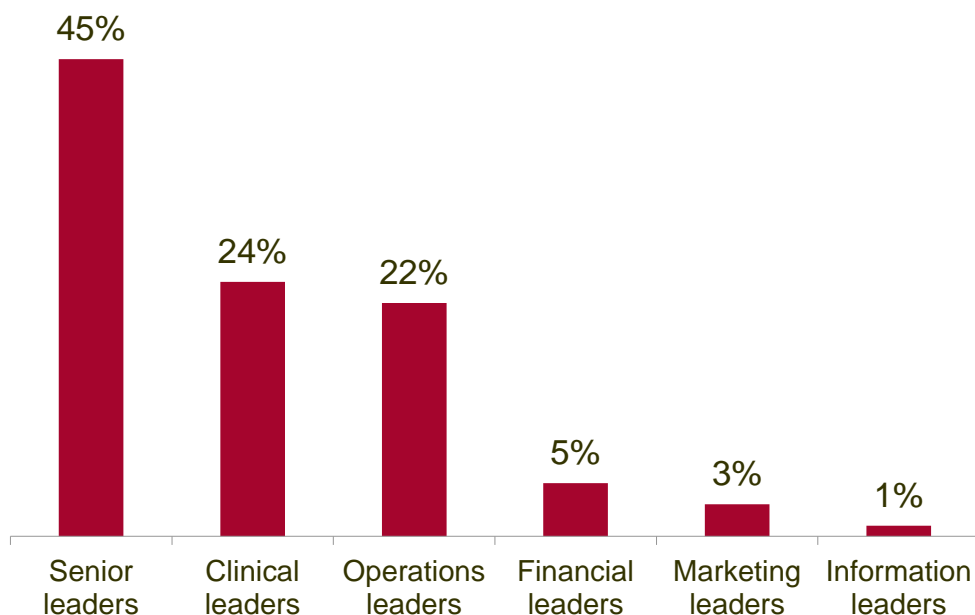
CAPELLA UNIVERSITY

Methodology

- A three-question survey on care coordination was sent to members of the HealthLeaders Media Council in July 2015
- The HealthLeaders Media Council comprises executives from healthcare provider organizations who collectively deliver the most unbiased industry intelligence available
- A total of 131 completed surveys are included in the analysis
- The margin of error for a base of 131 is +/-8.6% at the 95% confidence interval

Respondent Profile

Respondent Profile – Title



Base = 131

Senior leaders

CEO, Administrator, Chief Operations Officer, Chief Medical Officer, Chief Financial Officer, Executive Dir., Partner, Board Member, Principal Owner, President, Chief of Staff, Chief Information Officer, Chief Nursing Officer, Chief Medical Information Officer

Clinical leaders

Chief of Cardiology, Chief of Neurology, Chief of Oncology, Chief of Orthopedics, Chief of Radiology, Dir. of Ambulatory Services, Dir. of Clinical Services, Dir. of Emergency Services, Dir. of Inpatient Services, Dir. of Intensive Care Services, Dir. of Nursing, Dir. of Rehabilitation Services, Service Line Director, Dir. of Surgical/Perioperative Services, Medical Director, VP Clinical Informatics, VP Clinical Quality, VP Clinical Services, VP Medical Affairs (Physician Mgmt/MD), VP Nursing

Operations leaders

Chief Compliance Officer, Chief Purchasing Officer, Asst. Administrator, Chief Counsel, Dir. of Patient Safety, Dir. of Purchasing, Dir. of Quality, Dir. of Safety, VP/Dir. Compliance, VP/Dir. Human Resources, VP/Dir. Operations/Administration, Other VP

Financial leaders

VP/Dir. Finance, HIM Director, Director of Case Management, Director of Patient Financial Services, Director of RAC, Director of Reimbursement, Director of Revenue Cycle

Marketing leaders

VP/Dir. Marketing/Sales, VP/Dir. Media Relations

Information leaders

Chief Technology Officer, VP/Dir. Technology/MIS/IT

Respondent Profile – Employment

Which of the following best describes your place of employment?

	Percent
Hospital	45%
Health system (IDN/IDS)	27%
Physician org (MSO, IPA, PHO, clinic)	11%
Long-term care/SNF	7%
Health plan/insurer	4%
Government, education/academic	3%
Ancillary, allied provider	3%

Base = 131

Respondent Profile – Size of Organization

Number of beds

	Percent
1–199	46%
200–499	36%
500+	19%
Base = 59 (hospitals)	

Number of sites

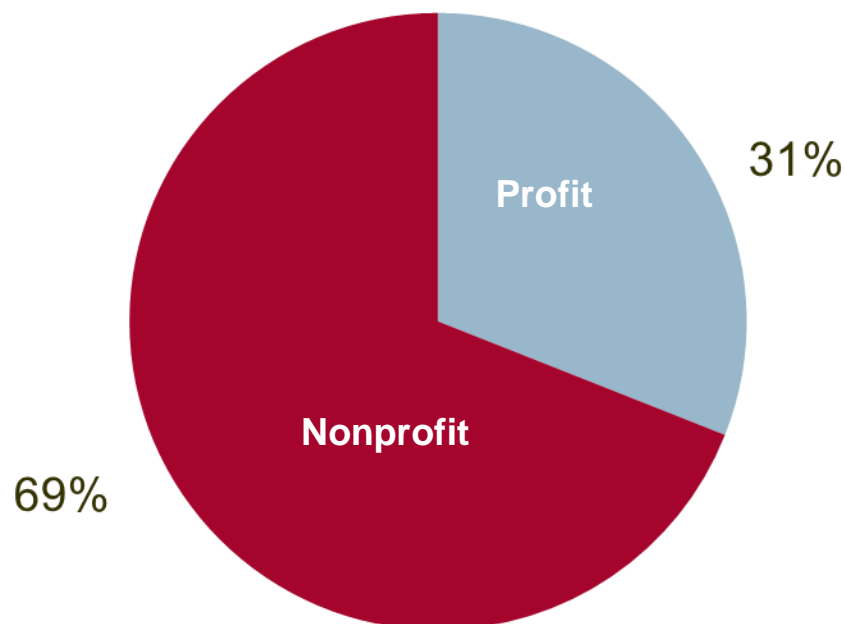
	Percent
1–5	25%
6–20	31%
21–49	44%
Base = 36 (health systems)	

Number of physicians

	Percent
1–9	21%
10–49	29%
50+	50%
Base = 14 (physician orgs)	

Respondent Profile – Type of Organization

Which best describes your type of organization?

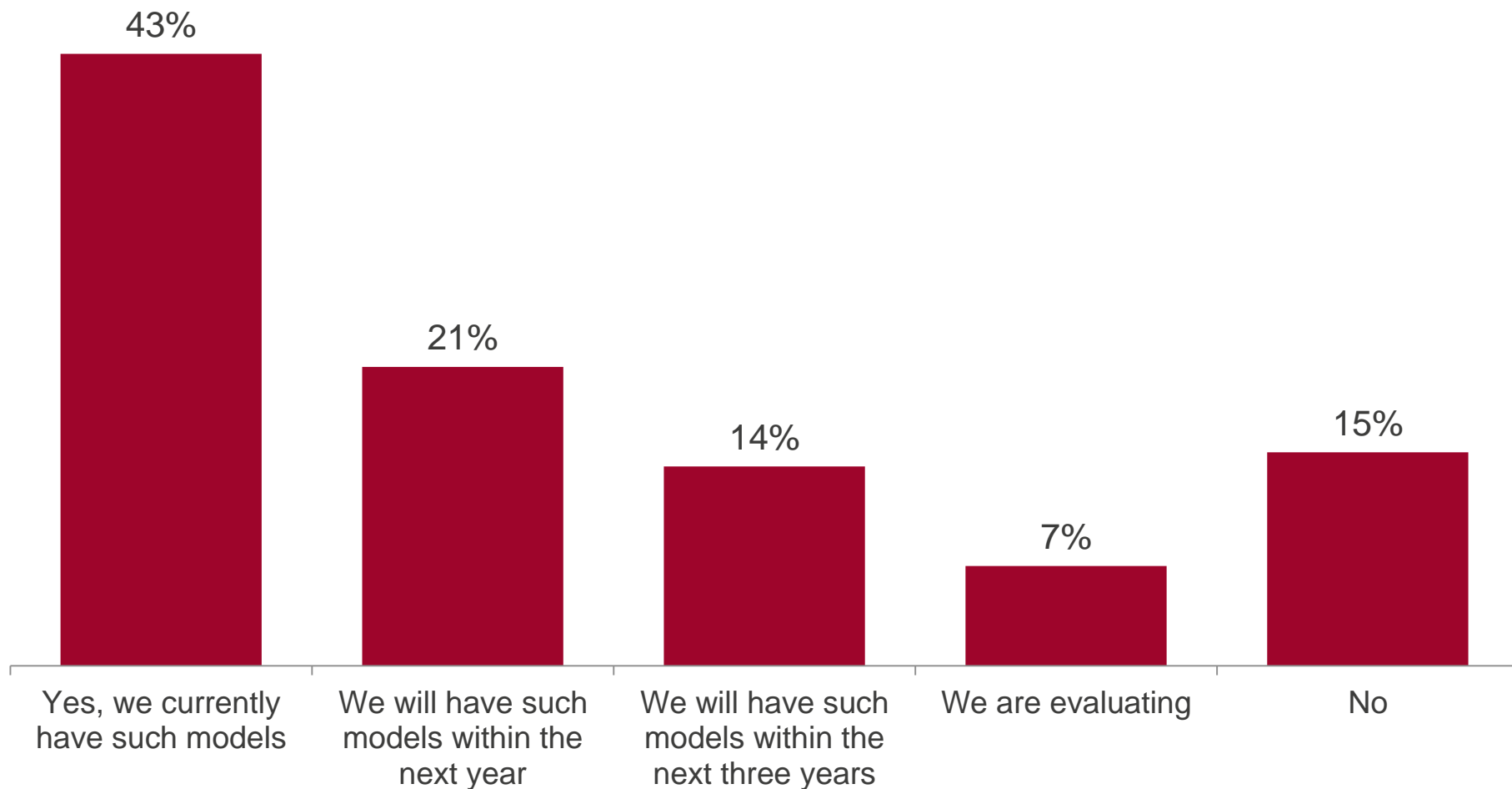


Base = 131

Survey Results

Status of Comprehensive Care Coordination

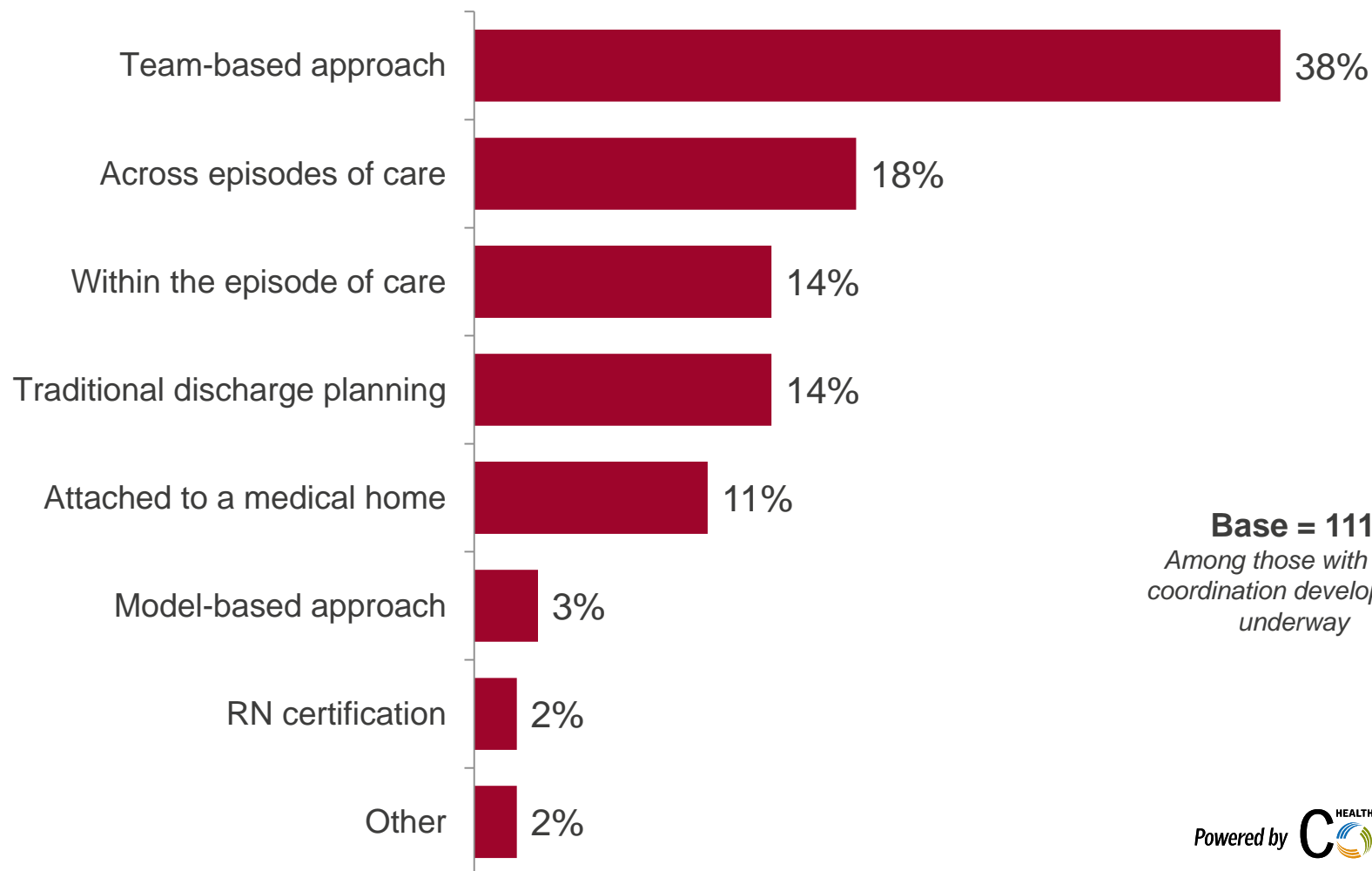
Has your organization developed comprehensive care coordination?



Base = 131

Primary Approach to Care Coordination

Which of the following definitions best describes your primary approach to care coordination

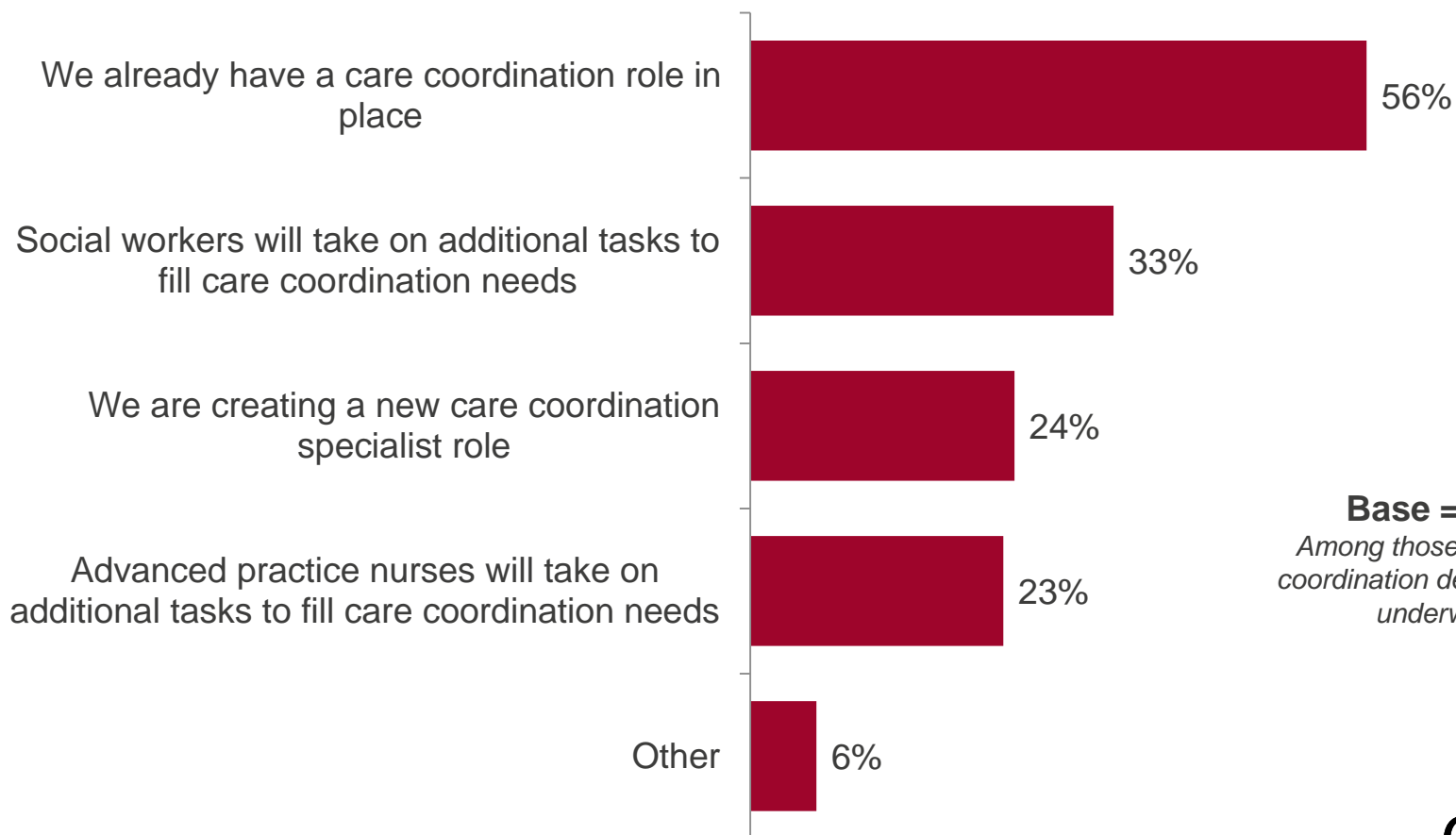


Base = 111

Among those with care coordination developed or underway

Care Coordination Staff Development Plans

What staff development plans does your organization have in place to address care coordination?



Base = 111

Among those with care coordination developed or underway