

June 2015

BUZZ

SURVEY

Financial Performance

An independent HealthLeaders Media survey supported by

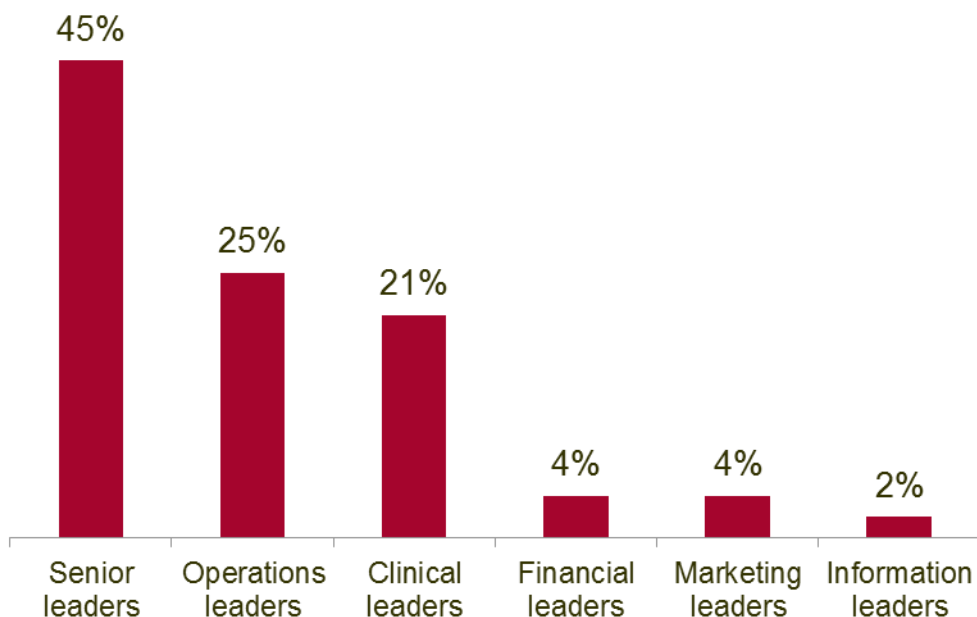


Methodology

- A three-question survey on ICD-10 was sent to members of the HealthLeaders Media Council in June 2015
- The HealthLeaders Media Council comprises executives from healthcare provider organizations who collectively deliver the most unbiased industry intelligence available
- A total of 141 completed surveys are included in the analysis
- The margin of error for a base of 141 is +/-8.3% at the 95% confidence interval

Respondent Profile

Respondent Profile – Title



Base = 141

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	38%
Health System (IDN/IDS)	27%
Physician Org (MSO, IPA, PHO, Clinic)	19%
Health Plan/Insurer	6%
Long-term care/SNF	6%
Ancillary, Allied Provider	2%
Government, Education/Academic	2%

Base = 141

Respondent Profile – Size of Organization

Number of beds

	Percent
1–199	54%
200–499	28%
500+	19%
Base = 54 (hospitals)	

Number of sites

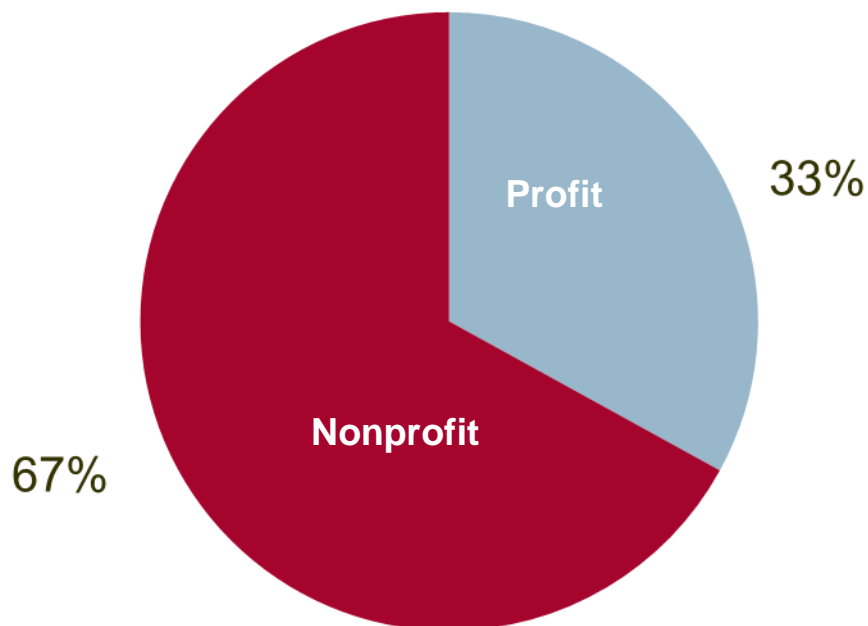
	Percent
1–5	24%
6–20	37%
21–49	39%
Base = 38 (health systems)	

Number of physicians

	Percent
1–9	11%
10–49	52%
50+	37%
Base = 27 (physician orgs)	

Respondent Profile – Type of Organization

Which best describes your type of organization?

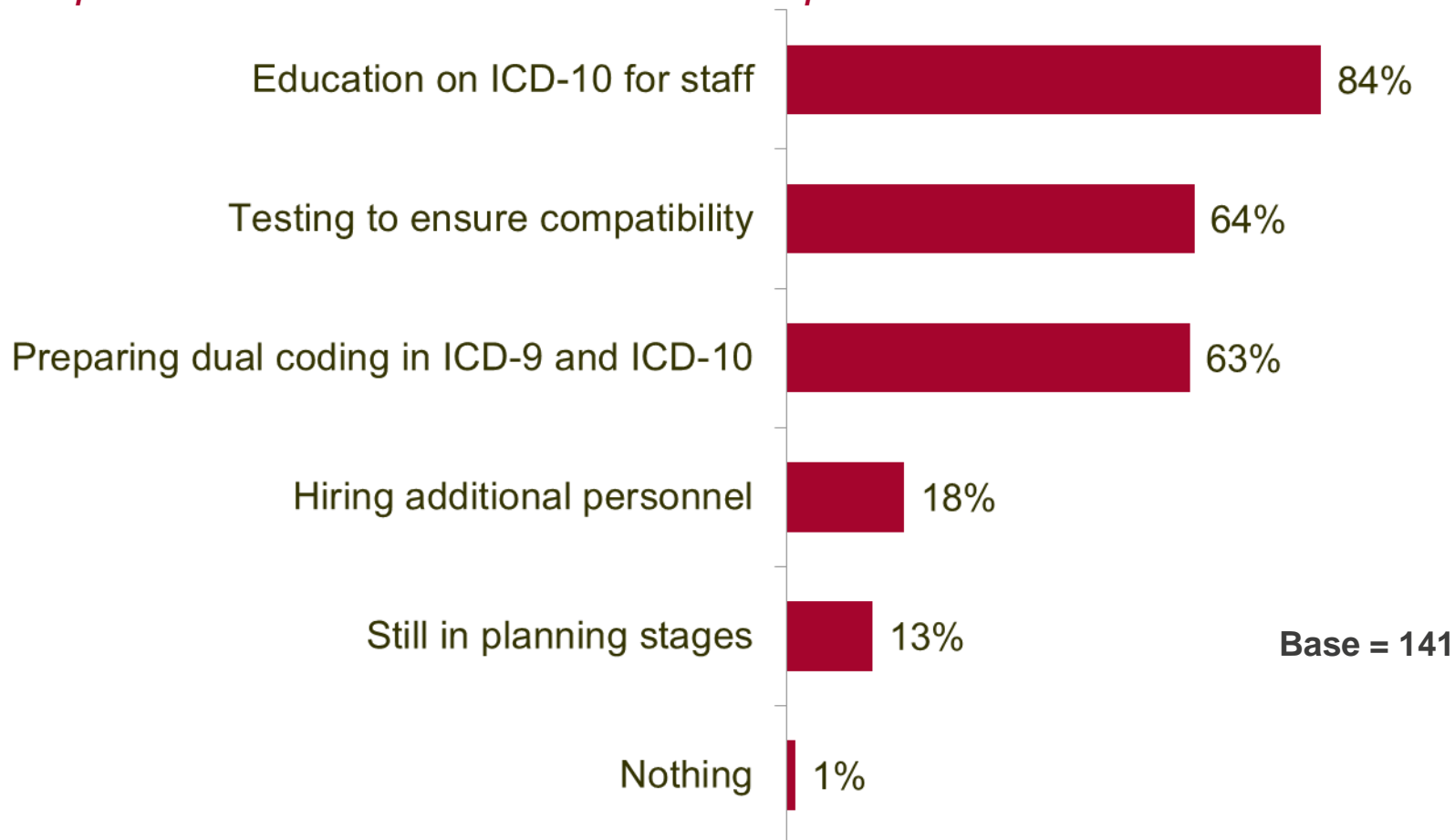


Base = 141

Survey Results

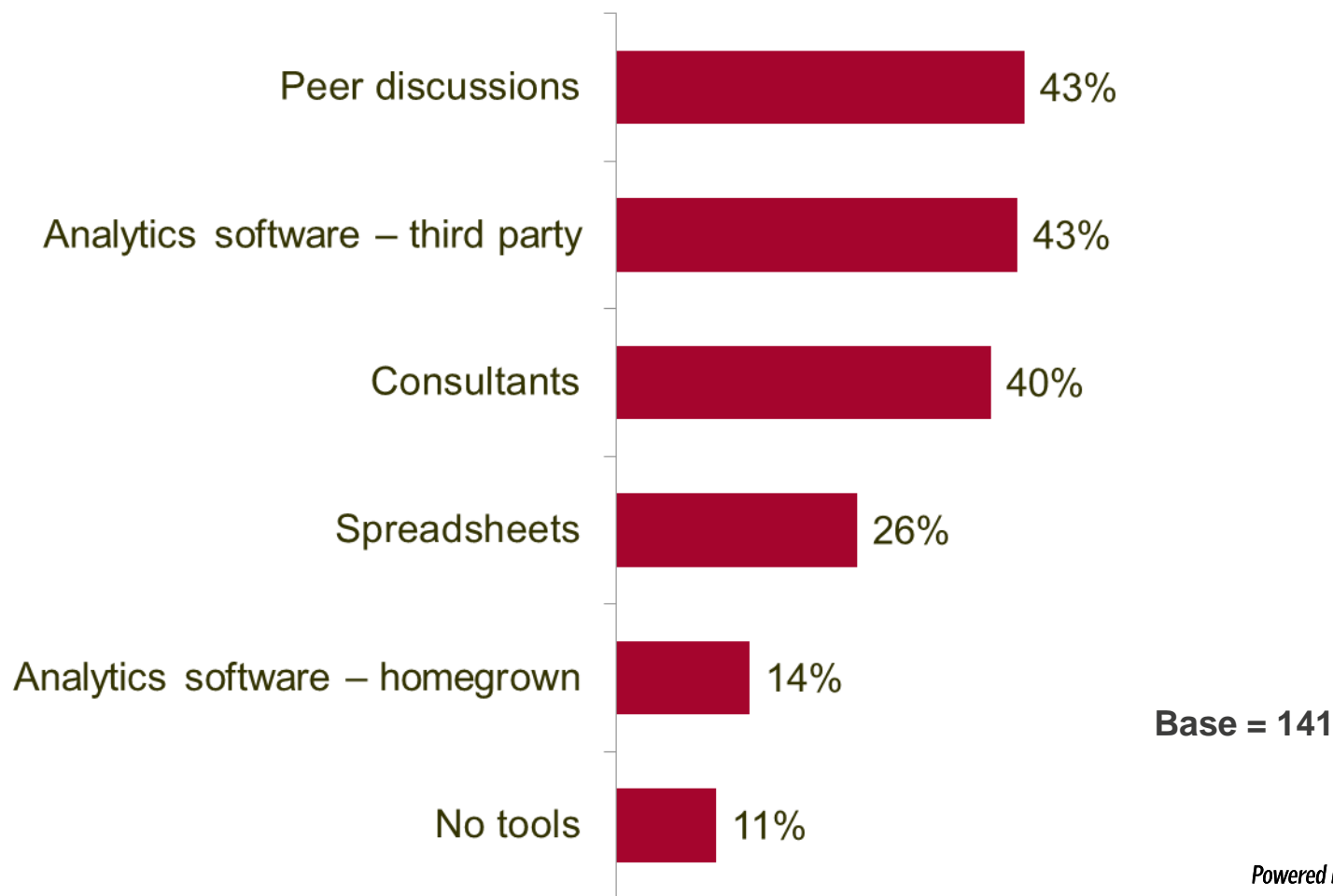
Process Preparation for Expected Increase in Denials from ICD-10

What is your organization doing from a process standpoint to prepare for the expected increase of denials with the implementation of ICD-10?



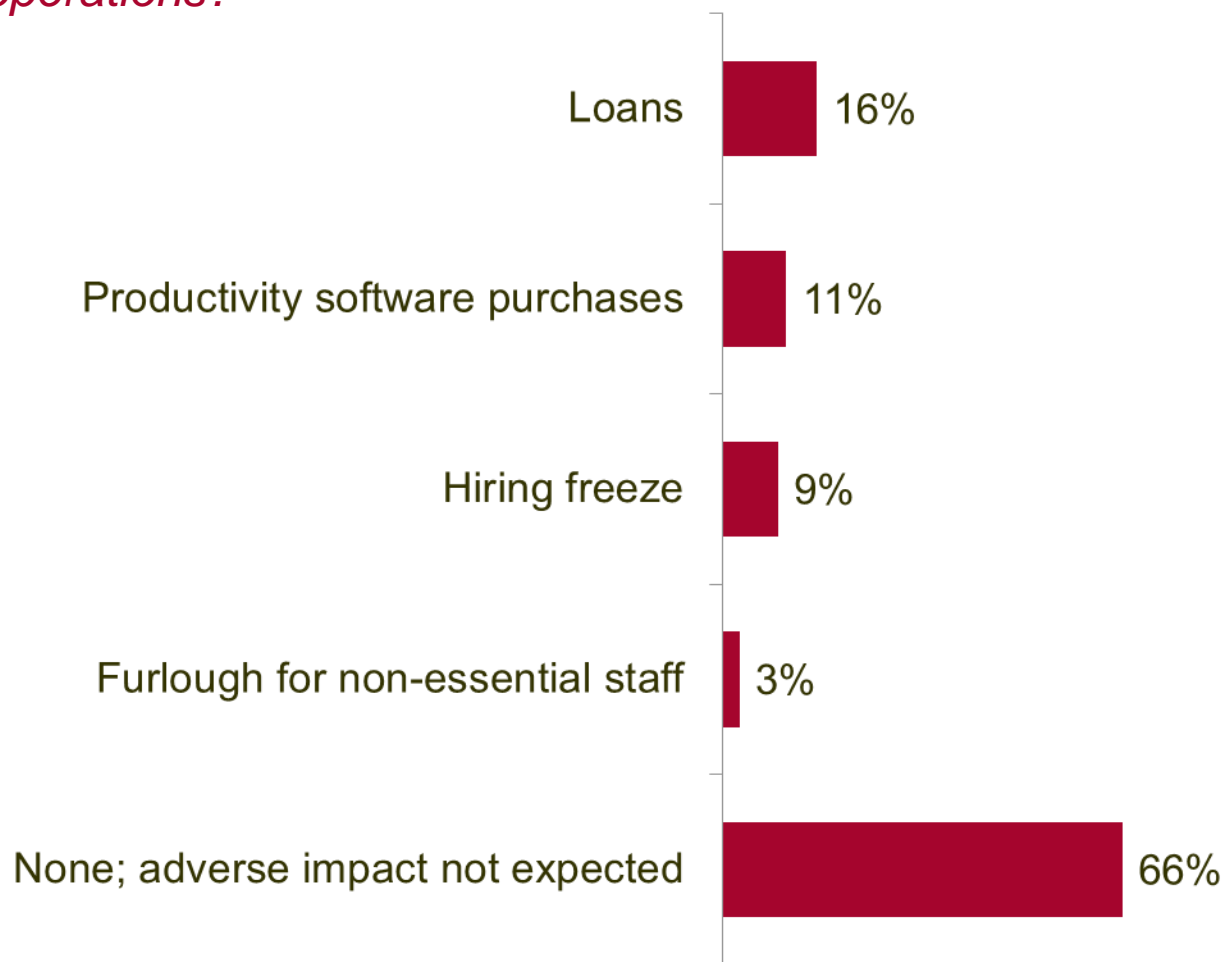
Tools Used to Understand Impact of Denials from ICD-10

What tools does your organization use to help understand the impact of the denials that the move to ICD-10 may cause?



Most Difficult Challenge With Revenue Cycle Operations

What is the most difficult challenge facing your organization's revenue cycle operations?



Base = 141