

# ***Flex Program Member Assessment Satisfaction – Member Needs – Education***

## ***Demographic Information***

### **Facility**

**Position** \*Check all that apply

- CEO/Administrator
- Chief Financial Officer
- Coding
- Director of Nursing
- Quality Improvement Coordinator
- Survey Coordinator
- Utilization Review
- Other

## ***FLEX/PIN Satisfaction***

**Satisfaction on:** General Program Information

Meetings

Website

**Various Flex/PIN Programs. \*which ones?**

Prioritize

**How often do you use FLEX/PIN Services?**

- Weekly
- Monthly
- Quarterly
- Yearly
- I do not use Flex/PIN services

**Please rate your agreement in regards to Flex/PIN staff for the following statements.**

*Agree, Somewhat Agree, neutral, Somewhat Disagree, Disagree*

- Professional & Courteous
- Available and accessible
- Responds timely
- Knowledgeable

**Please rate your level of satisfaction with each of the following Flex/PIN Services.**

*Very satisfied, satisfied, neutral, unsatisfied, very unsatisfied, Do not use this service*

- PIN Website
- Conference and meeting networking opportunities
- Conference and meeting educational material
- Distance Education (webinar, conference calls, video-conferencing)
- Clinical Improvement Studies
- PIN Benchmarking Project
- PIN Clinical Benchmarking Project

- Regulatory information programs
- CAH Finance Programming
- CAH coding workshops
- CAH Utilization Review Programming
- CAH corporate compliance (HIPAA) programming
- PIN Virtual Peer Review Program

**Please rate your level of satisfaction with each of the following Flex/PIN special activities.**

*Very satisfied, satisfied, neutral, unsatisfied, very unsatisfied, do not participate*

- CHSD (Community Health Services Development)
- Lean Healthcare
- HFMA Annual Meeting Scholarship
- MHIMA Annual Meeting Scholarship
- MT-AMSS Annual Meeting Scholarship
- MT-HIMSS Annual Meeting Scholarship
- \*Comments

**How often do you visit the PIN Website?**

- Weekly
- Monthly
- Quarterly
- Yearly
- I do not use Flex/PIN services

**Please check services most useful to you.**

- Flex/PIN Orientation
- PIN Newsletter
- PIN ListServe
- PIN Website
- Face to face conferences
  - Choose which you attend(ex. CEO meeting, QI Showcase, DON Forum, Champions, Regional QI/DON)
- Webinar education
- Video conference education
- Conference call education
- PIN Benchmarking
- Clinical Benchmarking
- Clinical Improvement Studies
- One on one technical assistance through phone/email/onsite visits
- Policy and procedure samples and form sharing
- Other – comment to specify

**What services would be missed if the Grant went away?**

- Flex/PIN Orientation
- PIN Newsletter
- PIN ListServe
- PIN Website
- Face to face conferences
- Webinar education
- Video conference education

- Conference call education
- PIN Benchmarking
- Clinical Benchmarking
- Clinical Improvement Studies
- One on one technical assistance through phone/email/onsite visits
- Policy and procedure samples and form sharing
- Credentialing support
- Other – comment to specify

**Please rate your overall satisfaction with Flex/PIN**

*Very satisfied, satisfied, neutral, unsatisfied, very unsatisfied*

**Will you use Flex/PIN services again?**

*Definitely will, probably will, Not Sure, Probably not, Definitely Not*

**Would you recommend Flex/PIN services to other CAH staff?**

*Definitely will, probably will, Not Sure, Probably not, Definitely Not*

**Other comments regarding Flex/PIN services?**

## **Member Needs**

**The Flex Grant has three core areas. Prioritize the areas below in order of assistance (technical or educational) needed.**

*#1 most, #3 least*

- Quality of Care
- Operational and Financial Performance
- Community Engagement
- \*\*Comments, suggestions

**Needs assessment with priorities**

- Quality Core Area
  - Facility-wide QI program
  - Development of QI Committee
  - QI team process
  - QI Plan development and revisions
  - Annual QI program evaluation
  - QI training for in-house staff
  - Data collection for QI studies
  - **Other with comments**
- **Financial & Operational Core Area**
  - Financial (cost reports, allocation)
  - Operational – Lean, Strategic planning
  - Reporting to Hospital Board?
  - **Other with comments**
- **Community Engagement**
  - Community health needs
  - **Other with comments**
- All

- Staff Education/training
- Networking
- Policy and Procedure
- Board training/education

**Rank the level of your need or desire for education or assistance each of the following topics from 1-5.**

***'1' meaning no need, '3' neutral, and '5' meaning a high level of need.***

- Continuous survey readiness (tag by tag review of entire CAH SOM)
- EMTALA requirements
- Credentialing
- "Good" medical staff bylaws, rules and regulations
- Improving Hospital Compare scores
- Basics of data analysis
- MBQIP
- PDSA (Plan-Do-Study-Act)
- How to do a Failure Modes and Effects analysis
- How to do a Root Cause Analysis
- Removing process inefficiencies: Lean Quality Management
- Marketing the value of quality/performance improvement
- Communication skills for leading culture change
- Emergency preparedness and the patient safety connection
- CAH Financial educational programming
- CAH operational programming such as coding, UR compliance (please specify)
- Community Health Services program implementation
- Comments/suggestions/specifics

**Rank the level of your need for additional tools and/or resources to be developed to help you meet the following CoPs for CAHs.**

***'1' meaning no need, '3' neutral, and '5' meaning a high level of need.***

- C-195 Credentialing
- C-270 Patient Care policies and procedures
- C-330 CAH Annual program evaluation
- C-336 Facility has an effective QA/PI program
- C-337 Monitoring, reducing nosocomial infections
- C-337 Monitoring medication therapy and reducing ADEs.
- C-340 Conducting peer review to evaluate the quality and appropriateness of diagnosis and treatment
- C-345 Organ, tissue and eye procurement
- C-350-C-408 Swing Bed regulations

**Indicate which educational formats you most enjoy and are most effective.**

***'1' meaning you do not enjoy the format, '3' neutral, '5' you enjoy the format very much.***

- Face to Face Meetings
- Audio Conference
- Webinar
- Video Conference
- Other (specify)

**Given the current economic environment, indicate how likely you will be able to participate in the following education formats.**

***'1' meaning not likely, '3' unsure, '5' very likely.***

- Face to Face Meetings
- Audio Conference
- Webinar
- Video Conference
- Other (specify)

**Other tools, education, and/or resources needed not mentioned above.**