

MICHIGAN ASSOCIATION OF HEALTHCARE QUALITY
IMPORTANT ISSUES SURVEY

May, 2000

This survey is designed to address healthcare quality issues. We appreciate your timely response to help our association meet your information and educational needs.

1. Please mark in numerical order the most important issue affecting you professionally.

_____ Quality initiatives

_____ Preparing for surveys

List relevant surveys: _____

_____ Regulatory _____ Clinical

_____ Financial _____ Operations

2. Clinical (Please number in order of importance)

_____ Staffing issues _____ Credentialing

_____ Quality of care _____ Relationship to Surveys

_____ Reducing error _____ Physician issues

_____ Data Management

_____ Operational support from Mgmt. (Systems in place to effectively do the job.)

3. Operations

_____ Staffing issues _____ Information Systems

_____ Reorganization _____ Operating Systems

_____ Support from Mgmt. _____ Reducing error rate

4. Financial

(Number in order of importance)

_____ Organizational Stability _____ Medicare

_____ Data Management _____ Information Systems

_____ Medicare _____ Medicaid _____ Billing cycle

_____ Reimbursement as it relates to your area

(please list specifics:)

5. Integrated Delivery Systems
(please list top 3 issues)

1.

2.

3.

6. Outcome Measurements
(please list top 3 specifics)

1.

2.

3.

7. Regulatory
(please list top 3 specifics)

1.

2.

3.

8. Is your organization preparing for ISO 9001, ISO 9002?
_____ Yes _____ No

Has your organization gone through this previously?

_____ Yes _____ No

What were the results?

9. Is your organization preparing for NCQA?

_____ Yes _____ No

Has your organization gone through this previously?

_____ Yes _____ No

What were the results?

10. Are your responsibilities directly responsible for developing, preparing and writing Quality Initiatives for the survey(s)?

_____ Very much _____ Somewhat _____ Very little

If not directly responsible, what do you do for your organization in preparing for surveys?

11. With the movement toward ISO certification vs. JCAHO, what do you see as the pros and cons of each?

PROS:

CONS:

12. What is your title:

_____ President/CEO _____ CFO _____ Controller
_____ Vice President ___Asst. ___ Sr.
_____ Manager _____ Specialist _____ Coordinator
_____ Other (please specify): _____

13. What department and division are you in?

14. Name the titles of individuals in your organization with whom you work closely:

15. How long have you been in your present position?

_____ Less than 3 yrs _____ 3-5 yrs _____ 5-7 yrs
_____ 7-10 yrs _____ 10+ yrs

16. How long have you been with your current organization?

_____ Less than 3 yrs _____ 3-5 yrs _____ 5-7 yrs
_____ 7-10 yrs _____ 10+ yrs

17. What do you consider your strongest professional strength?
(i.e. information systems, reimbursement, clinical, regulatory, operations, etc.)

18. How would you best describe your organization:

<input type="checkbox"/> Non-Profit	<input type="checkbox"/> Hospital	<input type="checkbox"/> Managed Care
<input type="checkbox"/> Profit	<input type="checkbox"/> Health System	<input type="checkbox"/> Pharmaceutical
<input type="checkbox"/> Long Term Care	<input type="checkbox"/> Home Health	<input type="checkbox"/> Assisted Living
<input type="checkbox"/> Consultant (specify expertise): _____		
<input type="checkbox"/> Supplier to: _____		
<input type="checkbox"/> Other (please specify) _____		

Thank you for your response! Your information will assist MAHQ in developing programs and keeping you updated on the issues that concern you.

Please mail responses to:

Jeanne Brondi
Issues Chairperson
3111 Creston Ave.
Lansing, MI 48906

If you have any questions, call Jeanne at (517) 694-1153 ext 226 or e-mail jeanne.brondi@mrilansingmi.com