



## November 2024 – WHAIC Survey Bulletin

Thank you for attending the annual survey training! We hosted one in person session and two virtual sessions with 153 participants. If you were unable to attend one of the sessions, the presentation and recording of one of the virtual sessions is available in the [Education & Training](#) area on the survey website.

Due to continued testing of the new survey application, **the survey will open on Friday November 15**. We will accommodate those with March-June FYE to address the slight delay. If you have any questions, please contact us and we will be happy to help.

### **Training highlights:**

- Single sign on registration process.
  - Expect an email from Heather Scambler on **November 14<sup>th</sup>** explaining “this is not spam” and to look for the Activation Link.
  - Look out for an email from noreply@wha on **November 15<sup>th</sup>** with an activation link “Click here to accept invitation”.
  - Heather Scambler will follow up with survey users on November 19<sup>th</sup> to ensure you have accepted the invitation to the survey application and if not, take the time to register on the survey website.
  - New users can find the [Registration & Other Resources](#) area of the survey website for information on how to register.

### **New Survey launch:**

- The previous Login button will no longer be used. All survey users will Login and Register through the new Survey Login button.
- The survey application has a new look and feel. The new survey toolbar has everything in one location instead of needing to log into two different areas.
- To streamline processes, WHAIC combined the Personnel survey into the Annual survey, reducing both the number of surveys and question redundancy.
- New Codes have been introduced for the inpatient and ancillary sections of the Annual survey. The Codes were changed from numbers (1-5) to letters (H, S, C, N) and “O/B” was removed.

### **Highlights of questions from the sessions:**

- We initially considered merging the Fiscal and Uncompensated surveys, but feedback from the training sessions suggested keeping them separate.
- Many attendees expressed “edit fatigue”. WHAIC will explore feedback on potentially adjusting thresholds, especially for the personnel section.
- We are looking at aligning more of the dates with the AHA surveys, for example payroll dates.
- Based on user requests, WHAIC plans to schedule a forum in early 2025 to discuss questions and issues related to the survey applications.
- In 2025, WHAIC will look into options for the collection of the Medicare Cost Report detail.
- In general, WHAIC has been reviewing all of the questions in all of the surveys to reduce redundancy and for clarification. We will continue to work with our Leadership to identify areas of opportunity for improvement.