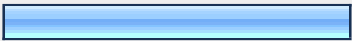
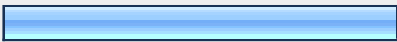
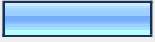


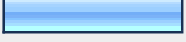



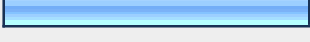
















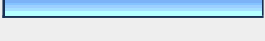


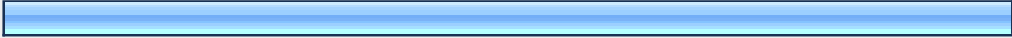




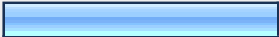

The Work of a Coder

1. Which statement best describes your work environment:			Response Percent	Response Count
Small physician practice (1-9 physicians)			23.0%	2759
Large physician practice (10+ physicians)			26.2%	3140
Outpatient hospital			9.8%	1171
ASC			2.5%	295
Urgent care facility			1.0%	123
Billing company			11.8%	1411
Payer			3.3%	401
Self-employed			1.5%	184
Student			0.7%	86
Other (please specify)			20.2%	2429
			<i>answered question</i>	11999
			<i>skipped question</i>	69

2. Which of the following certifications do you hold ? Check all that apply.

		Response Percent	Response Count
CPC		89.9%	10500
CPC-H		5.6%	650
CPC-P		1.7%	197
CCS		2.3%	268
CCS-P		2.3%	268
RHIA		0.6%	71
RHIT		2.1%	246
RN		2.7%	314
LPN		1.5%	180
MD		0.1%	8
CNA		0.7%	84
PA		0.0%	5
NP		0.0%	4
DO		0.0%	1
CMA		2.3%	267
RRT		0.1%	16
Other (please specify)		17.2%	2013
		answered question	11684

3. Please describe your employment situation. Check all that apply.

		Response Percent	Response Count
I am paid an hourly wage.		67.4%	8032
I am salaried.		30.3%	3610
I work a flextime schedule.		11.9%	1416
I work part-time.		3.5%	420
In my current job, I work from home: never		35.7%	4251
In my current job, I work from home: some of the time		18.3%	2175
In my current job, I work from home: all of the time		4.9%	584
		answered question	11909
		skipped question	159

4. Please identify what percentage of your work time, on average, you spend in the following categories (should equal 100%):

Choose percentage



	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
Administrative/managerial/clerical: handling phones, front desk activities, managing personnel, filing/pulling charts; performing data entry	31.5% (2057)	17.5% (1144)	12.8% (833)	7.7% (501)	10.1% (660)	4.2% (276)	4.5% (291)	4.7% (306)	3.4% (219)	3.8% (250)
Claim processing/coding: auditing claims, auditing physician coding, educating physicians, reviewing EOBs, working on appeals, speaking with payers, handling compliance	6.3% (520)	5.1% (426)	5.2% (434)	5.0% (418)	8.7% (720)	6.3% (521)	9.1% (758)	14.7% (1225)	16.0% (1327)	23.6% (1966)
Clinical responsibilities, whether licensed/credentialed or not	59.4% (1671)	13.9% (391)	6.7% (190)	3.1% (88)	4.4% (123)	1.9% (53)	2.0% (55)	2.2% (61)	2.0% (56)	4.5% (137)
	answered question									
	skipped question									

5. Identify your level of agreement with each of the following statements.


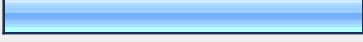
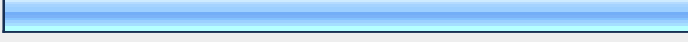

	Strongly disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Response Count
The relationship between my practice and payers is positive.	0.7% (59)	5.9% (518)	57.7% (5068)	16.0% (1408)	19.7% (1731)	3.11	8784
The relationship between coders and physicians in my practice is positive.	1.3% (113)	6.0% (520)	45.7% (3996)	36.7% (3207)	10.3% (900)	3.31	8736
I am often expected to code outside my area of expertise.	15.6% (1363)	46.0% (4026)	18.2% (1591)	8.4% (733)	11.8% (1030)	2.22	8743
My manager would say that my value as a coder is based on my accuracy.	1.8% (161)	6.5% (567)	45.2% (3949)	37.0% (3229)	9.5% (826)	3.30	8732
My manager would say that my value as a coder is based on my productivity.	2.7% (240)	13.4% (1178)	43.7% (3835)	30.2% (2645)	9.9% (871)	3.12	8769
Coders in my office have adequate time to research coding and compliance issues.	5.1% (448)	21.6% (1896)	43.4% (3810)	23.1% (2029)	6.9% (604)	2.91	8787
In my office, professional coders review EOBs and handle appeals.	15.1% (1325)	25.2% (2214)	25.2% (2216)	17.8% (1565)	16.7% (1468)	2.55	8788
Physician(s) in my office comply with coding documentation requirements.	2.6% (227)	14.1% (1233)	51.9% (4542)	20.0% (1753)	11.3% (990)	3.01	8745
Physician(s) in my office have a solid knowledge of coding and compliance rules.	4.8% (426)	32.0% (2814)	42.1% (3700)	9.8% (864)	11.2% (981)	2.64	8785
Physician(s) in my office welcome discussions regarding their documentation shortcomings.	3.7% (321)	18.7% (1642)	46.5% (4086)	18.2% (1594)	13.0% (1138)	2.91	8781

We have a coding and compliance education program for physicians in my office.	6.7% (584)	22.1% (1938)	34.7% (3037)	20.1% (1763)	16.4% (1434)	2.82	8756
Most of the coders in my office are certified.	6.4% (562)	14.9% (1304)	30.8% (2696)	39.8% (3484)	8.0% (699)	3.13	8745
Coding managers in my office are certified.	8.7% (754)	11.9% (1034)	25.0% (2173)	39.1% (3397)	15.3% (1330)	3.12	8688
My employer provides the resources necessary to do my job (current code books, software, etc.)	2.6% (227)	4.4% (383)	34.1% (2992)	56.3% (4944)	2.6% (228)	3.48	8774
My employer pays for CEUs to keep my knowledge current.	14.3% (1255)	13.6% (1190)	28.6% (2504)	39.5% (3465)	4.0% (348)	2.97	8762
My employer pays the membership/testing costs associated with professional coding credentials.	19.7% (1732)	16.3% (1433)	23.7% (2088)	35.5% (3122)	4.9% (428)	2.79	8803
My employer fosters support and encouragement for continuing education.	6.2% (548)	10.4% (918)	40.2% (3537)	40.3% (3541)	2.8% (250)	3.18	8794
My employer has a preference for hiring certified coders.	5.9% (518)	16.7% (1465)	33.3% (2920)	34.2% (3002)	9.9% (870)	3.06	8775
My employer has a preference for hiring experienced coders.	4.5% (394)	15.1% (1329)	40.8% (3583)	30.3% (2663)	9.3% (821)	3.07	8790
	answered question						8907
	skipped question						3161

6. Do providers in your practice perform any coding duties?

		Response Percent	Response Count
Yes		55.8%	4833
No		44.2%	3833
<i>answered question</i>			8666
<i>skipped question</i>			3402

7. If you answered yes to question #3, how often do providers in your practice perform coding duties:

		Response Percent	Response Count
rarely		4.5%	222
sometimes		24.0%	1177
regularly		45.8%	2251
all the times		25.7%	1260
<i>answered question</i>			4910
<i>skipped question</i>			7158

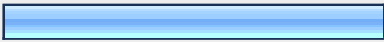

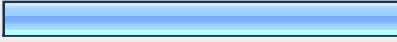
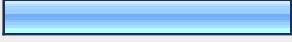
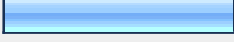
8. If you answered "yes" to question #3, please identify your level of agreement with the following:

	Strongly disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Response Count
My provider has had formal coding education.	11.1% (595)	39.4% (2119)	31.1% (1676)	5.4% (292)	13.0% (699)	2.36	5381
Coding performed by my provider saves the coding staff time.	5.8% (312)	25.6% (1371)	50.1% (2686)	8.5% (458)	10.0% (536)	2.68	5363
Coding performed by my provider enhances clinical accuracy of codes reported.	5.5% (294)	28.3% (1521)	47.4% (2544)	8.7% (470)	10.1% (543)	2.66	5372
Coding performed by my provider enhances reimbursement.	6.0% (321)	37.2% (1993)	37.1% (1984)	5.9% (315)	13.8% (740)	2.50	5353
Coding performed by my provider meets compliance requirements.	4.4% (237)	23.4% (1248)	52.6% (2809)	9.2% (491)	10.5% (559)	2.74	5344
My provider does E/M coding for his/her services.	2.0% (107)	5.4% (289)	55.9% (3009)	24.9% (1341)	11.8% (634)	3.18	5380
The E/M coding done by my provider is accurate.	4.0% (214)	26.4% (1414)	49.0% (2622)	6.7% (359)	13.9% (744)	2.68	5353
My provider selects CPT codes from a pick-list or cheat sheet.	5.4% (292)	15.5% (833)	49.8% (2669)	15.9% (852)	13.4% (716)	2.88	5362
My provider does ICD-9-CM coding for his/her services.	7.4% (398)	17.8% (956)	50.1% (2687)	13.4% (717)	11.3% (604)	2.78	5362
The ICD-9-CM coding done by my provider is accurate.	4.4% (233)	23.5% (1253)	43.7% (2333)	6.5% (345)	22.0% (1177)	2.67	5341
My provider selects ICD-9-CM codes from a pick-list or cheat sheet.	6.0% (322)	15.5% (826)	44.9% (2399)	13.0% (696)	20.5% (1097)	2.82	5340
Providers expect the coding staff to always review and correct their	2.6% (142)	11.3% (610)	38.1% (2048)	39.0% (2101)	8.9% (480)	3.25	5381

coding as necessary.							
Providers understand when their code selections are changed by coders.	3.3% (179)	12.9% (691)	45.2% (2431)	28.0% (1503)	10.6% (569)	3.09	5373
	<i>answered question</i>						5441
	<i>skipped question</i>						6627

9. Rank the following in order of importance: how coding contributes to your practice						
	Somewhat important	Important	Very Important	Extremely Important	Rating Average	Response Count
Fewer denials	3.1% (258)	13.6% (1144)	30.8% (2590)	52.5% (4409)	3.33	8401
More efficient health information management	6.4% (535)	20.1% (1683)	33.4% (2796)	40.1% (3359)	3.07	8373
Faster reimbursement	4.0% (335)	14.6% (1219)	30.1% (2517)	51.3% (4290)	3.29	8361
Reduced risks associated with noncompliance	3.4% (287)	12.9% (1089)	27.6% (2320)	56.1% (4725)	3.36	8421
	<i>answered question</i>					8500
	<i>skipped question</i>					3568

10. How much do you spend out-of-pocket for the purchase of CEUs, coding resources, and professional membership/credentialing each year?

		Response Percent	Response Count
\$0		25.2%	2188
\$1-100		14.3%	1240
\$101-\$250		26.3%	2279
\$251-\$500		19.0%	1652
more than \$500		15.2%	1316
		<i>answered question</i>	8675
		<i>skipped question</i>	3393

11. Please share here any comments you have regarding the work you do and your work environment.

		Response Count
		2279
		<i>answered question</i>
		2279
		<i>skipped question</i>
		9789