

President's Message. . .

by Anne Stallard

REFLECTIONS



Anne Stallard

I recently had a discussion with my 11.5 year old (he insists he is 11 ½). The discussion surrounded an incomplete on a weekly report that was two days late. I asked him why I was just getting this report. "I forgot mom, sorry." I asked him to talk to his teacher about extra credit and that I also wanted her to call me.

The next day, no phone call and his teacher and I played phone tag for two days. We finally connected and I gave her permission to search his desk and backpack, because I knew he had done the work. She found the work and the missing book. We discussed with him the responsibility of turning the work into the teacher. If this were a real job, he would be unemployed.

This made me to start thinking about how untrue this is in relation to healthcare. We have insurance companies that do not pay timely and they don't get fired. We have patients that don't pay at all and they don't get fired (at least not at a public hospital). Of course everyone has an employee who might fit into this situation.

The real question comes back to "How do you motivate people?" I'm motivated to do my best by knowing that I am making a difference. Telling a child he is making a difference by turning in his homework is another story. Motivating insurance companies? Robb Menaul is working with a group to streamline some of the activities and is planning on some workshops this summer, so stay tuned. At our May meeting, Harry Paul will get us all motivated with the FISH theme.

We will also be having our annual installation of officers at our May meeting during lunch. This will be a short but very informative meeting. I hope to see you all there at my last meeting as President. It has been a fun year and as Ginger reminded me; I have only one more newsletter article to write, which I will start tomorrow. ■

EVERYONE WINS AT THE FEBRUARY SOCIAL EVENT

One of the pleasures of attending the Leadership Council/Committee Meetings for our Chapter is the fun things you get involved in (sometimes also known as; volunteered for, suckered into, have the honor of, etc). Council 1 is really the fun council because one of the things we do is to plan the social events for the Chapter Meetings. I hope that you did not miss our wildly successful Casino Night at the February meeting in the Tacoma Sheraton Hotel. The room of games (blackjack tables, roulette and craps) was packed as the attendance far exceeded our projections. The hotel staff was wonderful as they scrambled to provide the extra food and seating for our buffet dinner. After dinner every guest received \$1,000 in chips and by the end of the evening some were huge winners and others were, well you know, they lost their shirt! I was one of those conservative gambler types and yes I lost my shirt, shoes and dignity. In the morning session I heard the rumor that several attendees couldn't shake the fever and continued their gambling at the nearest Indian casino until three o'clock in the morning! I was at home licking my wounds from that humiliating loss. Sources confirmed that these same

continued on next page...

www.waakhfma.org

Contributing Writers

Lee Johnson
Julie Meek
Tom Muller
Scott Nelson
Anne Stallard
Gregg Terreson

THANK YOU!!!

...continued from previous page

folks were also up bright and early to attend the Friday morning session, how do they do it?

The evening's biggest winner was our very own Chapter President, Anne Stallard, also Assistant Administrator Finance of Forks Community Hospital. Anne started the evening with her \$1,000 in chips and turned it into \$16,075 in just two hours of play. At this point in the article the CFO readers are calculating the average hourly gain and projecting it over time for total potential revenues. After APC's hit our hospitals, gambling may be starting to have more appeal with each financial report. However, it's so much easier to make those big bets with play money. As the top play money winner Anne won the Sony Playstation donated by Robbie Wright of Benefit Recovery Services, Inc. Rumor had it that Anne, a former small change gambler, was planning a quick trip to Vegas to keep her lucky streak rolling for some big bucks! Mark Flaten of United Collections was "Mr. Entertainment" as MC and announcer extraordinaire. Be sure to view his picture with Anne on the chapter website at www.waakhfma.org. The second biggest winner at \$11,000 was a Past Chapter President, and current newsletter editor, Ginger Rhoades, CFO of Mount Carmel Hospital. Question is what gave both ladies the edge, was it their gender, their Chapter President experience or their hospital CFO experience? E-mail me your answers so I will know how someone can be the big winner next year. We had a total of ten prizes to award our top two

winners and eight others drawn at random from every attendee that evening whether they won or lost.

The Casino Night Social event was made possible through the generous sponsorship by Advanced Receivables Strategy Inc, Bennett, Bigelow & Leedom PS and Foster, Pepper & Shefelman PLLC. Prizes for the evening were donated by; Advanced Receivables Strategy, Alliance One, Michael Bell & Associates, Benefit Recovery Services, Eric Teshima, Healthcare Resource Group, NCO Group and Spencer Kinney. Special Refreshments were provided by George Finefrock of QUE Financial Serviceware Technologies and Scott Scherkenback of IntelliMed International Corporation. Please join me in extending a very special thank you to each of these sponsors and donors!

The next chapter social event will be an evening cruise on beautiful Lake Chelan at the September meeting held at Campbell's Resort. Block out September 25 - 27th right now on your calendar to attend this meeting. Then, you too can be involved in the fun council at the Leadership Council/Committee (LCC) meeting

Wednesday evening September 25th. Or if you insist you can attend any one of the other seven councils or committees. P.S. Dinner is free (it's not chicken) to all attendees at the LCC meetings, that's just another great benefit. See you there!

Lee Johnson, FHFMA
Central Washington Hospital
509.665.6201 ■



Mark Your Calendar

May 23rd, 2002

Workshop

**Embassy Suites
at SeaTac**

- Guest Speakers
- LCC Meeting

SEE YOU THERE!

***Would you like to check your progress
toward a Founders Merit Award.***

*Individual scoring records for the
Founders Merit Award program are
maintained for chapter members by LCC
Council III.*

*To receive a copy of your record,
please contact*

Tom Muller

Telephone: (360) 236-4215

Facsimile: (360) 664-8579

Email: tom.muller@doh.wa.gov

Certification Available at ANI

Sunday July 16, 2002

National Coaching Course (for the HFMA Certification exam)

Includes NCC Core review (8:00 a.m. to 12:00 noon) or specialty exam review (1:00 to 5:00 p.m.) or both, which includes lunch.

| | NCC | Using Your Own 2001-2002 Self Study |
|------------------------|-----------------------------|--|
| Core Review | <input type="radio"/> \$399 | <input type="radio"/> \$199 |
| Specialty Exam Section | <input type="radio"/> \$375 | <input type="radio"/> \$175 |
| Both | <input type="radio"/> \$750 | <input type="radio"/> \$350 |

You will learn:

To prepare to pass the HFMA certification exams – to participate in a capstone review course on healthcare financial management-to review the fundamentals-taking the first step towards preparing for the HFMA certification exams.

Monday July 17, 2002

Testing at the ANI

The certification exams will be available via computer-based testing. Tests will be available by appointment. Register early for choice of exam times. Walk-ins will be accommodated as computer availability allows.

Core Exam is \$100.

Select any specialty exams you will be taking. The charge is \$70 per specialty exam.

- Accounting and Finance
- Patient Financial Services
- Managed Care
- Financial Management of Physician Practices

Leapfrog Releases Patient Safety Survey; Joins Forces with JCAHO



The Leapfrog Group, a consortium of more than 90 Fortune 500 companies and other large private and public health care purchasers, released the results of a hospital survey gauging compliance with safety standards that the group advocates. Findings from the 241 hospitals that responded include that 3.3 percent of hospitals now use computerized physician order entry (CPOEs) systems, while 30 percent of hospitals plan to implement CPOEs by 2004. Furthermore, 10 percent of hospitals have specially-trained "intensivists" overseeing care in intensive care units (ICUs), while 18 percent plan to enlist "intensivists" by 2004. Contending that the use of CPOEs, evidence-based hospital referrals, and ICU physician staffing can significantly improve patient safety, Leapfrog and its members intend to offer hospitals financial incentives to implement related standards.

In other Leapfrog news, the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) has accepted an invitation from Leapfrog to become a formal partner. The deal cements a previously informal relationship and means that Leapfrog will seek JCAHO's input on its patient safety initiatives. Their first collaboration will be to pursue the identification of a specific set of ICU-related outcome and process measures. These measures may eventually be used to supplement or even replace the current Leapfrog measures, which recommend that hospitals have board-certified or board-eligible intensivists.

Hospitals nationwide are invited to complete the Web survey and share their performance

with their communities. However, Leapfrog's initial efforts have a special focus on seven regions around the country:

- Atlanta
- California
- East Tennessee
- Michigan
- Minnesota
- **Seattle-Tacoma-Everett**
- St. Louis

Hospitals can complete the Web survey by going to the link below:

For more information, go to <http://www.leapfroggroup.org> ■

ATTENTION

Are you ready to take the HFMA certification test?

The time to prepare is now.

In June the Annual National Institute (ANI) will come to Seattle for the first time ever.

This is the ideal opportunity to earn your certification.

Call (800) 252-HFMA Extension 311 now.

To reserve your place at the testing sight.



hfma washington / alaska chapter
healthcare financial management association

Job Opportunities

| TITLE | ORGANIZATION | LOCATION |
|---|--|----------------------|
| Accountant II | Virginia Mason Medical Center | Seattle, WA |
| Assistant Director Patient Business Services | Washoe Health System | Reno/Tahoe, NV |
| Business Office Manager | Mayers Memorial Hospital | Fall River Mills, CA |
| Chief Financial Officer | Biotech | San Diego, CA |
| Chief Financial Officer | Lucile Packard Children's Hospital | Palo Alto, CA |
| Chief Financial Officer | Mount San Rafael Hospital | Trinidad, CO |
| Chief Financial Officer | Heritage Oaks Hospital | Sacramento, CA |
| Controller | Jefferson General Hospital | Port Townsend, WA |
| Coordinator, Revenue Cycle Management Program | Harborview Medical Center | Seattle, WA |
| Corporate Compliance Officer | Lucile Packard Children's Hospital | Palo Alto, CA |
| Director of Finance | NorthBay Healthcare | Fairfield, CA |
| Director of Internal Audit | Washoe Health System | Reno/Tahoe, NV |
| Director of Patient Accounts | Various jobs | Northern California |
| Director of Patient Financial Serv./Business Serv | Large healthcare system | Nevada |
| Director of Patient Financial Services | Sacred Heart Medical Center | Spokane, WA |
| Director of Patient Financial Services | 160-bed NFP acute care hospital | Boise, ID |
| Director Patient Financial Services | Three hospital system (MultiCare) | Tacoma, WA |
| Director, Contracting and Network Development | United HEALTH NETWORK | Portland, OR |
| Director, Registration Services | Enloe Medical Center | Chico, CA |
| Financial Analyst III | Washoe Health System | Reno/Tahoe, NV |
| Financial Consultant | MultiCare Health System | Tacoma, WA |
| Managing Director, Medicare Finance | Kaiser Permanente | California |
| Patient Financial Services Director | Airlift Northwest | Seattle, WA |
| Patient Financial Services Operations Manager | Large Medical Center | Los Angeles, CA |
| Regional Chief Financial Officer | PeaceHealth | Longview, WA |
| Regional Controller | Northwest Emergency Physicians | Seattle, WA |
| Reimbursement Manager | Providence Services-Eastern Washington | Spokane, WA |
| Senior Accountant | Healthcare | Bay Area, CA |
| Senior Construction Accountant | Harborview Medical Center | Seattle, WA |
| Senior Financial Analyst | Providence Everett Medical Center | Everett, WA |
| Senior Financial Analyst | Virginia Mason Medical Center | Seattle, WA |
| Sr. Hospital Finance Managers (for turnarounds) | Cambio Health Solutions, LLC | Western U.S. |
| Vice President of Operations | Regence BlueCross BlueShield | Portland, OR |
| Vice President/Chief Financial Officer | Enloe Health System | Chico, CA |

FOR MORE INFORMATION...

...on these listings or to include a listing, please contact

Julie Meek, (509) 942-2708 or meekj@kadlecmed.org

See also National HFMA's website (www.hfma.org) for additional job listings.

Annual Chapter Survey Notice

Fellow Washington/Alaska HFMA Chapter members

We invite you to take part in the Chapter's annual survey. You can do so by going to our chapter's web site www.waakhfma.org and check out the home page where you will find the 2002 survey link (which will look like this).



Latest News

Please take a few moments and fill out our 2002 Member Survey

Click on the 2002 Member Survey link above and fill in the on-line form. Your input is important to us. We hope to hear from you and we will be collecting surveys until the end of March.

We do apologize that if you have already submitted a survey, you will need to resubmit. Part of the survey did not get properly transmitted to us but we have resolved this with our web host.

Thank you for your contribution to our HFMA chapter.

Gregg Terreson

REAP THE BENEFITS OF LCC PARTICIPATION

by Tom Muller

Membership Services Chairman

Since WA-AK chapter is a volunteer run organization, it is the members like you that make things happen in the chapter. By participating in the chapter LCC you have a voice in determining the topics that will be on the agenda for future chapter meetings, where and when those meetings will be held, the future goals of the chapter, and the types of recognition the chapter will give to members. In addition, participation in LCC provides an excellent opportunity for networking with other chapter members who are actively involved in the operation of the chapter.

As a token of appreciation, the chapter provides dinner for all members who attend LCC meetings. As an additional incentive, all members attending, except officers and directors, are entered into a drawing. The winner of this drawing receives a prize of \$50. The most recent winner was John Nutter from Olympic Medical Center. Previous winners during the 2001-2002 chapter year were Del Nord from Quality Reimbursement Services and Pat Green from Overlake Hospital Medical Center. You could be the next winner. But, you must be present to win. The next LCC meeting

will be Thursday, May 23rd at 5:00 PM, directly after the May 2002 chapter meeting.

The May meeting is an ideal time to start participation in an LCC committee or council. At this time each committee and council is outlining its activities for the coming year. However, all of the LCC councils and committees welcome new members at any time of the year. A description of each LCC council and committee and its functions is available on the chapter website at <http://www.waakhfma.org> ■

Vendor Appreciation

*Thank you to all the vendors participating
in the joint AAHAM/HFMA Meeting in
Tacoma February 28-March 1, 2002:*

Advanced Receivables Strategy, Inc
Argent Healthcare Financial Services, Inc.
Audit & Adjustment Company
CDM Services Group
Health Management Systems
Health Resources Services/AmeriNet
Healthcare Concepts
Healthcare Consulting Solutions
Healthcare Financial Staffing/Lab Support
Healthcare Resource Group Inc.
Healthworks Alliance, Inc.
Horizon Medical Systems
Intellimed International Corp.
Kronos
Lawson Software
Lincoln Financial Group
MED-DATA
Merchants Credit Association
National Access, Inc.
NDC Health
Novo Nordisk Pharmaceutical
OSI, Healthcare Services
Provider Advantage
QuadraMed Corporation
Que Financial
SISS Inc.
Spencer-Kinney, Inc.
Tempus Software, Inc.
The SSI Group, Inc.
The Woodmoor Group
Third Millennium Healthcare Systems, Inc.
TIAA-CREF
Trans Union
Valic Financial Advisors
Washington Casualty Company

CORPORATE ●●●●●●●● SPONSORS

The Chapter would like to thank
the following companies
for 2001 - 2002 sponsorships:

PLATINUM LEVEL

Bennett, Bigelow & Leedom, P.S.
Case Mix Analysis
Merchants Credit Association
Moss Adams LLP
Pacific Medicaid
TIAA-CREF
Washington Casualty

GOLD LEVEL

Advanced Receivables Strategy
Andersen
Michael R. Bell & Co.
Healthworks
Sheryl Kennedy
NDC Health
Renton Collections, Inc.

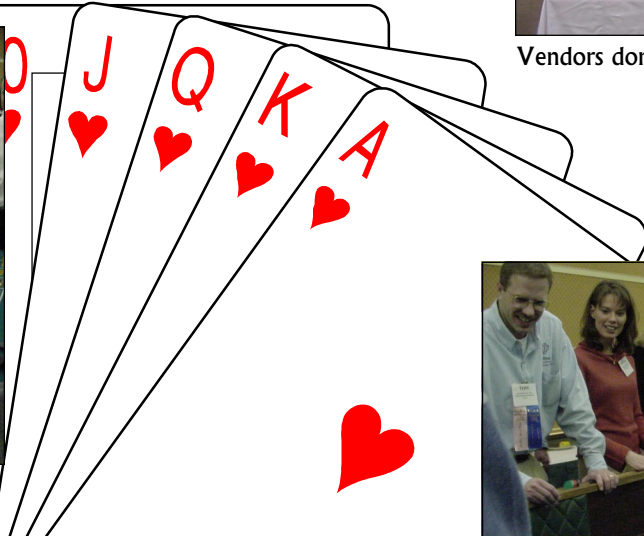
SILVER LEVEL

AmeriNet
The enVision Group
LeMaster & Daniels
Spencer Kinney
Whitman Garvey

**Casino Night
Social Event
February 2002**



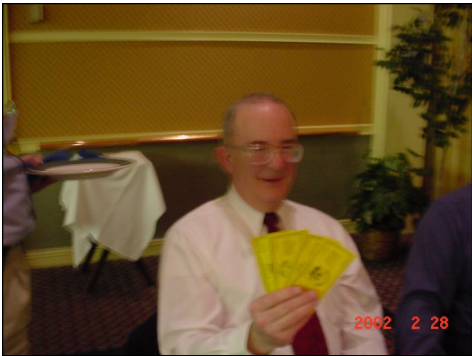
Vendors donated great prizes.



AAHAM and HFMA members enjoy a lively time at the gaming tables.



We all enjoyed a great meal prior to trying our luck at the casino.



Looks like someone bribed a government official. (Tom Muller from the Washington State Department of Health)

Vendor Fair



Attendees had many opportunities to visit with the many vendors.



Rick Lewis (Case Mix Analysis) and Mark Flaten (United Collection Service) assist vendors during prize drawings. Thank you Rik and Mark for bringing us great vendors.

Speakers



Attendees were entertained by Linda Vanderwold while she taught us new thinking and writing skills. You should have seen us all in our sentence aerobic-wear.



Bobette Gustafson was passionate about radical revenue cycle redesign.



ANI Scholarship 2002

Each year the Board recognizes one member for outstanding contributions to Chapter activities. Julie Meek (left) received the fully-paid scholarship to attend HFMA's Annual National Institute from Anne Stallard, Chapter President.

Election Results

The officers and directors for the upcoming 2002-2003 chapter year have been determined. The board ratified the results at its meeting on February 27, 2002. We are pleased that so many chapter members participated, either as part of our extremely qualified slate of candidates, or as those who took the time and made the effort to vote. I personally appreciate all of those who accepted the call from the nominating committee to run for a board or officer position, and for their willingness to follow through on a two or more year commitment. The chapter truly has its share of exceptional leaders.



Tom Dingus, as current President-Elect, automatically succeeds to President for the new year. The results of the balloting are as follows:

| | |
|-----------------|-----------------------|
| President-Elect | Bob Hinman |
| Secretary | Gregg Terreson |
| Treasurer | Eric Teshima |

Grant Baumgartner has been appointed to fill the board position vacated by Eric Teshima, subsequent to his election as Treasurer.

Elected to two year board terms are:

Frank Hemeon
Greg Moga
Tom Muller
John Nutter
Deirdre Ridgway

For information only, current board members, who will be serving the second of their two year terms are:

Annette Edwards
Peggy Figy
Tim Howden
Lee Johnson

I again thank those who volunteered and participated in this process, and wish them the best for the coming year.

Scott Nelson,
Immediate Past President &
Nominating Committee Chair



Welcome New Members



The Washington/Alaska Chapter is pleased to announce the following new members

Amy J. Mosman
Community Health Center of
Snohomish County
Everett, WA

Eric Campbell
Manager of Audit and HC Consulting
Anchorage, AK

April C. Whitbeck
Installation Consultant
IDX Services
Renton, WA

Joel Celestin
Chief Financial Officer
Howard University Hospital
Laurel, MD

Patrick W. Rhodes
Patrick Rhodes & Associates
Federal Way, WA

Don Mitchell
Healthcare Market Manager
Johnson Controls
Bothell, WA

Lisa R. Adams
Controller
Inland Imaging
Spokane, WA

Lori D. O'Malley
Director Patient Financial Services
Providence St. Peter Hospital
Olympia, WA

Gregory P. Osterloh
Healthcare Financial Group
Johnson Controls
Bothell, WA

Robert A. Acosta
Program Operations Coordinator
Harborview Medical Center
Seattle, WA

Dale L. Patterson
Chief Financial Officer
Evergreen Healthcare
Vancouver, WA

Douglas G. Forbes
Charge Master Specialist
UWMC-Revenue Cycle Management
Seattle, WA

Richard W. Warren
Chief Financial Officer
Olympic Health Management
Bellingham, WA

WIN \$100.00 in Chapter Writing Contest

You could win \$100 by writing an article for N.W. Outlook! Share your knowledge & experiences with other HFMA Members. You can help make a difference!

Please send information & articles for upcoming newsletters to:

Ginger Rhoades
Mount Carmel Hospital
982 E. Columbia
Colville WA 99114

Phone: 509-685-2406
E-mail rhoadev@mtcarmelhospital.org

UPCOMING CHAPTER MEETINGS

| EVENT | DATE | LOCATION |
|--|-----------------------------|-----------------------------|
| HFMA Workshop | May 23, 2002 | Embassy Suites - Seatac |
| HFMA National ANI Conference | June 16-20, 2002 | Convention Center - Seattle |
| HFMA Workshop & Meeting | September 25-27, 2002 | Campbells - Chelan |
| HFMA Workshop | December 5, 2002 | Facility - TBD - Seatac |
| HFMA Region 11 Symposium | January, 2003 | Caesars Palace Las Vegas |
| HFMA Workshop, Meeting, & Vendor Fair | February, 2003 | Sheraton - Tacoma |
| HFMA Workshop & Meeting | May, 2003 | Davenport Hotel - Spokane |
| HFMA Workshop & Meeting | September, 2003 | Joint Mtg w/OR - Portland |
| HFMA Workshop | December, 2003 | Facility - TBD - Seatac |

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