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Spring 2009

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Newsletter committee:

- Donald Miller, Chair
 - Kim Lucke
 - Donja Erdman
 - Tina Montgomery
 - Bob Olsen
 - Shar Sheaffer
- Submit your articles to:
dmiller2@communitymed.org

President's Message

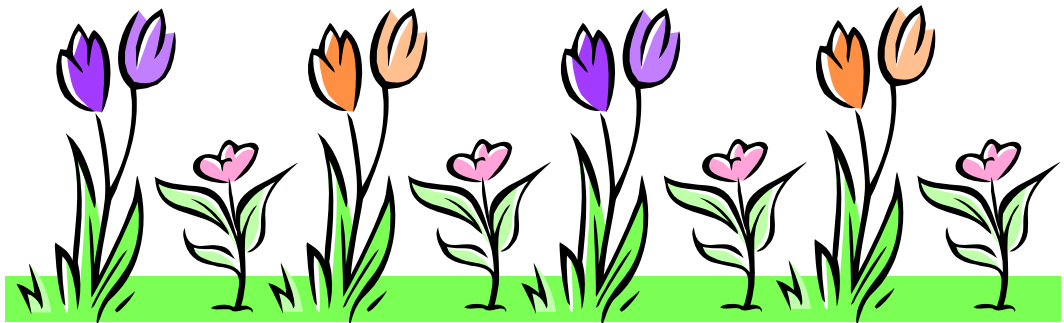
*By Tina Montgomery
President*

Greetings!

As I write this, we are preparing for our spring meeting in Bozeman. Steve and his committee have done a lot of work to put on a quality program addressing the tough issues we are currently facing. We are trying something new this year by setting aside time on Wednesday of the conference to provide an opportunity to test for the certification exam. I have been excited that several members are showing an interest in getting certified.

In addition, I want to thank all of the members who have been steadfast in their commitment to HFMA during these volatile times. I know that some of you have had to cover travel expenses, etc. personally due to budget constraints. The dedication you have shown is to be commended.

Finally, since this is my last message, I want to thank the membership for the opportunity to serve on the Board and progress through the chairs. It has been a wonderful learning experience and networking opportunity. I would strongly encourage members to consider running for the Board. It is not only rewarding but a lot of fun too.



Community Medical Center Announces Montana Breast Health



On March 2, 2009, Community Medical Center officially opened Montana Breast Health at CMC. This project originated two years ago with a request for CMC to provide digital mammography for diagnostic purposes. As this physician-driven project progressed, an identified need of providing a comprehensive and patient-centered experience emerged as being vitally important to ensure success. Various models were examined and CMC's focus on women's and children's services was instrumental in the final design.

Montana Breast Health provides services to patients who have had an abnormal finding on an exam. Patients receive their diagnostic exams and results in a very short time period. The diagnostic exam and preliminary results are available before the patient leaves, alleviating the traditional long waiting periods which can be extremely stressful for patients. All services at Montana Breast Health are brought to the patient. This includes laboratory, ultrasound and mammography as well as the radiologist being on-site to meet with the patient and review results. Dexa-scans are conducted in the same area for patient convenience.

Patients are assisted through the entire process by CMC's Breast Health Navigator, Michelle Weaver-Knowles, a breast cancer survivor who has over 20 years experience in the local medical community. As well, several of the staff also have a personal history with breast cancer and understand the unique anxieties which can arise from this disease. Montana Breast Health has a private main waiting area, individual changing rooms and lockers, as well as a separate, even more private, gowned waiting area which provides a relaxing atmosphere to calm patients.



State of the art equipment includes the latest digital mammography, a new stereotactic table, PACS Workstation and ultrasound. Montana Breast Health is operated in conjunction with Advanced Imaging, a partnership which provides a comprehensive and effective approach to effectively treating breast cancer. Nicole Alexander, CMC's Manager of Diagnostic Imaging was one of several staff instrumental in the development and completion of this project. She stated, "We wanted the feeling of this to be a soothing and nurturing environment." She also noted that breast cancer is not a disease confined to women, and the center provides exceptional service to men as well.





Breast Cancer survivor Elizabeth Edwards (seated second from right) is joined by other breast cancer survivors during the grand opening/dedication ceremony of Montana Breast Health at Community Medical Center.



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Plan to Attend HFMA's Annual National Institute!

HFMA's 2009 Annual National Institute (ANI)
Washington State Convention and Trade Center
June 14 -17, 2009

At HFMA's 2009 Annual National Institute (ANI)—to be held this year at the Washington State Convention and Trade Center from June 14-17—you'll get the ideas and tools you need to achieve outstanding results in your career and organization.

ANI is the premiere education and networking event for healthcare financial professionals!

ANI offers you:

ANI Inspiring Keynotes

- ◆ **Monday, June 15: *The Five Temptations of a Leader*, presented by Patrick Lencioni**
- ◆ **Tuesday, June 16: *Thinking Green: Economic Strategy for the 21st Century*, presented by the Honorable Al Gore**
- ◆ **Wednesday, June 17: *Moving Toward a High Performance Health System*, presented by Karen Davis, joined by Leading Hospital Executives**

Breakout Sessions

There are 84 Breakout Sessions offered at ANI that address topics in the areas of financial management, patient financial services/revenue cycle,

payment/reimbursement/managed care, compliance/legislative and the new **Peer Review® Showcase** track. You'll walk away from these Breakout Sessions with ideas and tools you can use throughout your organization. Attendees also receive access to every handout and tool from all four topic areas – that's complete information from all 84 sessions!

Preconference Programs

Gain access to more ideas and tools when you sign up for **Preconference Workshops** or a **Preconference Seminar**.

All Preconference Programs will be held Sunday, June 14.

- **Preconference Workshops** are half-day programs led by facilitators that are designed to give you hands-on experience with tools and solutions that relate to a topic. Choose to attend one workshop in either the morning or afternoon or maximize your opportunity by attending both morning and afternoon workshops.

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Plan to Attend HFMA's Annual National Institute!

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- **Preconference Seminars** are full-day programs led by speakers that include lunch and are held from 8:00 a.m. to 5:00 p.m. Seminars are taught in a classroom setting with techniques and approaches incorporated into the lecture.

Sunday Opening Reception

Kick off ANI by greeting old friends and making new ones at this year's Opening Reception.

Idea Exchange Exhibit

Get up to speed with the latest ideas and newest solutions during the ANI Idea Exchange Exhibit! During Monday's and Tuesday's lunch and evening receptions, you'll get a chance to meet and mingle with more than 400 healthcare financial management suppliers, as well as your fellow attendees.

Annual Chairman's Reception and Banquet

The Annual Chairman's Reception and Banquet is always one of the most memorable times at ANI. Enjoy dining and dancing and be a part of the installation of HFMA's new Board of Directors and the presentation of the Frederick C. Morgan Individual Achievement Award, the Association's highest honor for career-long contributions to healthcare financial management and HFMA.

And this is just a sample of what's going on at ANI! There's also a Forums Networking Breakfast, the Saturday Golf Outing and the Sunday post-welcome reception at Tap House Grill...the list goes on and on.

For complete information on ANI and to register, visit www.hfma.org/ani or call (800) 252-4362, extension 2.



CHECK OUT OUR WEBSITE

For more information about the Montana Chapter of HFMA please visit:

www.mthfma.org

Is your information up-to-date?

Visit www.hfma.org and login and check personal profile

Montana Chapter Announces Board Leadership for 2009-10

On February 20, 2009, the Montana Chapter Board of Directors announced the new leadership for the terms commencing in June and running through May, 2010. The leadership positions are as follows:

President:

Steve Scharmann

Bozeman Deaconess Hospital

President Elect:

Donja Erdman

Marcus Daly Memorial Hospital

Secretary/Treasurer:

Donald Miller

Community Medical Center

Past President:

Tina Montgomery

Sidney Health Center

Past Past President:

JJ Carmody

Billings Clinic

The entry into these positions begins with a successful election to the Board of Directors. Board members express interest in the leadership positions

which are voted on by the full Board. Members begin with the Secretary/Treasurer position and move sequentially each program year into President Elect, President, Past President and Past Past President. Each step requires a unique set of skills and a significant time commitment to the Chapter. Additionally, each position is asked to chair various committees. While Board members are rotating through the leadership chairs, they are not required to seek re-election until after they complete the Past-Past President role. There is a 10 consecutive year limitation on Board membership so if an individual wishes to serve beyond 10 years, they must rotate off for at least 1 full year. Board elections are held each fall and the leadership positions are appointed during the first Board meeting following the elections. Members completing your HFMA Board include:

Tammy Trovatten, *Benefis Healthcare*

Joe Vachal, *Community Medical Center*

Kim Lucke, *Northern Montana Hospital*

Bob Olsen, *Montana Hospital Association*

Greg Peterson, *St. John's Lutheran Ministries*

Sheri Renney, *St. Peter's Hospital*

Scott Thorn, *Bozeman Deaconess Hospital*

Robin Hill, *Community Medical Center*

Linda Nygaard, *Northeast Montana Health Services*



TRICARE Provider Education Seminars Scheduled Through Mid-June

TriWest Healthcare Alliance Corp. is offering our latest **TRICARE provider education seminars** throughout the 21-state TRICARE West Region. The seminars, which **begin April 1, 2009 and run through mid-June**, will furnish you and your staff with the latest information on TRICARE programs, policies and procedures.

For those new to TRICARE, these seminars are a great opportunity to learn about the TRICARE program. They can also serve as a good refresher for those who have

previously attended a TRICARE seminar. If you have recently attended a seminar and feel comfortable with the TRICARE program, you may wish to send another team member from your office or bring a less experienced person with you.

Each attendee will receive the 2008 Provider Handbook and Quick Reference Guides. Updates on the latest **enhanced functionality** of the secured provider portal will also be covered, including some **exciting new tools** available this spring.

Seminars are scheduled for both medical/surgical and behavioral health providers. There is no charge to attend a seminar.

If you have questions regarding the content of provider seminars, you may contact your local representative, e-mail providerservices@triwest.com or call 1-888-TRIWEST (888-874-9378).

**The seminar will run approximately 2½ hours; however, the end time may vary based on the level of audience participation.*

Registering online at www.triwest.com/provider is the most convenient way for you to pre-register for a seminar. You will benefit from the following:

- ◆ **Immediate E-mail confirmation of your registration**
- ◆ **Reminder e-mail notice prior to your scheduled seminar**
- ◆ **Eligibility to participate in a drawing for a small prize at the seminar**

Tips for Efficient Claims Processing

Providers can take some simple steps to expedite the processing of their TRICARE West Region claims, reduce the time spent on tracking the status of submitted claims and eliminate the need to submit duplicate or tracer claims.

Take advantage of our newest enhancements on the TriWest secure provider Web site, www.triwest.com/provider. As a registered provider, you can perform a variety of self-service functions:

- **Verify patient eligibility**
- **View your patient panel report (primary care managers only)**
- **Determine the status of referrals and authorizations**
- **Submit, view and check claim status**
- **Download explanations of benefits**
- **See which payments have been issued**



As a registered user, you can submit your professional and institutional claims online and receive real-time processing results. Currently, clean claims (i.e., those that do not contain a defect requiring investigation or development before adjudication) submitted online are being processed within the following time frames:

- **71 percent immediately**
- **97 percent in 15 days or less**
- **99.7 percent in 30 days or less**

Second submissions and tracer claims can delay claims processing, influence the accuracy of claims payment and cost your practice valuable time. You can help avoid these problems by allowing at least 45 days from the date the claim is received at Wisconsin Physicians Service (WPS) before generating second submissions or tracers. This allows WPS time to receive the claim from your office or billing service and process all clean claims, as well as time for the U.S. Postal Service to deliver your payment and your office to post the payment.

WELCOME

New Members

Brenda Ries

Pondera Medical Center
Conrad

Dave Doran

Pondera Medical Center
Conrad

Garrett Robson

Healthcare Management Services
Billings

Jan Thomas

Granite County Medical Center
Phillipsburg

Mark Jones

Pondera Medical Center
Conrad

Melissa Elvsaaas

Yellowstone Pathology Institute
Billings

Stacey Black

St. James Healthcare
Butte

Trisha Truett

Michael R Bell & Co
Spokane

Vickie Northey

St. James Healthcare
Butte

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Montana Facility Finance Authority

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Rocky Mountain Health Network

The MASH Program

United Health Care

Silver Sponsors

Centron Services

Corvel

Credit Associates, Inc.

J&H Office Equipment

Health E Web

Interwest Health

Med Assets, Inc. (MHA)

Michael R. Bell and Company

Moss Adams, LLP

New West Health Services

Bronze Sponsors

ACS

Agency of Credit Control

Allegiance

Collection Bureau Services

Collection Professionals, Inc.

Dingus, Zarecor & Associates PLLC

Emdeon Business Services

Healthcare Management Systems, Inc.

Humana

Pine Creek Healthcare Capital Inc.

Tech Time

Thank you to our chapter sponsors. Your sponsorship allows the chapter to provide quality, valuable education to our membership.

Save the Dates!

2009 ANI- The Healthcare Finance Conference

June 14-17, 2009

Seattle, WA

2009 Montana Chapter Fall Conference

October 21-23, 2009

Crowne Plaza, Billings, MT

Keeping Up With Medicare

Medicare Contractor Provider Satisfaction Survey (MCPSS) comments indicate that many providers' staff members are unaware of timely Medicare information such as workshops, seminars, coverage updates and more. Noridian Administrative Services, LLC (NAS) wants to correct this problem. NAS offers a free, no-hassle method of providing Medicare communications in the form of an email subscription service commonly referred to as a listserv.

Upon enrollment, NAS will send email notifications twice a week to inform subscribers of training opportunities, claims procedure and policy updates, new CMS information, open door calls with the NAS contractor medical director and staff, and any other issues requiring provider attention. NAS encourages you to sign up for this service and to distribute this information to staff members who have a need for the most current Medicare information on a timely basis.

The email subscriptions can be individually customized to highlight the subscriber's personal area of interest. Attached is a brochure that explains the subscription process. There is no limit to the number of subscriptions per provider.

Little Things Make Difference For Hospitals

Matthew J. Lindsay is a Vice President with Lancaster Pollard. He is a member of the Oregon chapter of HFMA. Reprinted with permission from The Capital Issue at www.lancasterpollard.com.

By Matthew J. Lindsay

It can be argued that a combination of “little things” dragged the economy from a lofty high where nearly every individual and every business could borrow money. Now, “big things” in the forms of stimulus bills and bank restructures are attempting to stabilize the credit markets. Hospitals, however, are stuck in a meantime that hasn’t been generous to their “big thing” projects. Lack of liquidity in the current market has forced many to postpone projects or shrink their scopes, limiting the constant progress required of modern hospitals.

Fortunately, large-scale projects aren’t always the only answer for hospitals.

Facilities across the country are showing that modest changes also have the potential to help hospitals stabilize their own internal economies and continue moving forward, and small changes to financing options should create opportunities for future big-ticket borrowing.

Little Moves with Big Potential

In Fremont, Ohio, 132-bed Memorial Hospital competes with several newer facilities. In seeking to constantly enhance its strong image in the community, the hospital identified opportunities to improve its “first impressions” with patients and visitors. Following some reconnaissance work involving photographs of competing hospitals, it is brightening and modernizing its lobby with new furniture, carpeting, lighting, a water feature and a fireplace.



“Even though ours wasn’t bad, you could tell ours was dated,” Chief Financial Officer Rick Ruppel said. The lobby was last renovated in 2001. “One issue in ours particularly was lighting. It was very dark.”

The lobby renovation is expected to cost about \$200,000, and 75 percent already has been raised from within the hospital and the community. “Those kinds of first impressions, if they’re not positive, then that can influence a patient or visitor’s perception,” Ruppel said.

Golden Valley Memorial Hospital in Missouri is moving forward with patient satisfaction efforts a bit farther inside the building. With eventual goals of remodeling to have 100 percent private rooms, the interim plan includes more modest aesthetic changes with new ceiling tiles and paint for patient rooms. And following the Disney philosophy that every client is a guest, Golden Valley has empowered its staff to resolve patient satisfaction issues when they

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Little Things Make Difference For Hospitals

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happen. Managers, for example, can offer a meal voucher to help assuage an upset family member, rather than escalating the issue through administration and delaying a resolution.

Staff satisfaction also is a good area to find opportunities for small changes that make a big difference. Sidney Health Center's new work site wellness program offers a low-cost way to provide smoking cessation, healthy living and other programs to staff members.

Sometimes the best answer is still a more comprehensive project. New and proposed changes to existing financing options may help with access to capital.

Hospitals still have access to lower-interest federal hospital mortgage insurance through the FHA Section 242 program. The Section 242 program has been used for replacement facilities, new construction and renovations. It cannot currently be used for straight refinances because 20 percent of the funds must be used for new projects.

Taking on additional leverage or a complex project in this economy, however, is not tenable for many hospitals. The elimination of this requirement has been suggested, which could open up the 242



program as a viable refinancing option for hospitals now facing expiring debt, onerous bank covenants or other issues.

Local resources also have been boosted lately. The Federal Home Loan Bank can now provide its AAA credit rating to local banks for use with tax-exempt hospital bonds. This allows hospitals to issue bonds through local banks at lower rates usually available only from large banks, which tend to be lending only to the highest credits right now.

Bank-qualified bonds also are looking at a boost, as the federal stimulus bill includes provisions to increase the amount of bank-qualified bonds from \$10 million to \$30 million per year per borrower. This increase could allow a hospital to accomplish a larger project via an affordable financing vehicle that may have greater market appeal, so long as the community's banks have an appetite for the bonds.

Little things weakened the economy, and though some saw it coming, few recognized how the combination of these elements would play out. But little things also have the potential to come together to help hospitals.

The keys are to be aware of what changes are forthcoming both within and without the facility, and to identify and act on small, low-cost items so their benefits can combine and compound to carry the hospital forward.



The New Rehabilitation Center



VISION for the future

Marcus Daly Memorial Hospital began serving rehabilitation patients over 40 years ago with one part-time physical therapist on staff. Since then the number of patients has significantly increased and the rehabilitation services and disciplines have expanded. Today, the Marcus Daly Rehabilitation team is the only comprehensive rehabilitation team in the Bitterroot Valley and is comprised of seven-teen therapists with expertise in the areas of physical, occupational and speech therapies.

Improved technology, more space, and advanced education enhances the quality of service for our patients. Now Marcus Daly Memorial Hospital is building a brand new state-of-the-art Rehabilitation Center and the therapists are working towards advanced certification from Commission on Accreditation of Rehabilitation Facilities (CARF).

New Facilities & Expanded Services

- A new state-of-the art 12,000 square-foot Rehabilitation Center with natural lighting and a warm, friendly décor.
- Therapy gym designed to optimize the panoramic views of Bloodgett Canyon while walking on the in-door track or while you work one-on-one with your licensed therapist on the innovative and state-of-the-art equipment. Gym designed to be exceptionally functional and user-friendly.
- Pediatric gym is private and expanded to 3,400 square-feet. Equipment and specialized treatment areas are designed to meet the unique needs of our young clients.
- Facility designed according to ADA specifications for the maximum accessibility, function and safety of our clients.
- Expansive aquatic therapy area includes a state-of-the-art, specially designed pool, surrounded by a non-skid surface for safety of our patients and private locker rooms for men and women. The pool is the cornerstone of the new rehabilitation center and combines the healing properties of water for both adults and pediatric patients. Some of the features include powerful therapy jets, underwater treadmill and video technology, and massage system. Aquatic therapy supplements traditional therapy and we are proud to have this advanced featured pool available for our patients.
- Eighteen private treatment rooms for speech therapy, occupational therapy, physical therapy, hand therapy, ergonomics and wound care.
- The new Rehabilitation Center is accessed through a covered entry from the south entrance on Westwood Drive. The driveway is widened with additional parking, new sidewalks and nicely landscaped with flowering native plants.

The new state-of-the-art Rehabilitation Center, located on the west side of the hospital campus, is scheduled to open spring 2009 and will provide new facilities and expanded services.



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HFMA

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President

Sidney Health Center

Steve Scharmann

President Elect

Bozeman Deaconess Hospital

Donja Erdman

Secretary/Treasurer

Marcus Daly Memorial Hospital

JJ Carmody

Past President

Deaconess Billings Clinic

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Past-Past President

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Kim Lucke

Northern Montana Hospital

Don Miller

Community Medical Center

Bob Olsen

MHA

Greg Peterson

St. John's Lutheran Ministries

Sheri Renney

St. Peter's Hospital

Tammy Trovatten

Benefis Healthcare

Joe Vachal,

Community Medical Center

Ron Wiens

Shodair Children's Hospital

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