




THE BOTTOMLINE



MONTANA CHAPTER HFMA



Volume 4, Issue 2

Spring 2010

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President's Message

*By Steve Scharmann
MT Chapter of HFMA*

Greetings Montana HFMA Members. There is a rumor out there that spring is upon us, and as a result, my year as your chapter president is coming to a close in May. I write this to you from our Annual Spring Conference, after three days full of education, networking and fun. I personally want to thank the members of the Board and their committees for an outstanding year. Success in HFMA always depends on the people who volunteer to make the chapter run smoothly.

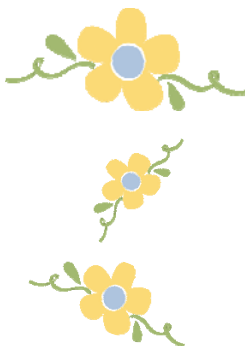
One of the biggest reasons we have all joined HFMA is for updated, relevant information on the industry we've chosen as careers. In looking back at this past year, I truly believe your Montana Chapter, in conjunction with National HFMA, has delivered to its members some of the most high-quality education around. I'm happy to report that our chapter will once again reach the goal of over 3,000 education hours. As members, we've been able to hear from nationally recognized experts in the fields of healthcare reform, patient-friendly billing, legal issues facing healthcare, auditing, RAC, and the list goes on. National HFMA has offered free of charge a comprehensive virtual conference dealing with a wide array of

topics of interest to Financial Executives, Controllers and PFS Directors. In addition, your local Task Force Committee has offered conference calls to address specific issues relating to Montana providers.

It is never a better time to be a member of HFMA. With recent legislation passed that will reshape our industry, as a member you will be the first to know of what is going on both in Washington D.C. and Helena. Spread the word. Tell your colleagues. Being a member of HFMA is more than just receiving a monthly magazine. It's being part of a larger organization that is at the forefront of healthcare in the United States and Montana.

As the leadership begins its annual change, please don't hesitate to get involved. The Board loves to hear from you (yes, even the CFOs in the group). We want our educational programs to be meaningful to our members, and the only way we can do that is with your input. Volunteer to be on a committee and get involved.

Thank you for giving me the opportunity to serve as your president this past year. I look forward to my continued involvement with the Montana HFMA chapter, and with the healthcare leaders of Montana.



SAVE THE DATES!

2010 ANI – The Healthcare Finance Conference

June 20-23, 2010

Gaylord Opryland Resort and Convention Center, Nashville, TN

2010 Montana Chapter Fall Conference

October 20-22, 2010

Crowne Plaza, Billings, MT

NEWSLETTER COMMITTEE

Tammy Trovatten – Chair

Don Miller

Bob Olsen

Donja Erdman

Tina Montgomery

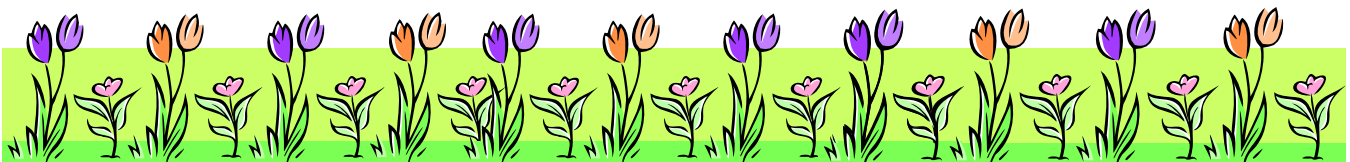
Shar Sheaffer

Deb Green

Maria Conn

Send your articles to

TrovatT@sutterhealth.org





A Note from the Program Chair

By Donja Erdman
Mt Chapter of HFMA

As I am finishing the final details of the Spring Conference I thought I would take time to write a Newsletter article. It has been an exciting and challenging year as Program Chair. I would like to thank my committee members, whom without their help I could not have pulled this off.

Many thanks to JJ Carmody, Becki Collinsworth, Shari Meissner, Don Miller, Bob Olsen, David Richhart, Steve Scharmann, Kathy Schmock, Shar Sheaffer, Scott Thorn, and Tammy Trovatten. I would also like to thank MHA for sponsoring 10 CFOs from Critical Access Hospitals to attend the Spring Conference. I am sure that helped their facilities be able to send them.

It has been a challenge this year to provide current, relevant educational programming while keeping in mind the budget for the program. I know many facilities have been cutting back on their travel and training and some were not able to attend conferences this year. I think we all struggle to balance the value of attending a conference versus

the costs. I find the relationships I have built with others from these conferences are the most valuable reward. HFMA belongs to its members. If the members do not find value in the chapter, then there is no reason for it to exist.

The registration fees for attending a conference have been held by the Board at \$125.00 for members. With increasing costs and lower attendance, the program committee has been challenged to provide quality programs within the budget. We are trying to be creative and look at the value that is provided. You have probably noticed some changes and will continue to see changes as we try to find a balance between costs and value.

For those of you that attended the conferences this year, I hope you enjoyed them and gained the knowledge and experience you were looking for. For those of you that were unable to attend, I hope you will be able to do so in the future.

I look forward to next year as President of the Chapter and assisting Don Miller with the Program Committee. If you have ideas or suggestions for a program, please contact Don Miller or me.



Cultural Transformation:

The buck stops with your hospital's board

By James E. Orlikoff

The focus on culture in health care is everywhere: a culture of quality, a just culture, cultural transformation, a transparent culture, a punitive culture, a high-reliability culture and so on.

As health care approaches the mother of all inflection points, leaders are struggling to make their organizations relevant to an uncertain and demanding future with the unnerving realization that they will not be able to meet this daunting new challenge with old and often dysfunctional organizational cultures. Boards are being challenged to engage in or even lead these cultural transformations.

Yet before a board can effectively oversee a meaningful and lasting cultural transformation of the organization it governs, it must first assess and transform its own culture. If the governance culture is static and inadequate to meet emerging challenges and new realities, attempts to create meaningful and sustainable transformation of the organizational culture will be doomed.

Culture is the most amorphous and, therefore, the most often neglected dimension of governance. In academic circles, culture tends to be defined as "shared patterns of meaning" where the same event, phrase, situation or process has the same implicit meaning to all the members of a board. Practically, culture is often defined as "the way we do things around here."

Studies consistently show that boards rate the quality of care provided by their organizations

higher than their executive or clinical staffs do. Consulting experience similarly demonstrates that boards also tend to have a higher opinion of their governance culture than is accurate. Great boards have great governance cultures that drive robust and effective governance systems and that facilitate effective and transformational leadership of their organizations and ultimately and most importantly, drive organizational success. But

because cultures are so amorphous, how can a board assess its own culture and identify areas for improvement? Edgar Schein, an expert and writer on culture, identifies the "primary mechanisms" of culture as:

"What your board pays attention to, measures and controls on a regular basis. Is

finance more important than quality and safety? Is the board "in the weeds" or does it focus on the big picture? Does attendance at board and committee meetings matter? Is continuing governance education required?

"How your board reacts to critical incidents and organizational crises. Does it revert to blame and punishment? Accept excuses and rationalize failure? Or does the board rely on defined processes and standards of accountability?"

"Observed criteria by which your board allocates scarce resources, including how the board spends its own time during meetings and how it constructs its agendas.

"Deliberate role modeling, teaching and coaching, including how new board members and board leaders are developed and how board member



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Cultural Transformation:

The buck stops with your hospital's board

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performance is evaluated.

" Observed criteria by which the board allocates rewards and status. For example, which board members get recognized and rewarded and why.

"Observed criteria by which the board recruits, selects, promotes, retires and excommunicates organizational members. How does someone become the board chair, a committee chair or a member of the 'inner circle'? When and why is someone removed from or not reappointed to the board?

"Stories, legends and myths about people and events. What are the "remember when" seminal stories told by and about board members?

Schein says that other things, such as the governance structure, the bylaws, board policies and procedures, and mission, vision and values statements are, at best, secondary drivers of culture. To improve governance culture, a board must first honestly assess its current culture. This can be a very difficult conversation. But, as the old saying goes, "where there is mystery, there is no mastery."

So, for a board to be the master of its culture, it must identify the implicit aspects of governance and make them explicit. Then the culture can be assessed to determine its strengths and weaknesses, and how it should be improved.

To get this crucial leadership conversation started, consider the following questions:

Is the "way your board does things" different today

than it was several years ago? Does mystery or ambiguity surround any board processes? For example: how decisions are made; how board leaders are chosen; how executive compensation is determined; how the board helps develop and oversee strategy; or how board meeting agendas are determined?

Just because a governance culture is not dysfunctional does not mean it is optimal. Is the culture of your board merely adequate, acceptable or 'good enough?' Are suggestions for change usually deflected with the excuse "We've always done it that way and it has always worked?"

What is the real culture of your board and how can it be improved? These days, "good enough" governance cultures won't cut it. An effective and robust governance culture places your organization well along on the path to survival and success, while inadequate governance culture careens the organization toward decline and failure. Your governance culture will largely determine which path your organization takes.

James E. Orlikoff (j.orlikoff@att.net) is president of Orlikoff and Associates and senior consultant to the AHA's Center for Healthcare Governance affiliate in Chicago. This article first appeared in the February issue of Trustee Magazine. This article was reprinted from AHA News Now from the following website:

www.ahanews.com



MT Chapter 2010-11 Annual Budget

By: Donald Miller, Secretary/Treasurer

The MT Chapter Board of Directors has approved our operating budget for our new fiscal year beginning 6/1/2010. The budgeting process is a combination of looking into the past as well as looking into the crystal ball of the future to make our best estimates for revenue and expenses for the upcoming year. The Board has worked diligently to insure that expenditures are reasonable and necessary, while at the same time providing quality and affordable training for our members as well as meeting the requirements from our National HFMA organization. Balancing cost with quality is not always an easy task, but the Board is committed to keeping our organization in strong financial health.

The major sources of revenue for our chapter are dues, educational fees and sponsorship from our generous vendors. You can see that without the tremendous support of our vendors we would not be able to offer the excellent educational opportunities at an affordable rate. Yet we also rely heavily upon attendance at both our Spring and Fall conventions in order to complete the financial picture. We applaud facilities that recognize the value of these events for training as well as networking and an opportunity to speak with vendors about various ways to improve our productivity or effectiveness as financial leaders. If your facility doesn't have representation at the HFMA conventions, I would strongly encourage you to consider sending at least one person to each event to gain exposure to information not easily obtained elsewhere. Keep in mind, your representative does not need to be a HFMA member to



attend (for a nominally higher price), although there are substantial benefits to membership as well.

Many of our chapter's expenses are required as a part of National HFMA. Events such as the Leadership Training Conference and President's Meeting are mandatory and allow our leaders to gain the necessary skills needed to fulfill the mission. The requirements for leadership to track, maintain and report back to National are very stringent and require considerable effort and time for those who volunteer on the Board. There is also a substantial commitment from the facilities who allow their HFMA members to serve on the Board in terms of time and financial resources. We thank the leaders of those organizations for their support in ensuring the

success of the Montana HFMA Chapter.

It is the intention of the Board of Directors to adhere as closely to the budget as possible and make any necessary adjustments throughout the year. We are committed to the financial success of the Montana Chapter in order to continue offering affordable, quality education and networking opportunities to our members and vendors. I personally want to thank all the MT Chapter HFMA members and Board of Directors for allowing me to serve as Secretary/Treasurer during the past year and will be passing the reigns to Scott Thorn of Bozeman Deaconess Hospital in June. I'm confident that Scott will provide excellent leadership and put his exceptional skills to work in this position.



46 Montana Chapter HFMA													
Budget Overview: FY 2011 - FY11 P&L													
June 2010 - May 2011													
	Jun 2010	Jul 2010	Aug 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Total
Income													
4000-00 National & Regional Income													0.00
4030-00 Regional X Meeting	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total 4000-00 National & Regional Income	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
4100-00 Chapter Education Income	0.00	0.00	0.00	0.00	13,600.00	0.00	0.00	0.00	0.00	0.00	13,600.00	0.00	27,200.00
4600-00 Dues Rebated from National	399.00	399.00	399.00	399.00	399.00	399.00	399.00	399.00	399.00	399.00	399.00	399.00	4,795.00
4700-00 Interest Income	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	300.00
4700-10 Money Market	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
4700-20 Unrealized Gains/Losses	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total 4700-00 Interest Income	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 300.00
4800-00 Chapter Dues	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
4950-00 Sponsorship	2,040.00	2,040.00	2,040.00	2,040.00	2,040.00	2,040.00	2,040.00	2,040.00	2,040.00	2,040.00	2,040.00	2,040.00	24,480.00
Total Income	\$ 2,464.00	\$ 2,464.00	\$ 2,464.00	\$ 2,464.00	\$ 16,064.00	\$ 2,464.00	\$ 2,464.00	\$ 2,464.00	\$ 2,464.00	\$ 2,464.00	\$ 16,064.00	\$ 2,471.00	\$ 56,775.00
Expenses													
5000-00 National & Regional Expenses													0.00
5022-00 Annual Institute (ANI)	0.00	3,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3,000.00
5030-00 Region X	1,400.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,400.00
5040-00 Fall President's Meeting	800.00	0.00	0.00	3,200.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,000.00
5070-00 LTC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7,200.00	7,200.00
Total 5000-00 National & Regional Expenses	\$ 2,200.00	\$ 3,000.00	\$ 0.00	\$ 3,200.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 7,200.00	\$ 15,600.00
5100-00 Chapter Education Expenses	0.00	0.00	0.00	3,000.00	4,000.00	12,000.00	0.00	0.00	0.00	3,000.00	3,000.00	10,000.00	35,000.00
5600-00 Member Recognition	0.00	0.00	0.00	0.00	0.00	300.00	0.00	0.00	0.00	0.00	0.00	0.00	300.00
5950-00 Chapter Web Site	0.00	0.00	0.00	0.00	0.00	530.00	0.00	0.00	0.00	0.00	0.00	530.00	1,060.00
6501-00 Audit Fees	0.00	0.00	0.00	0.00	110.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	110.00
6502-00 Board Meeting Expenses	500.00	0.00	0.00	0.00	1,200.00	0.00	0.00	0.00	500.00	0.00	1,200.00	0.00	3,400.00
6600-00 Insurance	0.00	0.00	0.00	0.00	0.00	0.00	600.00	0.00	0.00	0.00	0.00	0.00	600.00
6700-00 Bank Service Charge	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	36.00
Total Expenses	\$ 2,703.00	\$ 3,003.00	\$ 3.00	\$ 6,203.00	\$ 5,313.00	\$ 12,833.00	\$ 603.00	\$ 3.00	\$ 503.00	\$ 3,003.00	\$ 4,203.00	\$ 17,733.00	\$ 56,106.00
Net Operating Income	-\$ 239.00	-\$ 539.00	\$ 2,461.00	-\$ 3,739.00	\$ 10,751.00	-\$ 10,369.00	\$ 1,861.00	\$ 2,461.00	\$ 1,961.00	-\$ 539.00	\$ 11,861.00	-\$ 15,262.00	\$ 669.00
Other Expenses													
9000-00 Other Expenses	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	250.00	305.00
Total Other Expenses	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00	\$ 250.00	\$ 305.00
Net Other Income	-\$ 5.00	-\$ 5.00	-\$ 5.00	-\$ 5.00	-\$ 5.00	-\$ 5.00	-\$ 5.00	-\$ 5.00	-\$ 5.00	-\$ 5.00	-\$ 5.00	-\$ 250.00	-\$ 305.00
Net Income	-\$ 244.00	-\$ 544.00	\$ 2,456.00	-\$ 3,744.00	\$ 10,746.00	-\$ 10,374.00	\$ 1,856.00	\$ 2,456.00	\$ 1,956.00	-\$ 544.00	\$ 11,856.00	-\$ 15,512.00	\$ 364.00

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Attention: Practice Manager

TRICARE Provider Seminars Coming Soon

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, 2010 and run through June, will be offered annually and furnish you and your staff with the latest information on TRICARE programs, policies and procedures.

For those new to TRICARE, these seminars provide basic TRICARE information and are a great opportunity to learn about the 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 Fall 2009 Provider Handbook and Quick Reference Guides. Updates on the latest enhanced functionality of the secure provider portal will also be covered, including some exciting new tools available this spring.

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

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:

An immediate e-mail confirmation of your registration.

A reminder e-mail notice prior to your scheduled seminar.

Eligibility to participate in a drawing for a small prize at the seminar.

Please note that confirmations are e-mailed to you only when your e-mail address has been provided to us with your registration. If you register online, please add pseminar@triwest.com to your safe sender's list to ensure that you receive your confirmation from TriWest.

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

If you are unable to attend a seminar, please consider attending a Webinar. Webinars are training sessions from your own computer with a live instructor. You can ask questions and also hear questions asked by other providers attending the training. You will join the class on your computer, but you will hear the instructor by joining a conference call on your telephone. For more information, please visit

www.triwest.com/provider.

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

Important Notice Regarding Timely Claims Filing for Network and Non-Network Providers TRICARE requires that all claims must be received by the TRICARE West Region claims processor, Wisconsin Physicians Services (WPS), within timely filing requirements. Claims must be submitted:

Within one year from the date the services were provided.

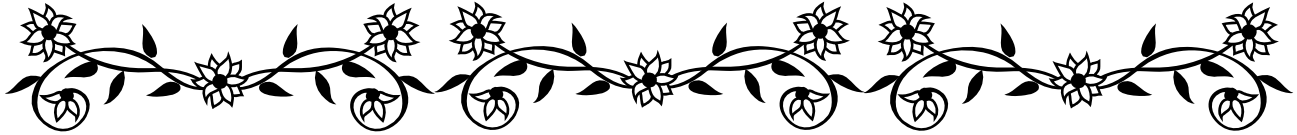
Inpatient facility charges must be received within one year from the date of discharge.

Professional services billed by the facility must be received within one year from the date the services were rendered.

Please submit any outstanding TRICARE claims prior to the one-year deadline. Claims will only be processed according to the timely filing guidelines as defined by the TRICARE Operations Manual Chapter 8, Section 3.

For more information, please refer to the TRICARE Operations Manual at <http://manuals.tricare.osd.mil/>.





Farewell from the Newsletter Chair

By Tammy Trovatten

MT HFMA Newsletter Chair

As I finish wrapping up this last newsletter as the Newsletter Chair, I find myself reflecting back on the last year and others since I was elected to the Board of Directors. Last year at this time, I was petrified about the daunting task the newsletter presented as the new Newsletter Chair.

Now, I think fondly of each issue of the newsletter since I realized during the first one that it wasn't as bad as I thought it would be. As with all positions on the MT HFMA Board of Directors, you just have to jump in and swim as long as you are willing to accept the challenge. Also I found that I was not alone, each of the veteran board members were always there giving me advice when I needed it. They were like my personal flotation devices to keep my head above water as I jumped into this role.

I would like to encourage anyone that has ever been interested in serving on a committee or on the board to look into it. You will never find a better group of supportive people and (I hope) friends. I have been fortunate enough to find some life-long friendships through the Montana Chapter HFMA conferences and serving on the Board. These friendships have been forged through the camaraderie that comes from having similar

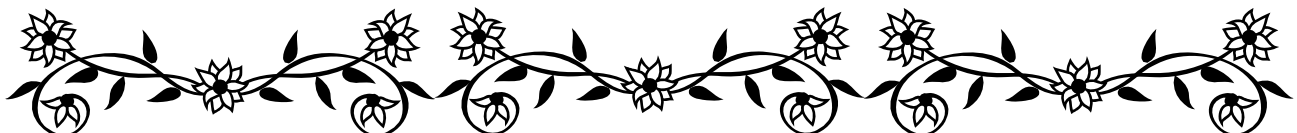
interests and challenges. The ability to share knowledge and experiences of overcoming obstacles through these friendships has been the greatest benefit of being a member of HFMA. For those of you who are new to HFMA or those who have been members for awhile but have not had the courage to get involved with the HFMA Board, I encourage you to do so because you never know what stranger may be your next friend.



"Don't be dismayed at goodbyes. A farewell is before you can meet again. And meeting again after a moment or a lifetime is certain for those who are friends." Richard Bach

As some of you may know, I accepted a job in Sacramento, California in March. Like volunteering for HFMA, I have jumped into a new page of my life. Even though the sun is shining here in California, it can not take away the sadness of leaving my friends and mentors behind. I do know though that many of you are just a phone call or an e-mail away. I also know that I will see some of you at national events such as ANI. I would like to take this opportunity to say, "Thank You" to all of you who have submitted articles to the newsletter this last year, for the wonderful people who served on the Newsletter Committee, and for the people who entrusted me with serving on the Board of Directors. As I pass the baton to Maria Conn, maria@monida.com, I know the newsletter will be in great hands, and I hope she has an enjoyable year as Newsletter Chair like I did.

Thank you for the memories!



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Moss Adams

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Collection Bureau Services, Inc.

Collection Professionals, Inc.

D.A. Davidson

Emdeon Business Services

HCFS

Mid-South Credit Bureau, Inc.

Recovery Resources

SSI Group, Inc.

Tech Time

Winthrop Resources

Xtend Healthcare Advanced Revenue Solutions

New Chapter Members

Christine Aasheim

*North Valley Hospital
Whitefish*

Treasure Berkram

*Northern Rockies Medical Center
Cut Bank*

Melanie Emter

*Livingston Healthcare
Livingston*

Kerri Gibbar

*St. Patrick Hospital
Missoula*

Bessie Spangler

*Mineral Community Hospital
Superior*

Michelle Strawn

*St. Patrick Hospital
Missoula*

Nicholas Wolter

*Billings Clinic
Billings*

Leann Woodman

*Sheridan Memorial Hospital Assoc.
Plentywood*



We welcome
you to the
Montana
Chapter of
HFMA!

Montana HFMA 2009-2010 Chapter Officers

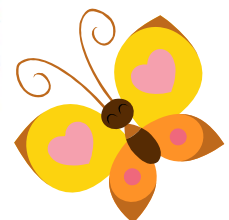
Steve Scharmann • *President* • Bozeman Deaconess Hospital
Donja Erdman • *President Elect* • Marcus Daly Memorial Hospital
Don Miller • *Secretary/Treasurer* • Community Medical Center
Tina Montgomery • *Past President* • Sidney Health Center
JJ Carmody • *Past-Past President* • Deaconess Billings Clinic

2009-2010 Chapter Directors

Maria Conn • *Monida Healthcare Network*
Robin Hill • *Community Medical Center*
Kim Lucke • *Northern Montana Hospital*
Linda Nygaard • *Northeast Montana Health Services*
Bob Olsen • *MHA*
Greg Peterson • *St. John's Lutheran Ministries*
Scott Thorn • *Bozeman Deaconess Hospital*
Tammy Trovatten • *Benefis Health System*
Joe Vachal • *Community Medical Center*



SPRING



The Montana HFMA Task Force and Current Issues Committee Wants You to Know....

Submitted by Linda Nygaard

...You are not alone. The Montana HFMA Board has formed a committee with the specific goals to keep our members informed of the changing factors in healthcare finance and to assist the members with specific issues that affect all of us.

I have the pleasure and responsibility to Co-chair the task force with Bob Olson. The current committee members are dedicated to providing our members with resources to help you cope with the ever changing environment of healthcare. The current members on the committee are:

<i>First Name</i>	<i>Last Name</i>	<i>Facility</i>	<i>Email</i>	<i>Phone</i>
JJ	Carmody	Billings Clinic	jcarmody@billingsclinic.org	406-657-4844
Deb	Green	Clark Fork Valley	dgreen@cfvh.org	406-826-4816
John	Green	St. Peter's Hospital	jgreen@stpetes.org	406-444-2100
Bob	Olsen	MHA	bob@mtha.org	406-442-1911
David	Richhart	Community Medical	drichhart@communitymed.org	406-327-4083
Kathy	Schmock	St. Vincent Healthcare	kathy.schmock@svh-mt.org	406-237-4547
Paul	Soukup	St. Luke Community	psoukup@stlukehealthnet.org	406-676-4441
Linda	Nygaard	NE MT Health Services	lnygaard@nemhs.net	406-653-6574
Dan	Green	CHMS, PC.	dan@chmspc.com	406-228-9391
Steve	Scharmann	Bozeman Deaconess	Ssharmann@bdh-box.com	406-585-1001

The task force met via phone conference April 21st with two agenda items; 1) to plan a May conference call and 2) to discuss the October Region 10 Webinar that the Montana Chapter is sponsoring.

On the first agenda item, the group decided to postpone the May conference call to a later date and to encourage HFMA members to bring specific issues to the task force be discussed. Topics of interest had been covered thoroughly at the April Spring Convention in Helena. Additionally, the Colorado HFMA has a their Region 10 Webinar scheduled for May 19th, 12:00pm to 1:30pm on Inpatient Medical Necessity and National HFMA is offering a webinar on patient friendly billing and improving upfront collections on

May 12th, 1pm to 2:30pm. Both webinars are free to HFMA members. The committee felt that the training resources are available and the task committee's efforts would be better utilized addressing specific issues and problems.

To give a little background on the second agenda item, the Montana HFMA has signed a collaborative agreement with the other chapters in Region 10 to sponsor seven (7) webinars for the benefit of the region. The task force has been assigned the responsibility to choose the topic, speaker, date, and time for Montana's webinar scheduled for October. Watch for upcoming announcements from our Program Chair.

The states will sponsor as follows:

- April – Arizona (presented April 13th on Health Care Reform)
- May – Colorado – May 19th on Inpatient Necessity
- September – Idaho
- October – Montana
- November – New Mexico
- January – Utah
- February - Wyoming

Continued on next page.

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

the MASH program

strength flexibility balance

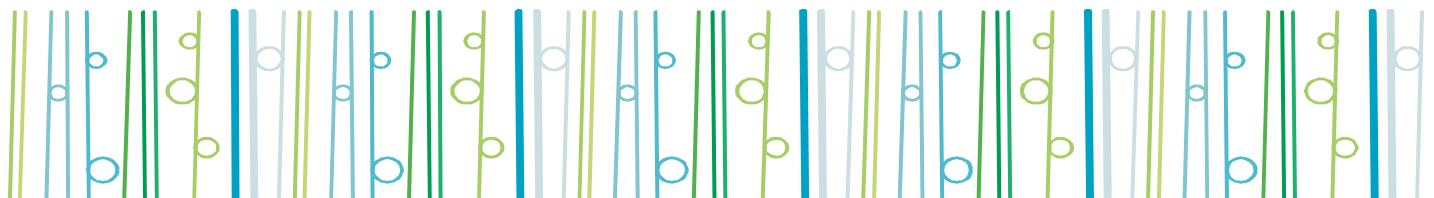
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The Montana HFMA Task Force and Current Issues Committee Wants You to Know.... continued

The committee tabled this decision to a later date after the Region meeting discussing the Webinars and when a better assessment and coordination of the educational needs could be made. It was decided to meet again after the June HFMA Board meeting to finalize the event.

The committee wishes to encourage members to contact a member of the task force (listed above) if you have an issue to work on as a group.

Some of the issues that were suggested on the call were:

- The IRS version of Community Benefit
- New FASB Statement on Uncompensated Care and current guidance on accounting for Not-for-Profits
- Social Media - The Medical Legal Risk
- EHR – IT Meaningful Use
- RAC

With all the information now being brought to your desk top, the task force is here to provide a networking vehicle for you to share your experiences and benefit from others' and address problems and issues as a team. The platform of the calls is a roundtable discussion with guest speakers with Bob Olson as moderator. Your input is welcome and appreciated and it is always helpful to get input from other facilities on how they are handling specific issues. Remember, if you are having difficulties with something, someone else most likely is too. Please call – you are not alone.

'Of the People, By the People, and For the People'

Results of the Chapter Member Survey

By Tammy Trovatten

MT HFMA Newsletter Chair

The Montana HFMA members have spoken, and the board is listening. The HFMA Member Survey results are included in this newsletter. The survey results are based upon ratings and comments from the 33% of our membership that responded. Keep in mind that the Montana HFMA board members are excluded from participating in this survey, so the results are not biased in their favor. The chapter has improved in some areas of the survey results and faltered in others when compared to the 2008 results. The Montana HFMA Board of Directors would like nothing more than to improve the member satisfaction in anyway possible. But the Board can not improve the scores without your input and suggestions.

The Board Members have gone over the results and comments thoroughly at the last two board meetings. They are trying to utilize this input in the planning process for the upcoming year. They even contemplated who could teach the session on "Budlight and how it became the King of Beers", which was one of the suggestions. Humor aside



though, these results and comments will be implemented as much as possible into the upcoming year. However some comments and results are very vague such as "better location". If you have ideas on specific topics you would like addressed at a conference or specific locations in mind that are large enough to host the conference while being reasonably priced, then please feel free to contact Don Miller, our upcoming Program Chair, at dmiller2@communitymed.org.

As noted in the article from the Program Chair, Donja Erdman, our upcoming President, is always willing to listen to any input or questions that the membership may have. If you have any questions or comments for Donja, then please feel free to contact her at derdman@mdmh.org. As a member of the Board, I have always been impressed with the open-mindedness and willingness of the board members to listen to and consider all input from the membership. The Board of the Montana Chapter of HFMA really is 'of the people, by the people, and for the people'. I hope you take a moment to review the survey results and provide any feedback or additional comments to any one of the board members. They can not do it without you.

Enjoy the survey results. Now the results.....

Continued on next page.

Survey Says...

Healthcare Financial Management Association

HFMA Chapter Survey (FY10)

January 2010



Sample Size:	160
Undelivered E-mail:	10
Final Sample:	150
Responses Received:	49
Response Rate:	33%
FY10 Overall High Satisfaction:	53%

Online survey conducted by HFMA on behalf of the chapter.

Sample selected from among those chapter members that are not listed as chapter officers or directors and have been HFMA members since at least May 31, 2009.

Survey Timeline:

First email request with link to online survey sent on October 21, 2009.

Second email with link to survey sent to non-respondents on November 3, 2009.

Third email with link to survey sent to non-respondents on November 9, 2009.

Final request to complete survey sent to non-respondents on November 16, 2009.

Survey Says...

(continued)

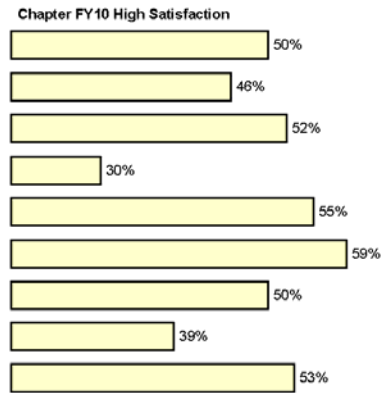
Healthcare Financial Management Association
 HFMA Chapter Survey (FY10)
 Montana Chapter

Your Members' Satisfaction Ratings

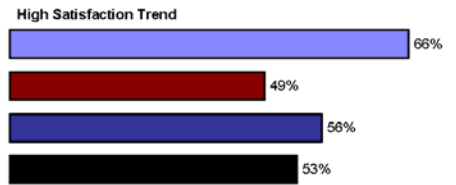
High = Very Satisfied & Extremely Satisfied; Middle = Satisfied; Low = Dissatisfied & Neutral

Table A: Satisfaction with chapter services

How satisfied are you with the following services offered?	Montana Chapter			FY08	All Chapters
	FY10			High	FY10
	Low	Middle	High		High
The educational programs overall	10.9%	39.1%	50.0%	50.0%	51.6%
The educational topics addressed	13.0%	41.3%	45.7%	48.5%	49.9%
The speakers at programs	6.5%	41.3%	52.2%	50.8%	55.0%
The location of programs	17.4%	52.2%	30.4%	34.8%	48.6%
The coverage of state and regional issues	10.6%	34.0%	55.3%	50.0%	51.9%
Member communications (e.g. newsletter)	12.2%	28.6%	59.2%	60.9%	58.7%
Networking opportunities	16.7%	33.3%	50.0%	56.9%	50.2%
Web site	29.3%	31.7%	39.0%	49.2%	46.6%
HFMA chapter overall	10.2%	36.7%	53.1%	55.9%	54.8%



HFMA Chapter Overall - High Satisfaction Trend	FY04	65.9%
	FY06	49.3%
	FY08	55.9%
	FY10	53.1%



Survey Says...

(continued)

**Healthcare Financial Management Association
HFMA Chapter Survey (FY10)
Montana Chapter**

Services your Members Would Most Like to Improve

Table B1: Improving your chapter

Combination of the top two services to improve your HFMA chapter	Montana Chapter		All Chapters	Chapter FY10 Percentage
	FY10	FY08	FY10	
The topics addressed at educational programs	52.4%	56.1%	52.0%	52%
The speakers used at the educational programs	22.5%	33.6%	21.7%	22%
The location of programs	44.5%	25.9%	30.8%	45%
The coverage of state and regional issues	20.1%	27.7%	31.8%	20%
Member communication (e.g. newsletter)	22.5%	12.4%	16.2%	22%
Networking opportunities	24.8%	25.9%	29.9%	25%
Web site	13.2%	18.4%	17.6%	13%

The percentages in Table B1 will add to 200% because the results of the two questions in Table B2 are added together.

	If you could select one service to improve in your HFMA chapter, which would it be?			If you could select one more service to improve in your HFMA chapter in addition to what you selected, which would it be?		
	Montana Chapter		All Chapters	Montana Chapter		All Chapters
	FY10	FY08	FY10	FY10	FY08	FY10
The topics addressed at educational programs	36.2%	35.6%	30.3%	16.3%	20.3%	21.7%
The speakers used at the educational programs	8.5%	16.4%	7.4%	14.0%	17.2%	14.3%
The location of programs	21.3%	14.9%	18.2%	23.3%	10.9%	12.5%
The coverage of state and regional issues	8.5%	9.0%	13.7%	11.6%	18.8%	18.1%
Member communication (e.g. newsletter)	8.5%	1.5%	6.2%	14.0%	10.9%	10.0%
Networking opportunities	8.5%	14.9%	15.4%	16.3%	10.9%	14.5%
Web site	8.5%	7.5%	8.8%	4.7%	10.9%	8.8%

Survey Says...

(continued)

Healthcare Financial Management Association
 HFMA Chapter Survey (FY10)
 Montana Chapter

Topics of Interest to your Members
 High = Extreme Interest & A Lot of Interest; Middle = Some Interest; Low = A Little Interest & No Interest

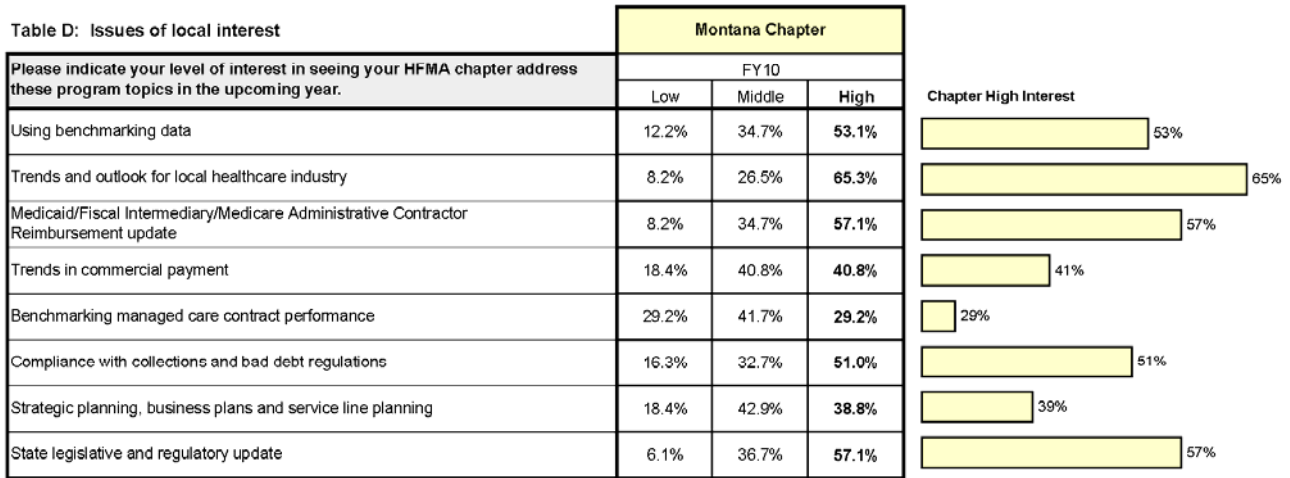
Please indicate your level of interest in seeing your HFMA chapter address these program topics in the upcoming year:	Montana Chapter			Chapter High Interest
	FY10			
	Low	Middle	High	
Healthcare payment reform	10.4%	20.8%	68.8%	69%
Accounting and financial reporting	16.3%	34.7%	49.0%	49%
Growing self-pay component of healthcare	4.2%	35.4%	60.4%	60%
Denial management	28.6%	24.5%	46.9%	47%
Changes in Medicare reimbursement policies	8.3%	25.0%	66.7%	67%
Compliance with Medicare regulations	12.5%	14.6%	72.9%	73%
New technologies in the healthcare finance, revenue cycle and clinical-financial integration	12.5%	31.3%	56.3%	56%
Managing productivity and costs	10.2%	24.5%	65.3%	65%
Leadership skills	12.2%	36.7%	51.0%	51%
RAC Audits	14.3%	42.9%	42.9%	43%

Survey Says...

(continued)

**Healthcare Financial Management Association
HFMA Chapter Survey (FY10)
Montana Chapter**

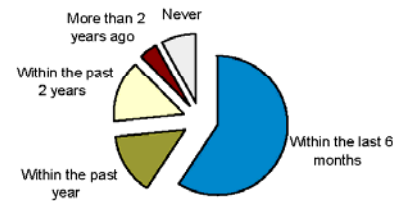
Topics of Interest to your Members (continued)
High = Extreme Interest & A Lot of Interest; Middle = Some Interest; Low = A Little Interest & No Interest



Data About Survey Respondents

Table E: Attending an education event

	Montana Chapter
When was the last time that you attended an educational event?	FY10
Within the last 6 months	59.2%
Within the past year	14.3%
Within the past 2 years	14.3%
More than 2 years ago	4.1%
Never	8.2%



Survey Says...

(continued)

**Healthcare Financial Management Association
 HFMA Chapter Survey (FY10)
 Montana Chapter**

Please tell us how we can exceed your expectations in the future

More outreach to members to encourage their active participation at educational events and committee work.
Possibly meet more often for one day educational sessions.
The chapter is doing a good job - keep it up.
Billings is difficult to go to in the fall, would prefer middle of state
It is nice to have the conferences in Great Falls and Billings since it is a more centralized location.
Some registration topics at the conferences.
I would like more cost reporting classes and general finance education. Also the location of the conference should be more central. I really liked when the fall conference was in Billings and the spring conference in Bozeman.
I would like to see a statewide effort with resources devoted to get as many chapter members the CHFP certification as possible. I believe that would really create momentum and get folks excited. Thank you, Tom Bick Billings Clinic.
Would be nice to have the meetings in conjunction with the MHA meetings in the fall. Billings is a 9 hour drive for me and I'm always torn between which to attend.
Possibly moving the spring conference to different locations around the state each year.
More accounting and audit topics
I know that Billings is a good location for the Fall meeting, but it would be nice to have it in Missoula every other year
I have been on the planning committee for putting together the topics and speakers and it is not easy but it just seems like the education that is received is not very "impactful" - I don't know the answer but this is my perception
I really don't think there is anything you can do. I have so little time to address your newsletters and attend meetings. I hope to be able to utilize you more in the future.

Survey Says...

(continued)

**Healthcare Financial Management Association
HFMA Chapter Survey (FY10)
Montana Chapter**

Please name any other topics that you would like to see your HFMA chapter address this year. Be as specific as possible.

Budlight and how it became the King of Beers
Growing impact of Medicare Advantage and how to manage relationships with or without a contract
process improvement methodologies used in healthcare facilities in MT or in other facilities
More on Community Benefits. Not just the numbers, but maybe more education on CIBSA software and how to use it.

Survey Says...

(continued)

**Healthcare Financial Management Association
 HFMA Chapter Survey (FY10)
 Montana Chapter**

What would make your chapter's events so compelling that you would have to attend more frequently?

Top level speakers.
Different locals that would allow lower cost and less driving time
location
I attend as regularly as possible as it is
More in depth presentations and location
I personally attend conference with agenda items relating to my position. I haven't seen any specific topics recently that relate to my position as a chargemaster/reimbursement analyst who is also involved in RAC, denials management and charge capture.
great speakers at every event and more attendees for networking (wish more hospitals could or would attend)
I already attend as often as possible.
BETTER TOPICS
I have not attended due to the financial condition of our facility, not the content of the HFMA meetings
Split the State into a Western & Eastern regions and bring programs to both - Everything is for the eastern half of the state.
Better opportunities for CAH hospital employees. Seems that PPS - because they are large and most of the HFMA board are from PPS hospitals (or it seems)the CAHs get lost in the shuffle.
The only one I have not attended since I have been in health care is the one held in Helena. The reason for not attending was the time it would take to get there.
I usually attend Spring and Fall
I currently go every six months - probably would not attend more often than this
Timing...I can never go because it is in the first two weeks of the month when we are closing.

Survey Says...

(continued)

**Healthcare Financial Management Association
HFMA Chapter Survey (FY10)
Montana Chapter**

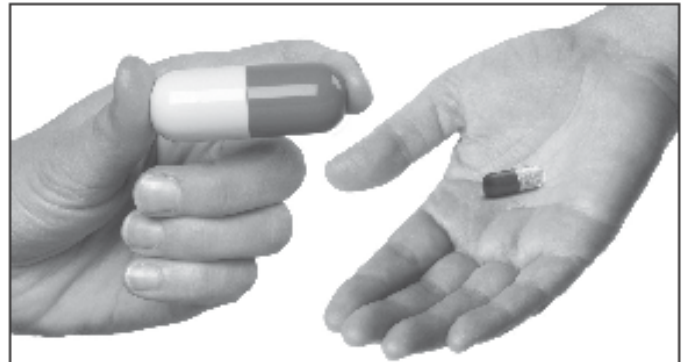
Please offer any other comment that you have for your chapter

The networking would be great, but I find it hard to get the time to participate.
Thanks for doing a great job and for maintaining education seminars 2x per year!
The Montana Chapter does a great job with the semi-annual chapter meetings and getting people involved.
A list serve for CFO's and/or Business Office Managers and controllers would be great.
I am always impressed with the level of professionalism in this group.

Editorial policy:

Opinions expressed in articles or features are those of the author and do not necessarily reflect the views of the Montana Chapter of Healthcare Financial Management Association or the Editor.

The Editor strongly encourages the submission of material for publication. The Editor reserves the right to edit material and accept or reject contributions whether solicited or not.



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