

NORTHEAST

NOTES

2001/2002 ISSUE THREE

2001 HFMA Gerry Haggerty Annual Leadership Institute

by Helen Bozas and Lori Mitchell

The Gerry Haggerty Annual Leadership Institute (GHALI) was held at the Lodge at Sawmill Creek on Thursday, September 20 and Friday, September 21, 2001. The GHALI provides members with both educational and networking activities.

David G. Clifford, President of Advantegrity, Inc., was the first speaker on Thursday morning. His topic was "How to Manage Your Career in Today's Dynamic Health Care Market." David provided attendees with some great tips and insights that they could apply to their own careers as they make their way up in health care.

The second presenter was Michael J. Mahoney who is the Director of Regulatory Affairs and Counsel at IMRglobal – ORION Consulting, Inc. Michael presented "HIPAA Pitfalls and Pratfalls." There were 10 hidden pitfalls also known as "hidden dangers" and 10 pratfalls also known as "humiliating blunders" that were discussed.

The last speaker of the morning was Art Leyland, Senior Manager at IMRglobal – ORION Consulting, Inc. Art continued on the HIPAA topic and focused on "The Real Costs of Implementation." The sobering reality is that implementing HIPAA will be very costly. Estimates from sources such as AHA and HHS cite the costs as somewhere between \$250,000 and \$500,000 per hospital and this estimate could be understated.

During lunch a vendor fair was held which showcased 10 vendors who service health care. Attendees were given the opportunity to visit with representatives from each company to learn about their services. Many vendors were also sponsoring

raffles or were handing out gifts.

Following lunch Rajan Patel, Senior Manager at Ernst & Young LLP, presented a Medicare PPS Update. Rajan reviewed the wage index/reclassification, Indirect Medical Education, Bad Debt and Outlier updates for Medicare Inpatient PPS. He also reviewed the payment update for January 2002 and provider fraud issues for Medicare Outpatient PPS.

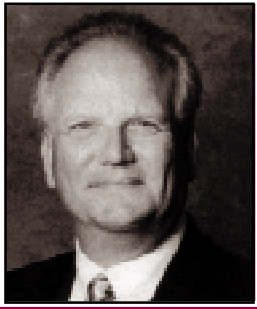
Following the educational sessions, the afternoon networking activities included wine tasting or nine holes of golf where a hole-in-one contest boasted a Mercedes Benz as the prize! Unfortunately, no one

(con't on page 4)

In This Issue...

| | |
|--------------------------------------|---|
| President's Message | 2 |
| Mark Your Calendars | 2 |
| Finders Keepers | 3 |
| Happy Anniversary | 3 |
| New Members | 4 |
| Annual Institute Photos | 5 |
| Newsletter Contest | 6 |
| General Newsletter Information | 7 |

Leading
@ the speed of light



*President's
Message*

from Richard J. Fox

This year's Holiday Party and Awards Dinner was held on December 6, 2001 at the Terrace Club at Jacob's Field. The committee worked hard to make this event special for our members. This year we honored nine (9) members who achieved the Follmer Bronze Award, four (4) recipients of the Reeves Silver Award and four (4) Medal of Honor Award winners. I hope you were able to join me in attending the dinner and honoring seventeen (17) of your fellow HFMA members at this kick-off event for the Holiday Season.

As for upcoming meetings, mark your calendars for the February 21, 2002 meeting on Patient Financial Services, the March 26th meeting on Supply Chain and the Post Acute Care meeting on the 16th of April. Again, I urge you to become an active member of HFMA, our chapter offers excellent educational opportunities and social interaction with your peers by being involved in committees and attending monthly meetings and special events. So take advantage and get involved!

At this time of the year, I want to wish all of you a safe holiday season and a Happy New Year for 2002.

Holiday Season Brings Changes, Challenges and Cheer!

It's hard to believe that fall is here, winter is just around the corner and the end of the year is in sight. With the change of time, the evenings are getting darker earlier, mornings are lighter but that too will change as we head toward the holiday season.

It's been a very busy time for our chapter. The October meeting on Nursing Shortages / Employee Retention was well attended with the speakers giving innovative ideas to a complicated resource issue facing today's hospitals' workforce.

On November 20, 2001 the Managed Care Committee hosted a program to help you sharpen your Negotiation Techniques and Contract Management Skills, something that is needed in today's changing market.

Mark Your Calendars

Listed below are the dates, events, and times for the 2001/2002 program year. All meetings will be held at the Hilton-South, Independence, Ohio, unless noted otherwise.

| <u>Date</u> | <u>Event</u> | <u>Time</u> |
|-------------------|---|-------------|
| February 21, 2002 | Meeting: Patient Financial Services | AM |
| March 26, 2002 | Meeting: Supply Chain | AM |
| April 16, 2002 | Meeting: Post Acute Care | AM |
| May 16, 2002 | Meeting: Medical Group Practice | AM |
| June 25, 2002 | Meeting: Past Presidents/Volunteer Appreciation (Glenmoor CC) | AM |
| July 2002 | Meeting: Information Technology | AM |

October Meeting: Finders...Keepers!

Nursing Shortages and Retaining Employees

The October 23, 2001 Northeast Ohio HFMA program discussed Nursing Shortages and Employee Retention.

Patti DePompei, Director of Recruitment Services for University Hospitals of Cleveland, began the program highlighting a number of statistics that revealed the nursing shortage has been caused by a number of factors. Among the major factors is the baby-boomers are reaching the age when the demand for medical services becomes greater. There is also an increase in our life expectancy, which translates into more aged people with increased demand for health care services. A third factor is the overall decrease in enrollment in nursing programs. Patti noted that the nursing shortage is not just local or nationwide, but worldwide. Incentives such as sign-on bonuses, increased fringe benefits, or flexible scheduling, although attractive fails to get to the heart of the problem. Patti shared with the audience a program initiated by University Hospitals to attract more individuals to the nursing profession.

Marti Peden, an independent Management and Employee Development Consultant, talked to the audience about retaining employees. She pointed out how important it is to motivate people. Marti discussed four basic steps in motivating employees. The first is to find and reward good performance. Give recognition to the employees who go the extra step in performing their duties. Second, reward improvement over past performance. Positively reinforce the fact that an individual's effort to improve are noticed and appreciated. Third, be specific in identifying achievement. Let the employee know specifically what effort brought the recognition. Lastly, be immediate. Do not wait a week to praise a good effort. The praise loses its effectiveness if it is delayed.

John McDonnell of Marymount Hospital and Roderick Jaballas, an Immigration Law attorney, retained by Marymount gave the final presentation of the day. Marymount Hospital has made a commitment to filling nursing vacancies through the recruitment of foreign nurses. Recruiting foreign nurses is a complicated and difficult process. International

recruiting efforts require extensive planning and coordination of effort. Mr. McDonnell identified a number of challenges facing an institution in this effort. There are of course the financial issues. A hospital must consider the cost of transporting and housing hospital personnel overseas as they interview potential candidates. There is the cost of processing the candidates, arranging for the candidates' travel and lodging when they arrive in the U.S., and the cost of testing the candidates for their professional skills as well as their mastery of the English language. There are organizational and local cultural issues. The patients, other employees, and the local community must be informed and educated to accept an influx of foreign professionals into the hospital. The nurses must be informed and educated in the new environment they will be entering.

Happy Anniversary!

Healthcare Financial Management Association celebrated its 55th anniversary on September 30, 2001. The occasion provided an opportunity to reflect on the many important milestones reached by the Association. HFMA was formed under the original name of the American Association of Hospital Accountants in September of 1946 and in the following year the first official journal was published. Some other important milestones include:

- 1955 Joint committee formed with American Hospital Association
- 1957 First fellowship exam offered
- 1963 First ANI held
- 1968 Name changed to Hospital Financial Management Association
- 1972 Computerization of 11,000 membership records
- 1982 Name changed to Healthcare Financial Management Association
- 1995 HFMA established a home page on the World Wide Web
- 1997 Knowledge Network is established

Annual Institute... (cont'd from cover page)

earned the right to drive the car home but it was fun going for it! The evening consisted of dinner, cocktails and a “Night at the Races” where attendees watched as “their” horses raced towards the finish line.

The first speaker on Friday morning was Jack Diamond, an attorney from Brennan, Manna & Diamond. His topic was entitled “Fraud & Abuse – Real Life.” His presentation explained that the role of the professional is providing specialized advice to the client, to recognize trends in the healthcare industry, to anticipate areas of risk for the client and to become a resource for personal and business issues.

The second speaker was Chris Redfern, who is the Ohio Representative for the 53rd District. His districts encompass Ottawa and Lucas counties. He spoke about the term of the Ohio representative being limited to 8 years. Because of these term limits, he believes we now have too many “rookies” and not enough veterans. When it came time for elections in 1999, many knew that their terms

would be up in a year so they really did not put forth a lot of effort toward their re-election campaigns because they were out looking for another job. Basically, the “rookies” almost ran unopposed. He encouraged everyone to get to know his or her representative and stressed how important it is to vote.

The final speaker of the morning was Kurt Brooks. He is the Manager with the Bureau of Health Plan Policy. He also has taught at Columbus State University. His presentation was the Ohio Medicaid Update. The state’s data verification process is being changed because the sample size is too small and the perception is the data is not accurate. The data verification entails the following:

- Statewide expansion of current ODJFS data review
- Certification by external CPAs
- Errors corrected in the total
- Submit revised JFS 02930 (Medicaid Cost Report) Schedule F

Northeast Ohio HFMA Welcomes Its New Members*

Angela L. Colo

University Hospitals Health System

Debra Cronan

University Hospitals Health System

Glen R. Davis

Cleveland Clinic Foundation

Christi L. Hodge

Aultman Hospital

A. Martines

Joel Robins

Laurel Lake Retirement Community Center

Joe Schulman

Per-Se Technologies

Rick Sutton

UHHS/CSAHS

Rene Widman

Per-Se Technologies

Bryan E. Wolt

Aultman Hospital

Duane L. Woods, Jr.

Edwin Shaw Hospital

* New Members as of July 2001

Gerry Haggerty Annual Institute Photos



Will he make the putt?



The hole-in-one prize...a Mercedes!



The Winemakers and Annette Emery.



Pool Sharks!



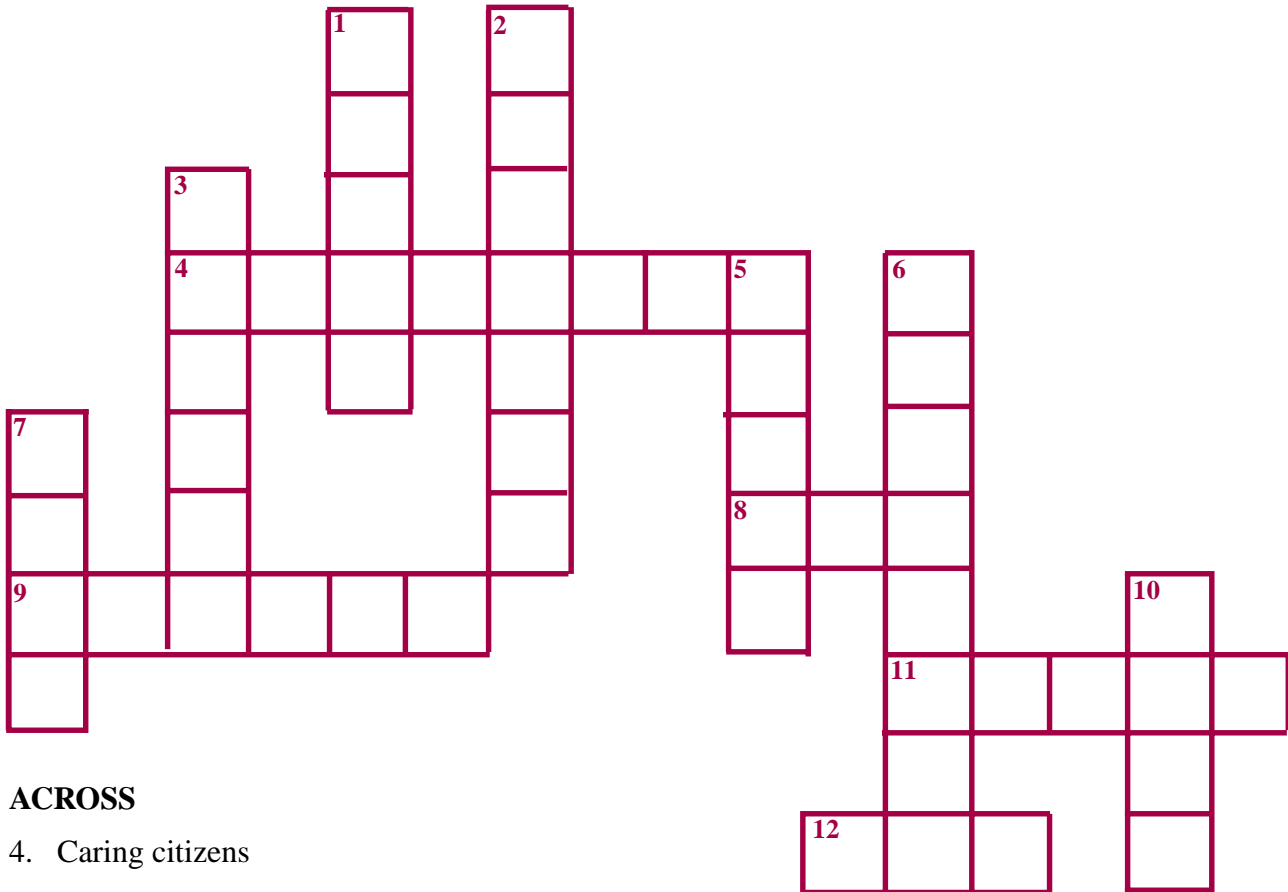
The vino was good...



Just ask Bob Monitello (center).

America the Beautiful Crossword Puzzle Contest

One lucky entrant will receive a \$30.00 gift certificate. Use the words below to complete the puzzle. All correct entries will be included in a drawing. Good luck!!!!



ACROSS

- 4. Caring citizens
- 8. Crimson
- 9. Patriotic song
- 11. A bird
- 12. A country

DOWN

- 1. Absence of color
- 2. Lines
- 3. It may be damaged, but not broken
- 5. Massive shining spheres of hot gas
- 6. Brave men
- 7. What waves proudly
- 10. Sad

Congratulations...

to Carol Lewis from Union Hospital for winning the Holiday Contest featured in Issue 2. Carol won a complimentary one night weekend stay at the Hilton Inn in Independence.

Send or fax in your answer to:

HFMA Northeast Notes, Lori Mitchell, Eclipsys Corp.,
12070 Country Oaks Trail, Munson, OH 44024
or Fax: (440) 285-3113

**HFMA
Northeast Ohio**

Chapter Officers 2001-2002

President

Richard J. Fox

President-Elect

James E. Hutchinson

Vice President

David T. Kilmer

Secretary

Annette L. Emery

Treasurer

Susan R. Flaherty

Chapter Liaison

Kathleen A. Much

**Board of Directors
2001-2002**

Chairperson

Anthea R. Daniels

William J. Bogdan

Barry L. Franklin

Susan DeHaas-Tschetter

Michael A. Szubski

Michael R. Vehovec

Maureen A. Wood

Visit HFMA National at:

www.hfma.org

Visit HFMA Northeast Ohio at:

www.neohfma.org

**HFMA Northeast Ohio
Newsletter Committee 2001-2002**

Co-Chairpersons

Lori Mitchell

Cyndee Shirk

Helen Bozas

Susan Dwyer

James Hutchinson

Robert Kaliszewski

Brian Nestor

Randy O'Donnell

Kim Pytlak

Joe Rigler

Betty Royce

Address communications to: **Northeast Notes editor:**

Lori Mitchell

Eclipsys Corp.

12070 Country Oaks Trail

Munson, OH 44024

Phone: (440) 285-2565 - Fax (440) 285-3113

Email: Lori.Mitchell@eclipsys.com

Please contact National HFMA with address, employer or title changes:

1-800-252-HFMA, ext.350

PUBLICATION SCHEDULE 2001-2002

ISSUE

Two

Three

Four

Five

DEADLINE FOR ARTICLES

September 7, 2001

November 1, 2001

January 4, 2002

March 28, 2002

Northeast Notes strongly encourages submission of material for publication. Articles should be typewritten and double spaced, and submitted to the editor by the deadlines listed above. The editor reserves the right to edit materials and accept or reject contributions whether solicited or not. HFMA Founders points are granted for any articles published in *Northeast Notes*.

Sponsors

Chapter's Platinum Club

Advantage Consulting, Inc. • Ernst & Young LLP • KPMG LLP
Long-O'Shea & Co. LLC • Unicare Corporation

Chapter's Gold Club

Deloitte & Touche LLP • JP Recovery Services, Inc.
Roth, Rolf & Goffman Co., LPA • Squire, Sanders & Dempsey

Chapter's Silver Club

Calfee, Halter & Griswold LLP • Center for Health Affairs • Engelhardt & Emrhein
FirstCredit/FCI/Healthcare Resolution Services • The Hunter Group
NatCity Investments, Inc. • OSI • PRC, Inc. • United Collections Bureau • V4 Consulting
Wise Management Services, Inc. • Wolfskill & Associates, Inc.

Chapter's Bronze Club

Arter & Hadden LLP • Bruner-Cox LLP • Howard Wershbaile & Co. • HMC Group
NCO • State Credit Financial Management Group

HFMA Northeast Notes

c/o Lori Mitchell
Eclipsys Corp.
12070 Country Oaks Trail
Munson, OH 44024

