

Greater NW Access Manager's Association
Quarterly Meeting Minutes
April 18, 2009
Sacred Heart Medical Center, Riverbend
Springfield Oregon

Hosted by **Jacque Branford**, Manager, Patient Registration and GNHAMA past president.

Reflection was a very enjoyable video featuring Louis Armstrong singing "What a Wonderful World".

Ginger Banks, RN, BSN, and MBA gave a presentation entitled "**Servant Leadership and Leading with the Soul**". The philosophy behind this assumption is that being a servant allows one to really lead. Leading with your soul, recognizes that your greatest potential to grow as a leader is to allow others to grow. Leading as a servant is about taking your ego out of leading. For those who would like more information there is a book entitled "Leading with Soul" by Bohlman and Deal available.

Shelly Williams, RN, BA gave a presentation entitled "**The Art of Communication**". She suggests that we really explore what motivates people to come to work. She shared that the heart of healthcare communication is the foundation of every action we take as healthcare professionals, regardless of the task. In order to do this we need to be a good sender, be a good receiver and BE PRESENT in your mind!

Hot Topics discussed at lunch were:

- ❖ Arm banding outpatients in addition to surgical and inpatient types.
- ❖ Estimating and collecting patient's responsibility for electively scheduled procedures.
- ❖ Red Flag issues – who is responsible for tracking and follow up at your facility?
- ❖ ED bedside registration challenges

Sister Aileen Trainor, RN presented "Hope and Happiness" stating that negativity is a form of soul sickness and to stop "global whining". She encouraged everyone to look at what really makes us happy and have a little fun with our everyday problems!

Next meeting will be at Providence Portland Medical Center in Portland OR on July 17th in the Social Room. Hosting will be Joan Deardorff.

Respectfully submitted by Mary Kiefel, GNHAMA Secretary