

GNHAMA FALL CONFERENCE NOTES
October 16th and 17th, 2008
Monarch Hotel
Portland Oregon

Current GNHAMA President **Bernie Andreotti** introduced the new officers for the next terms of office.

Joan Deardorff, Project Manager for Regional Access Services for Providence Health and Services will be serving as President Elect.

Mary Kiefel, Manager of Central Access Services for Providence Health and Services will be serving as Secretary.

Joan Wild, Manager of Patient Access Services/Emergency Department Registration at Oregon Health and Science University will be serving another term as Treasurer.

Heartfelt thanks to our outgoing GNHAMA Board members, **Jacque Branford**, Manager, Patient Registration for Peace Health, who served as Past President, and to **Jan Florez**, Office Administrator for High Desert Hospice, who served as Secretary.

Joan Wild gave the Treasurer's report.

Bernie announced workshop and conference dates for 2009.

[January 16th, 2009](#) is open at this time and we would like to have someone volunteer to host at their facility. GHNHAMA pays \$7.00 per attendee towards lunch.

[April 17th, 2009](#) will be held at Peace Health's new Sacred Heart Riverbend location.

[July 17th, 2009](#) will be at OHSU.

[October 15th and 16th 2009](#) will be the dates of the 2009 Fall Conference and the location will be announced at a later date.

Keynote Speakers were:

Paul Spindell, "Are You Managing Your Job Better Than Your Life" and **Jeff Johnson**, "Recapturing Your Magic".

Other Presentations were given by:

Dr. Stephen McLennon, "Human Beings, Or Human Doings, Which Are We?"
Dr. James Mason, "Race & Ethnicity Reporting."

Susan Coombes, "Regulatory Spotlight Focuses on Patient Rights & Patient Flow; It All Begins in Patient Access."

Jackie Cupp, "It's Hi Time America! A Quick Guide to Creating Your Own Personal Health Record."

Nick Pearson-Wood, "How You Do What You Do."

A big THANKS to our Vendors who attended this years conference!

Kevin Hogan and John Miller from **FORMFAST, Inc.**

Angie Capri and Janice Lee from **LEGEND ID**

Mike Noblet from **PROVIDER ADVANTAGE**

Kim Halvorsen from **SCI SOLUTIONS**

Craig Deehring and Kelly Ryan from **THE KRAMER GROUP**

Lori Forbess from **TRACE/WHITESTONE GROUP**

We appreciate the chance to interact with you and see your products in person!

HOT TOPICS were discussed at lunch on Friday.

ED Quick Reg – Ron Birge from Legacy Mt Hood stated that their staff are currently doing this. Their Quick Reg staff are identifying and banding the patients. There has been some difficulty with cooperation and buy in from the clinical staff, especially agency nurses, but they are working through that. Jacque Bramford from Peace Health in Eugene states they are also doing it, but they are not fond of it. It does not work well and they are having trouble tracking the number of registrations being performed. However, some others recommend getting the ED physicians on board first as they can help drive the attitudes of the clinical staff.

Point of Service (POS) Collections – Jeanne Hughes from Samaritan Health Services is seeking others who would like to participate in a panel discussion regarding POS Collections at the upcoming HFMA conference. Please contact her at jhughes@samhealth.org if you are interested!

Accident Info – Bernie brought this up as a topic, but no one was there to elaborate on what the issue was.

GNHAMA Website – Bernie discussed using the GNHAMA web as an interactive forum, like the NAHAM website forum. The board will explore this in the upcoming months.

Federal Red Flag Legislation – Joan Deardorff asked if anyone was currently using a process to safeguard/ensure patient identity to protect against ID theft. This is federal legislation that will go into effect November 8th, 2008. Legacy is

using a drop down table that documents what kind of ID the patient presented with, i.e. Drivers License, Passport etc.

Important Message from Medicare (IMM) – Much discussion about psych hold patients, record keeping of the certified mail receipts and how each facility is handling the second notice.

ED patients leaving without getting sent back to Access - recommendation from the group was to try and get the ED Dr. group involved, perhaps using a report showing dollars lost as an incentive for more cooperation from the clinical staff.

Pricing Transparency – Anyone doing this? Providence has price estimates on the web for Maternity services, and a phone number directing patients for Price Estimates. Currently, Mary Kiefel's staff provide OP, Surgical and Maternity estimates over the phone based on CPT and/or ICD 9 and network information.

RN in Access Dept or who handles Med Neccesity denials? – No one present had an RN working in an Access Department. Utilization Review departments handles these at several facilities.

How do you teach professionalism? - Interview for this behavior, some facilities have professionalism defined and is part of their annual review standard. Model professional behavior for your staff.

Anyone using tiers for registrars? Bay Area Hospital in Coos Bay is using and there are different pay ranges for registrar I, II, and Leads.

ADDENDUM

The date for the January quarterly meeting has been changed to January 23rd, 2009 and will be held at Providence Portland Medical Center. More details will come later!