

Greater NW Access Managers Association

October 30th, 2009

DoubleTree Hotel – Portland Oregon

4th Quarter Meeting Minutes

During a sumptuous breakfast buffet, there were several announcements made by Joan Deardorff, current GNHAMA President.

- **Special Thank You to our sponsors today, Lin Thomas from QueueVision and Peter Ravalico from Precision Document Solutions!**
- Our new President Elect is Susan Pincock, Director of Patient and Visitor Services, at Mid Columbia Medical Center in The Dalles. Congratulations Susan and welcome to the Board!
- Jeanne Hughes is leading a team to review GNHAMA Bylaws. Please email her if you are interested in participating at jhughes@samhealth.org
- New Feature coming to the GNHAMA Website with your paid 2009-2010 membership. There is a new Members Only real time forum that will be accessible using a password that will be provided, so you can get and receive information without using the current email system!
- Membership Update - as of 10-30-09, there are 24 paid members, so remember to re-up this month if you have not already done so. We would like to see our organization continue to be strong, even through these difficult times!
- Our upcoming quarterly meetings will be as follows and dates will be sent out as soon as they are confirmed;
 - **January** – Samaritan Health Services Lebanon Hospital in Lebanon Oregon – hosted by Jeanne Hughes
 - **April** – St. Charles in Bend – hosted by Lori Kernutt (**Tentatively**)
 - **July** – Bay Area Hospital in Coos Bay Oregon – hosted by Bob Force
- Our annual Fall conference will be held in 2010 at the Surf Sand resort at Cannon Beach Oregon. They have allowed us to move the deposit we put down for this year's conference (that was cancelled), to fall of 2010.

Our first presentation was given by **Peter Ravalico** from **Precision Document Solutions**. They are an IT Services firm based in Texas and have healthcare clients at 230 facilities nationwide. They offer managed print services, electronic forms, pharmaceutical order management and workflow enhancement services. Their solutions are created and developed with customer input and easy to use.

Pat Boose, Director of Labor Relations, Samaritan Health Systems presented “**HR-Labor Tricks and Treats.**” Pat brought up several things to think about when permitting Halloween Costumes at work and other holiday activities. There was a very lively discussion regarding employee records retention and the posting and hiring process, and Pat presented the Six Supervisor Errors that Compromise Written Documents. Pat was very informative and we could have gone on for at least another hour with questions for her!

Lin Thomas from QueueVision presented **PatientEase**, which is a highly flexible, configurable tool set for patient check in, that increases patient throughput, reduces patient wait times and through it’s real time monitoring and reporting capabilities, can identify peak volume times and wait times. It allows better management of productivity and workflow, increasing patient satisfaction.

Last, but not the least by any stretch of the imagination, **Melody Jackson, Manager, Legacy Health System**, whose presentation “**We Work Hard for the Money**”, gave ideas and examples of how to collect at the point of service from patients who may not want to part with their money, to satisfy co-pay, deductible or coinsurance responsibilities. Melody was very hip in a 70’s outfit and had a surprisingly good voice, leading us all at the end in the title song!

Total Cost of the meeting was \$1039.29

QueueVision contributed \$350.00

Precision Document Solutions contributed \$350.00 and a \$100.00 gift card

GNHAMA contributed \$239.00

Treasurer’s Report – (was not available on conference day)

Balance in checking - \$1,215.00

Balance in Saving / Money Market - \$2,130.39