

Greater NW Hospital Access Managers Association

3rd Quarter Meeting at

Providence Portland Medical Center Social Room

Welcome and Introductions performed.

Reflection given by **Joan Deardorff**, hostess and GNHAMA President Elect

Treasurer's report – **Joan Wild**, GNHAMA Treasurer – checking account balance is \$1800 - savings account balance is \$2100.

Announcements: **Joan Deardorff** announced that GNHAMA is looking for a facility to host an October meeting in place of our annual conference that was cancelled. Remember that GNHAMA can contribute funds towards food and drink expenses! If you are able to do so, or if you have any questions, please contact her at joan.deardorff@providence.org

Sandy Banzer, Director of Access Services for Providence Health and Services, presented **“Doing more with less – Identifying Process Improvements”**. Her method involves 5 key items;

- 1) Figure out where you are.
- 2) Choose a project. (Consider patient satisfaction, efficiency gains, and outside factors)
- 3) Consider how much you can handle at the same time. (Needed resources, project dependencies/intersections)
- 4) Make sure there is Leadership for the project.
- 5) Develop and maintain sponsorship for the project.

Roberta Mansfield, MS, Regional Director, Providence Academy for Providence Health and Services presented **“Easing the Way for Managers”** which included handouts with tools to help you prioritize your busy calendars to maximize your time so you can spend it on YOUR priorities!

Margarita Santos, Supervisor of Quality and Education for Regional Access Services, Providence Health and Services presented **“Customer Service”** using actual patient survey responses to gauge what the patient's perception of Customer Service is, and if that expectation was exceeded!

HOT TOPICS

Sandy Banzer shared that she is participating in an Administration Simplification group sponsored by the National Hospital Association to explore standardization of insurance cards, payer websites, eligibility, claims and credentialing. It requires attending a meeting 3 hours once a month, with some homework to bring back to staff; i.e. documenting why verification staff are calling payers, what is it they are not finding on the payer's website? Several large payers are participating in this group and they are looking for more hospital providers to join. **YOU CAN MAKE A DIFFERENCE!** Please contact Sandy at sandy.banzer@providence.org if you are interested in representing your health system!

Margarita Santos asked if anyone is using a specific payer accident report or confirmation sheet, that has the payer's logo on it, in the ED, and having the patient fill it out at the time of service, then sending it in. Life Wise has told her that there are some facilities that are doing this for them. No one present had heard of their ED registrars giving out this form.

Sandy Banzer asked if anyone was using video interpreter services; no one present is using or knew of plans to use. She also asked if anyone was using phone interpreters. No one responded, however, **Joan Wild** and shared that OHSU has an interpreter department with 7 medically certified interpreters. Also per **Joan Wild**, unless they are medically certified, you cannot use them for any Work comp claims, as their interpretation will not hold up if the case goes to court.

Joan Deardorff asked if anyone is getting waivers signed by patients when there has been no pre-authorization obtained for their services (aside from the ABN's for Medicare). No one present is currently getting waivers other than the ABN. However, **Denise Broughton** from Silverton Hospital shared that at Silverton Hospital, for orthopedic joint procedures, if the patient is on Medicaid's Standard Plan, the patient must speak with a Financial Counselor and make payment arrangements more than 3 days ahead of time or the procedure is cancelled.

Respectfully submitted

Mary Kiefel, GNHAMA Secretary