

# THE LINCOLN LOG



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*Award winning e-Magazine for the Illinois AAHAM Chapter*



*Representative Keith Sommer  
speaks at 11 AAHAM Spring Meeting*

## FOUR STATE AAHAM REGIONAL MEETING July 19-21

### ***In this issue:***

*Runaway Meetings*

*Change...The Order Of The Universe*

*"Waiter Rule" to Evaluate People*

*"Lobbying for Dummies"*

# THE LINCOLN LOG

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#### LINCOLN LOG

#### EDITORIAL POLICY & OBJECTIVE

The LINCOLN LOG magazine is published four times annually by the AAHAM ILLINOIS CHAPTER to update the membership regarding chapter and national activities as well as to provide information useful to health care administrative professionals.

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# *President's Message*

## *John Currier*

Greetings Illinois AAHAM Members,

Summer is upon us and all of us are busy making plans. For those who know me, that means as many baseball games as I can work into my schedule. We love to travel the state(s) and visit as many ball parks as possible. I would like to remind all of you that as you make your summer and beyond plans that you remember to include AAHAM.

I had the opportunity in April to attend the National AAHAM Board Meeting in Washington DC. It is so encouraging and enlightening to see a National organization that is truly concerned and dedicated to the success of the local chapters. Illinois is a highly respected chapter and it is because of strong commitment to the education and growth of our chapter and our membership. Professional development of members is the primary goal of the association.

Your board has been very busy preparing the educational plans for 2006. It begins with the Regional meeting in Lacrosse, Wisconsin on July 19-21. Check it out at [www.illinoisaaaham.com](http://www.illinoisaaaham.com). September 14 and 15 is our Annual Charles Garvin Memorial Golf Outing and educational meeting. This year we are going to Eagle Creek Resort in Findlay, IL (near Lake Shelbyville). This is a new location for us and we are very exciting to "try it out". December we are "back to Bloomington" for our Annual State Institute. Reserve December 7 & 8 for that event. AND, don't forget the Annual National Institute in Scottsdale, AZ on October 25-27.

Enjoy the summer, and I look forward to seeing you all very soon.

Sincerely,

*John Currier*



# Runaway Meetings Are the Top Time-Waster at Work

By Barbara Bartlein

A new nationwide survey finds that “runaway” meetings are the biggest time waster in the workplace. More than 27 percent of workers polled said meetings are the largest culprit for inefficiency and lack of productivity.

The survey was developed by Office Team, a staffing service specializing in skilled administrative professionals. With responses from 613 men and women, all 18 years or older, the findings are part of the “Office Team Career Challenge,” a project to help administrative professionals advance their careers.

With today’s lean staffing levels, there is increasing pressure for employees to manage their time effectively. Yet, many employers actually sabotage time management with runaway meetings and interruptions. *Industry Week* calls meetings “the Great White Collar Crime” estimating they waste 37 billion dollars a year.

Some ‘red flags’ that can indicate a mismanaged meeting:



- **No one in charge.** If the leadership of the meeting isn’t clear, there is a tendency for attendees to waste time, pontificate their points and not draw any conclusions.
- **Not starting on time.** This practice ‘trains’ employees to come late and expect additional time for socializing.
- **Lack of objectives or agenda.** With no clear purpose or agenda to follow, it is easy for the meeting to get off track. Participants may not be clear as to what needs to be discussed or for how long.
- **Lengthy guest list.** As a general rule, the more people at a meeting, the less work accomplished. When the list of attendees is extensive, it is often because there is a focus on not excluding anyone, not because each member’s participation is necessary.
- **Just part of the routine.** Regularly scheduled meetings can lose value as circumstances and staff change. All routine meetings should be periodically evaluated to determine whether they should be held at all.

To learn how to make meetings more productive, I contacted Chris Clarke-Epstein, CSP, who wrote the book, *I Can’t Take Your Call Right Now, I’m In a Meeting*. The former president of the National Speaker’s Association, she works with clients to help employees learn faster and work better. She offers concrete ideas to make your meetings more effective.

- **Idea #1: Not every meeting should take place.** The right times to schedule a meeting are when conflicts need to be resolved, groups of people need to start working together or information needs to be shared at the same time. Meetings are a group activity so they can be effective when a group needs to reach consensus or rally around an idea or plan.

## Runaway Meetings Are the Top Time-Waster at Work

- **Idea#2: The person who calls the meeting has more to do than reserve the room.** They need to also consider other logistical issues, including; time, equipment needed, and food/beverage. They need to take ownership of the content including preparation of an agenda and distribution of review materials. It is important to have a system to follow up on assignments and monitor the results of the meeting.
- **Idea #3: Meetings are no better than the people attending them.** According to the Warton Center for Applied Research, the primary cause of unproductive meetings is not having the right people in attendance. The most effective participants at any meeting are: people who have the information you need, people who can make decisions, and people who *will* implement the decisions.
- **Idea #4: What gets recorded at a meeting has a chance of getting done.** All meetings need some form of collective, agreed-upon memory. Without documentation, consensus can quickly evaporate. Meeting notes need to summarize the decisions made, itemize the actions agreed upon, fix accountability and document the deadlines for all actions.
- **Idea #5: Meetings that end without assignments are doomed to be repeated.** Groups are often very good at decision making and unbelievably poor at implementation. There needs to be an identified person to implement each decision within a specific timeframe. Watch to make certain that everyone is getting some of the responsibilities.
- **Idea #6: Teams that evaluate their meetings have better meetings.** Take two or three minutes at the end of each meeting to evaluate the process. Use index cards and answer the following questions: Were the meeting's objectives met? Was the meeting's format effective? Was the meeting of value?

The true value of any meeting is what actually happens after the meeting takes place.

Make sure that individuals are held accountable for meeting results. And remember, if you don't measure it, it won't happen.

**For more ideas on effective meetings and building productive teams, please visit:** [www.chrisclarke-epstein.com](http://www.chrisclarke-epstein.com)

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By  
John McGlasson

# Lobbying for Dummies

Many of us had our first taste of lobbying this spring when we activated to stop Attorney General Madigan's healthcare and collection legislation, H.B. 4999 and H.B. 5000. AAHAM, along with the IHA and the ACA, were able to help bring about changes in 4999 and temporarily hold 5000 for further discussion.

But we must not consider that that is the end of the need for political action. House Bill 5000 will be back and there is no assurance that the next incarnation will be better than the first. This is an election year. The success of any number of government officials on either side of the aisle, will determine the future direction of the legislation.

The efforts this spring, did a good job of making the issues less partisan. That will continue to be the case only if we realize that the issue must be a local one, affecting each individual legislator's district. Any change in the legislation will be made one legislator at a time. Our state organizations can inform us and serve as a conduit for information, but we must be in position to help our senators and representatives understand how it will affect healthcare in their district and communities. Understand, that legislation can, and often is altered to solve a particular problem in a particular district. Obviously, that is more likely for Chicago or Peoria, but it does happen.

## **We can do it, if we start now!!**

If you contacted your local legislators, did you call or send them a note thanking them? It is not too late. They are people, just like us, and like to know they are appreciated. Even if you are not sure that accepted your advice, let them know that their consideration was appreciated.

You don't have to be a big contributor to get their notice. If you are so inclined, send them a check for \$10.00. They take pride pointing to their large numbers of small contributors. Most of them have fundraisers in summer or fall. Some are expensive, some are quite reasonable. If you buy a ticket, you will have to give your name and address, so even if you don't attend, it will be noted. But do attend, helping to swell the crowd is noticed. Remember that if you contribute financially, your name will appear on a list of contributors filed with the State Board of Elections. It will not be published, but anyone willing to pay for copies will be able to view the lists.

If you can't afford or don't wish to contribute money, consider contributing a little time. Even if they don't have an opponent, there are always letters to stamp or data to be entered. Call and volunteer.

Your legislator likes and needs to make new friends. If your organization is having an event or an open house, invite them. Arrange to meet them when they arrive and introduce them to friends and coworkers. If you have a newsletter, get a picture of them. There are very, very few shy people in the political arena. They like crowds and meeting people. Giving them the chance to meet new people is an opportunity, not an imposition. Even if schedules will not allow them to attend, they **WILL** appreciate the invitation.

## **WHO ARE LOBBYISTS?**

Your legislators are faced with hundreds of pieces of legislation at any given time. There is no way they can study each one in detail. They depend on staff to glean the important information from the bills. Each party has its own staff, which will present the "party line" view. They can ask questions of the staff and get statistics and definitions.

## Lobbyist for Dummies continued

The next source for information is lobbyists. Since, lobbyists represent a business, union or other group; they are obviously presenting their information with a “point of view”. But, and this is a **VERY** important but, the successful lobbyist can be trusted to present the facts and answer questions honestly. Legislators develop a bond with the lobbyists that they know they can trust. This trust is more important than large contributions and lavish entertaining. We can fill that bill with our legislators.

When you talk to them, be armed with the facts. If you misinform them, you will lose the trust you need to be an effective lobbyist. Avoid using acronyms. We can hardly talk without them, but remember the same acronym can mean something different in a different field. Try to have the facts about the other side of the issue. Remember that the legislator is probably being lobbied from the other side as well.

You will succeed if you can relate the issue to your locality. With HB 5000 one of the arguments presented this spring was that “... one size did not fit all hospitals...” Each of us needs to show how our community or facility differs from others; and how the people in our community will be affected. Legislation can, and often is, altered to solve a problem in an individual district. Obviously, is more likely to happen with Chicago or Peoria, but it does happen in small towns, as well.

### **BE CONSISTENT AND BE ON POINT**

Contact your legislators when it means something for you or your organization. We may have opinions about many issues, but concentrate on the important ones. Your point of view should be consistent. After hearing from the same person over and over again, legislators will begin to tune out those that have an opinion on everything. Respect their time and that of their staff. You want them to take notice when you call or email.

If you are really successful, you may find that they begin to contact you. They really do want to know what is going on in their districts and what legislation will mean to their home area.

### **RESPECT THEM**

As you get to know them, you will find that your legislators are really very smart people. They are confronted with issues so diverse that it boggles the mind. Successful ones have the ability to listen with an open mind. They learn how to separate the wheat from the chaff. They must endure pressure from all sides and make, often on short notice, decisions that are really important.

When they make decisions with which we do not agree, respect that. Remember to thank them anyway; especially if you feel that they did consider what you said. They know that if they ignore you too often, vote the other way too many times, that they risk losing your support and your vote.

The last step in being an effective lobbyist is to stand up for your point of view. If you are not pleased with the job your legislators are doing, go to work to replace them. Don't just set back and wait for somebody to do it. We are somebody important to the process of good government.

John McGlasson is an Illinois AAHAM member and works in sales and marketing for Pro Com Services of Illinois, Inc. Politics had always been an avocation and nearly a career, working for the Republican National Committee. Currently, John serves as a member of the City Council in Pontiac, a member and events chairman of the Livingston County Republican Central Committee and the executive director of a political action committee.



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# Change... The Order Of The Universe

## Six Steps To Better Change Management

By Sam Silverstein

In a theology class at a major university a professor told her students that each week they would study a different piece of ancient text. On Monday, the professor would give her interpretation of the text, and on Wednesday, one of the students would give their interpretation of the same text. The professor would then drill the student unmercifully. Students began to panic with the thought of being chosen. One Monday the professor presented her ideas and thoughts on the weekly text assignment. One of the students, Joe, took copious notes. On Wednesday Joe was called on to discuss the text. Joe presented the exact same interpretation on Wednesday as the professor had given on Monday. When Joe was finished the professor stood up and said, "That is the worst interpretation of this passage that I have ever heard!" Joe was bewildered. He said, "How could my interpretation be so bad? It was exactly the same as yours was on Monday." "Yes," said the professor, "but I have changed since Monday. I have grown." "To be competitive today we cannot continue to do things the way we did them last year, last month, and have shown that our universe is in some cases, last Monday. Scientists constantly expanding. If the universe in which we live is growing, and changing, it would be naive to think that we can just sit still. Change is the essence of progress. Not only must we change to progress, but because so much is changing around us, we must change just to maintain. So, we know that we need to change and change at a more rapid pace. The question becomes, how do we face change? How do we deal with change and use it as an ally? Below are six steps that will help you better manage the changes that are thrust upon you, and also help you create your own changes that will lead to significant growth and achievement.

### Six Steps To Better Change Management

#### Expand Your Knowledge Base

One reason that so many people have difficulties with change is fear. We fear the unknown. We fear what we are not familiar with. It is only natural to want to continue to do what we have always done. To address our fears it is critical to strive for continual education. As we learn and grow we will be best able to face our fears and try new things. My daughter, Allison, loves to play soccer. At first she was reluctant to play with some of the older girls. After several weeks of soccer camp and intense training Allison developed excellent skills. Once Allison realized how proficient she was, Allison was willing to try competing against girls that were several years older than her. By expanding your knowledge base you will gain new skills and techniques. You will naturally find applications for these skills over time. You will also gain an inner strength and confidence that will allow you to face and implement the changes you need and want to make.

#### Study Change In Others

Vicarious learning is the easiest and fastest way to learn anything. Learning from other people and their experiences is a trait of many very successful people. You can learn in many ways from studying changes that other companies make. You can see how change has worked for them. If it has been positive, you learn about the benefits that change brings. If they have struggled, you can learn what to avoid and increase the chances of your success. When McDonalds went from only serving lunch and dinner to offering breakfast, that was a big change. McDonalds changed a significant portion of their business model. Due to that change their business had significant growth. Companies create new market niches with their changes. Sometimes, a completely new industry is born out of change. As you continue to study how other companies have changed you will be less adverse to change, and you will also gain insights and ideas that will make your changes results oriented and successful.

## Six Steps To Better Change Management

### Seek Excellence Not Perfection

Some people are caught up in the trap of trying to be perfect. Since there is always some risk associated with change these individuals are less likely to try anything new and take the chance of being less than perfect. We can never be perfect. Even great baseball players strike out a significant amount of the time. But, great baseball players continually strive to improve, to be the best they can be, and to achieve great things. Excellence is achievable. Excellence is born out of a desire to grow and achieve. Change is a natural component of reaching for excellence.

Examine your activities. Are they structured to move you towards excellence? What one thing can you do today that will move you closer to the picture of excellence that you have for yourself? Try and put one activity on your daily planner that will help you achieve excellence. You may not notice any changes today or even this week, but over time you will see tremendous growth and many positive results.

### Ask The Question

The question that you should “How can I do this differently?” You notice that I didn’t say, “How can I do this better?” I want you to create change as possible. After you can evaluate them for feasibility, significance to the growth and well being of your organization. By continually asking yourself “How can I do this differently?” your mind will that question. You will be amazed at the amount of creative change ideas you generate. Take the best ideas and look for ways to make them happen.



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yourself “How can I do this differently?” your mind will that question. You will be amazed at the amount of creative change ideas you generate. Take the best ideas and look for

### Communicate

Communication is where so many organizations fall short. Environmental change, change that comes from outside of us, change that we don’t initiate ourselves, is the most difficult to deal with. Frustration comes from not being in control. Your team members need to be informed on what is happening. Everyone on the team should be educated as to the challenges the organization is facing, changes that are being forced on you, and changes that you are initiating. Get their input. Ask for their ideas. Train everyone around you to create and suggest ideas for change, and give them the responsibility, and the safe environment, to implement those ideas.

Nobody likes surprises. By working hard at keeping all the channels of communication open your team members will feel a greater sense of belonging on the team, and your challenge of change will be easier.

## Six Steps To Better Change Management

Infants crawl before they walk, and they walk before they run. Treat change the same way. As you look to implement change into your daily routine, look for small areas you can tackle first. Successfully implement small changes first and then move forward to larger and larger projects. As you discover the power change creates, you will find yourself actually seeking change ideas and people that can both create these ideas and implement them.

Sometimes we create change internally in order to establish a competitive advantage. Sometimes we face environmental change, changes forced on us by government, our competition, or other uncontrollable sources. When faced with environmental change, the key is to focus on our reaction, our response. Since we cannot control the source in that situation, focusing on it will only cause frustration and anxiety. Focus on what you can control. You can control your attitude towards change. You can control the changes you create and implement in order to deal with changes forced on you.

Just like the eternal expansion of our universe, change is a constant. Do you fight it, accept it, or seek it? Those who seek change create amazing futures, futures filled with opportunity for growth and amazing results. Be a change seeker.

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Entrepreneur, author, speaker, and business coach Sam Silverstein has a solid track record of building million dollar results. The numbers speak for themselves—he has sold over 100 million dollars of products and services and successfully sold one of his businesses to a Fortune 500 company. Sam works with business professionals who want to sell more, build their business, and increase income. For a copy of his free BuildaBetterBiz ezine or more information on Sam Silverstein, please call 1-888-MOTIVATE (888-668-4828) or check out <http://www.BuildaBetterBiz.com>



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# ASK ... P.A.M. PATIENT ACCOUNT MANAGER

## WHO IS P.A.M.?

*If you have a question for Dear P.A.M., please email it to the editor of this publication and it will be considered for future Lincoln Log publications. This is for fun as well as educational. (trace.manning@st-johns.org)*

Dear PAM,

It's summer time and the dress code is up for grabs again! What are gauchos and should the staff be allowed to wear them? And what are mules, slides, wedges and open toed shoes? Help. I like I just learned the difference  between penny loafers and pumps. Oh yeah, one more thing...our dress code says "no denim", my staff says denim skirts and jumpers should be excluded.

### SUMMER DRESS CODE

Dear Summer,

It sounds like you are from the east coast and your staff is from Texas! You have 2 choices, pardner: You can let those little doggies roam wild or try to corral them. If your dress code is written properly it should not matter if it is summer or winter. You cannot possibly list every new style in the code so you have to keep it more generic. For instance you should address what length the skirts should be, if men must wear shirts with collars and if hosiery should be worn at all times and so on. If you are like most offices you have quite a mixture of age groups. The older employees will stick to "traditional" office dress regardless of the new styles and the youngest employees will want

to wear all the new duds comin' down the pike.

As for the denim question, I would suggest you stay away from types of cloth in the dress code. It will make life a lot easier for you. To say that slacks or dress pants are permitted is easier than to try to maneuver around no jeans, denim and so on. Put a positive spin on the code and say what IS permitted. If something is not mentioned, it is not permitted.

The main thing is when the day is done and your cowboys gather round the camp fire, did you get the bills out and the money in?

P.A.M.

**My CFO tells me there is an annual report required of us by the IL Dept of Healthcare and Family Services; it is something about reporting patients with employers that receive charity care. Help, what the heck is he talking about?**

**New Report?**

# ASK ... P.A.M. PATIENT ACCOUNT MANAGER

## WHO IS P.A.M.?

*If you have a question for Dear P.A.M., please email it to the editor of this publication and it will be considered for future Lincoln Log publications. This*

### Dear New Report;

Your question is very timely and I don't blame you for being confused about the request. On the one hand we have a new Statute and on the other we have a list of instructions and the two are not necessarily completely in line with each other. The Public Health Program Beneficiary Disclosure Law (P.A. 94-242) passed as part of the Hospital Assessment Program (Article 5 of Senate Bill 157) that requires hospitals to identify employers whose employees do not have health insurance. This law requires hospitals to report information on uncompensated care provided. Each hospital must submit a summary report to the Department of Healthcare and Family Services July 31, 2006 for the time period between August 1, 2005 and March 31, 2006.

Perhaps this is an attempt by the State to identify employers who may need an incentive to insure their employees rather than have the employee get on Public Aid and thus lower the Public Aid costs for healthcare.



"My doctor told me to avoid any unnecessary stress, so I didn't open his bill."

However, if this is one of the desired results, our instructions state that we are NOT to include in our report those patients who are on Public Aid or later get approved for Public Aid. Is it possible that given our current instructions the Health and Human Services will end up getting reports from facilities all over the state that do not produce the desired results?

We in the field know that there is a multitude of reasons a patient is not insured: the employer does not offer insurance, the employer does not offer insurance to part time employees, the employee has a pre-existing condition, the employee has not been employed long enough to qualify for insurance, chose to opt out of the insurance and so on. Most of the facilities probably do not have easy access to the information that is requested and if they do, it is not to say that we will be identifying what the Statute really intended.

In less than 60 days our first report is due. We have a call in to IHA for clarification. I would suggest you do the same.

*P.A.M.*

## AAHAM Spring Meeting in Peoria



Terry Swan

Terry Swan an AAHAM regular kicked things off at the Spring 2006 meeting by bringing the AAHAM members up to date on all the Blue Cross updates, and services.



John Rademacher  
Knepper & Kibby

Attorney John Rademacher and Representative Keith Sommer spoke about the conversational subject HB4999 and HB5000.



Rep. Keith Sommer

Steve Dennis and Kathy Delon discuss the steps in implementing the Patient Friendly Billing Project at Memorial Health Systems in Springfield.



Steve Dennis & Kathy Delon



Jim DeFrancisco  
VP-CareTech Solutions  
Revenue Cycle Solutions.

Jim DeFrancisco spoke about “Managing Self Pay and the Uninsured at POS”. Jim was the featured speaker giving members tips and ideas on how to manage self pay receivables.





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- Healthcare Patient & Physician Satisfaction Surveys
- New Services & New Physician Introduction & Information
- Proactive Retention Control of Patients & Staff
- Corporate Image Analysis
- Service Education Calls

**For questions please contact:**

**Roberta.Kelash**

Phone: 800-841-5181

Fax: 309-441-6906

[Roberta.Kelash@arrayservicesgrp.com](mailto:Roberta.Kelash@arrayservicesgrp.com)

# Editors' Corner



2004-2005 Journal Award

Here is an article I decided to put in the EditorCorner because I believe it is true...see what you think. Also want to thank Barb Bartlien as she has been a very good supplier of articles for the Lincoln Log.....Trace Manning

## Try the “Waiter Rule” to Evaluate People

By Barbara Bartlein

Working my way through college, I waited tables and tended bar. Though I have several degrees with an emphasis on human behavior and psychology, I swear I learned more about people from slinging hash and pouring drinks. I can remember accidentally spilling a few drops of an ice cream drink on a lady's skirt and being totally humiliated as she screamed at me in the restaurant. I also recall a very kind man who didn't get upset even though there were repeated problems with his order.

Rudeness to service staff reveals information about a person's character according to Office Depot CEO Steve Odland who also waited tables as a teenager. “You can tell a lot about a person by the way he or she treats a waiter,” according to Odland. It seems that he is not the only CEO to discover the “Waiter Rule.”

The Waiter Rule was first identified in a short booklet, *Swanson's Unwritten Rules of Management*, by Raytheon CEO Bill Swanson. Consisting of 33 short leadership observations, there is one rule that Swanson says never fails: “A person who is nice to you but rude to the waiter, or to others, is not a nice person.” Swanson first identified this phenomenon when he was eating with a man who became irate to a waiter because the restaurant did not stock a particular wine.

“Watch out for people who have a situational value system, who can turn the charm on and off depending on the status of the person they are interacting with,” Swanson writes. “Be especially wary of those who are rude to people perceived to be in subordinate roles.”

The Waiter Rule can also apply to how people treat those in other service roles like bellmen, hotel maids, clerks and secretaries. This can be more indicative of someone's character than hours of interview questions in a formal setting. Some CEO's ask front line receptionists and secretaries how they were treated by job applicants as part of their evaluation.

Using the Waiter Rule can be an accurate predictor of character because it isn't easily learned or unlearned. It is more likely a person's true colors and speaks to how they were raised and their value system. How a potential manager treats a waiter may be how they treat employees.

Some behaviors that indicate a problem:

- **Playing the power card.** Comments like “I could buy this place,” or “Do you know who I am?” reveal more about the diner's character than his wealth or power. It is unlikely that he will be effective in leading a team if he is consumed with power and control.

## “Waiter Rule”

- **Having a short fuse.** This person may have an ego that is out of control. It is a way of saying that she is better than the wait staff; she is special. These people tend not to be collaborative as they work with others.
- **Demanding about every detail.** You may be looking at a micro-manager who consistently sends a message to his team that their best isn't good enough. He may have limited skills in coaching, mentoring and encouragement.
- **Speaking in a condescending manner.** The message here is clear; she thinks she is better than those in subordinate positions. She may have a need to feel important by putting others down.
- **Making a public scene.** If he embarrasses you in the restaurant, he will embarrass you in the workplace. At best he has poor manners, at worst, his judgment is faulty. Either way, he will not make a good employee.
- **Easily turning on and off the charm.** These folks have situational values which may also indicate situational ethics. People with firm character adhere to their value system regardless of the circumstances. Avoid these people like the plague.
- **Constantly looking around the room.** Rather than being focused on the table conversation, he is distracted and not engaged. He may be looking to see who else is there or whether he is being noticed. Regardless, he will have the same behavior when meeting with his team or community board.
- **Poor tipper.** She may justify leaving a poor tip with various complaints about the service or the waiter. Anyone who has ever worked in a service industry knows that it is very hard work with a low base pay. If the service is adequate, a 15% tip is customary. A twenty percent or more gratitude is standard for exceptional service.

The Waiter Rule has also been noticed on the dating scene. A November survey of 2,500 by It's Just Lunch, a dating service for professionals, found that being rude to waiters ranks No. 1 as the worst in dining etiquette. Some waiters report that women will actually pull them aside to see how much their dates tipped to obtain insight into his use of money and other tendencies.

Try using the Waiter Rule whether you are looking for an employee or a spouse. You may save yourself a lot of future problems by dining out.

Barbara Bartlein, is the People Pro and President of Great Lakes Consulting Group. She offers speaking, training and consultation to help businesses sell more goods and services. She can be reached at 888-747-9953, by e-mail at: [barb@thepeoplepro.com](mailto:barb@thepeoplepro.com) or visit her website at [www.ThePeoplePro.com](http://www.ThePeoplePro.com)

## First Time Attendees at the Spring 2006 Meeting in Peoria





## Coming Soon!

### *NEW.... The Certified Compliance Technician (CCT) exam.*

The exam will focus on compliance with HCFA regulations and OIG directives. It will be an effective tool to help your hospital meet both government and JCAHO requirements for annual education. Watch for details.

CPAT/CCAT exams are scheduled to occur May 15 – 25<sup>th</sup>. Those taking the exams will be contacted with locations, dates, times.

#### Study Sessions:

For those thinking about taking professional exams in the fall,

- Study sessions will be offered at the regional AAHAM meeting in Lacrosse, WI in July. Watch for more details.
- We can get study sessions and/or conference calls set up now to help you succeed! Let us know what dates/times would work best for you.
- Our fall meeting is September 14<sup>th</sup> and 15<sup>th</sup> in Lake Shelbyville which falls right before the fall exams. This would be an ideal time to test your readiness. A “mini mock” exam can be given for those interested.

Please contact Lisa Kronenberger at (217) 784 – 2613

or

Judi Lines at (815) 756-1521 ext 3612

for details.

# Get certified!

# LOG POST-IT NETWORK



John Currier IIAAHAM President presents the food items collected by the IIAAHAM membership at the Spring Meeting. Food items were presented to "Heart of Illinois Harvest"

## Jason Summerford

formerly with  
OSF St. Joseph Medical Center  
has joined  
Healthcare Strategic Initiatives  
(HSI)  
in St Louis, Mo. as  
Revenue Cycle Consultant  
Account Manager  
[www.hsillc.com](http://www.hsillc.com)

## Diane Wilson

formerly with  
Mary Greeley in Ames, IA  
joins Bromenn HC in  
Bloomington, as the new  
Director of Patient  
Financial Services

Illinois  
Iowa  
Minnesota  
Wisconsin  
July 19 - 21, 2006  
LaCrosse, Wisconsin

**Sept 14-15**

**Chuck Garvin**  
Memorial Golf Outing  
Eagle Creek Resort  
Findlay, IL

**NEW**  
Illinois Website  
[IllinoisAAHAM.com](http://IllinoisAAHAM.com)  
Check it Out !

# 2006 / 2007 MEETING SCHEDULE & SITES

**RESERVE THESE DATES FOR IL AAHAM**

***July 19, 20, 21***      ***AAHAM Regional Meeting***  
***LaCrosse, Wisconsin***

***Sept 14 & 15***      ***Fall Meeting***  
***Chuck Garvin Memorial Golf Outing***  
***Eagle Creek Resort & Conference Center***  
***Findlay, IL. (Lake Shelbyville)***

***October 25-27***      ***Annual National Institute***  
***Fairmont Princess Hotel, Scottsdale, AZ***

***December 7-8***      ***Annual State Institute Meeting***  
***Bloomington, IL***

*For more information contact: ILLINOIS CHAPTER - AAHAM*  
**Bill Carlson 563-242-2586 or 319-230-4488**  
[wc@abacollect.com](mailto:wc@abacollect.com)

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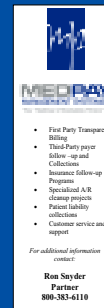
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**Thank You for all your support throughout the year!**

For more information regarding sponsorships contact: *ILLINOIS CHAPTER - AAHAM*  
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**Illinois, Iowa, Minnesota & Wisconsin**  
**Regional Meeting**

LaCrosse, Wisconsin  
Radisson Hotel – LaCrosse  
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**“SAVE this DATE”**  
**July 19 - July 21, 2006**

**HOTEL REGISTRATION INFORMATION**

**REMINDER: Your hotel reservation must be made by Sunday, June 18, 2006**

Radisson Hotel LaCrosse #608-784-6680 or Worldwide Reservation Center at 800-333-3333

Nightly AAHAM Guest Rate:

Room with one king bed, city view = \$93.00.

Room with two queen beds, river view = \$103.00.

Please contact Lois Wakefield at 612-775-2127, Carolyn Roller at 218-786-6589 or Pam Brindley at 515-669-9396 with any special dietary or accessibility needs

Details will be coming to you soon, block out this date  
and get your reservations.

To see more details regarding the meeting events, speakers and activities, go  
to [www.illinoisaaHAM.com](http://www.illinoisaaHAM.com)



# Application for National Membership

AAHAM Membership • 11240 Waples Mill Road • Suite 200 • Fairfax, VA 22030  
 Phone: (703) 281-4043 Fax: (703) 359-7562 http://www.aaham.org

Name <hr/> Mailing Address <hr/> City <hr/> Employer Name <hr/> Local Chapter Name <hr/> If Sponsored by AAHAM Member, Give Name <hr/> Home Address (if not listed above) <hr/> City <hr/>	Day Phone ( ) <hr/> Fax Number ( ) <hr/> <input type="checkbox"/> Home <input type="checkbox"/> Check if this is the billing address <input type="checkbox"/> Business      of the credit card you will use below. <hr/> State <hr/> Zip <hr/> Your Title <hr/> Date <hr/> E-Mail Address <hr/> <input type="checkbox"/> Check if this is the billing address of the credit card you will use below. <hr/> State <hr/> Zip <hr/>
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National Dues \$ <hr/> Local Dues \$ <hr/> Total Enclosed \$ <hr/>	<b>For Credit Card Payments:</b> <input type="checkbox"/> AMEX <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <hr/> Account Number <hr/> Billing Address, if Different From Above (please include Street Address, City, State and Zip) <hr/>	Name as it appears on card <hr/> Expiration Date <hr/> Signature <hr/>
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**Please Circle the Appropriate Codes in Each Category Below.**

<b>1 Years in Healthcare</b> 1 0 – 2 years 2 3 – 5 years 3 6 – 10 years 4 11 – 15 years 5 16 – 20 years 6 21 – 30 years 7 31 – 40 years 8 41+ years  <b>2 Certification</b> 1 CPAT 2 CCAT 3 CHAM (NAHAM) 4 CHFP (HFMA) 5 FHFMA (HFMA) 6 CHCS (ACA) 7 CPA 8 Other	<b>3 Employer Type</b> 1 Accounting 2 Ambulatory Care/Clinic 3 Computer Hardware/Software 4 Consulting 5 Credit/Collection 6 Library/Education 7 Government 8 Health Plan/Insurance 9 Home Health 10 Hospital/Medical Center 11 Healthcare System/Multi Facility 12 Law Firm 13 Long Term Care/Post Acute 14 Managed Care 15 Physician Group Practice 16 Physician Practice Management 17 Specialty Practice Group	18 Sub Acute Care 19 Shared Service Organization 20 Coordinated Business Organization 21 Other Medical Facility/Org. 22 Professional/Trade Association 23 Student 24 Retired 25 Non-Working 26 Media 27 Hospice 28 All Other (not listed above)  <b>4 Position</b> 1 President/Administrator 2 Partner/Principal/Owner 3 CEO/Exec Dir/Exec VP 4 COO 5 CFO/Controller 6 CIO	7 Vice President 8 Assistant of Associate VP or Administrator 9 Director 10 Manager 11 Supervisor 12 Staff 13 Technician 14 Clinical 15 Academic 16 All Other (not listed above)  <b>5 Responsibility</b> 1 Accounting 2 Administration 3 Admitting/Access 4 Audit 5 Benefits 6 Billing 7 Budget	8 Business Development/Sales 9 Compliance 10 Collections 11 Finance 12 Information Services/Technology 13 Managed Care 14 Marketing 15 Materials Management 16 Medical Records 17 Medicare/Medicaid 18 Operations 19 Patient Financial Services 20 Provider Services/Relations 21 Reimbursement 22 Third Party Administration 23 Utilization Review 24 Underwriting 25 All Other (not listed above)
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**DO NOT use this form for renewing your membership or making an address change.**

Membership is on an individual — not institutional — basis and is non-transferable.

Local dues vary by chapter. National dues are prorated according to date of application.

For dues amounts and your chapter assignment, please call AAHAM's National Office at (703) 281-4043 M–F, 9 am – 5 pm, Eastern time.

National Dues are \$150 for the year. Prorated dues amount for July 1 to September 30: \$115  
 For October 1 to December 31: \$185 (15 months of membership)

Please allow 2 – 4 weeks for processing once your application is received at the AAHAM National Office.

Dues are not tax-deductible as a charitable contribution, but may be deductible as a business expense.

Send application with your payment to:

**AAHAM Membership**  
**11240 Waples Mill Road**  
**Suite 200**  
**Fairfax, VA 22030**

*Make checks payable to AAHAM*  
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