

THE LINCOLN LOG



American Association of Healthcare Administrative Management Illinois Newsletter

NOVEMBER

2016

EXTRA! EXTRA! READ ALL ABOUT IT!

HEADLINES



President's Message	2
Upcoming Webinars	3
Hot Topics	4
AAHAM Memes	6
June AAHAM Meeting	8
September AAHAM Meeting	10
Newly Certified Members	14
PAC and Legislative Updates	17
Treasurer's Report	19
AAHAM Membership	21
Provider Spotlight	24
Corporate Partners	27
Corporate Partners Program	30
IL AAHAM Leadership	35
Get To Know Your Board Members	37
Payer Roundup	40
Deep Thoughts from Abe	43
The Lincoln Bedroom	44



Lincoln Log wins First Place in the Journal Award competition for best Chapter Newsletter among states with 181-299 members at 2016 AAHAM ANI.



If you get lost, click the Lincoln Log border at the bottom of most pages and it takes you right back here to page one.

President's Message

Hello AAHAM Friends! I recently returned from the National AAHAM ANI at Caesar's Palace in Las Vegas where I had the privilege of representing the IL AAHAM Chapter. The ANI was an excellent event with some of the best educational and networking opportunities available to our industry! The IL Chapter is well respected throughout National AAHAM and we received several awards during the ANI! We won 1st place for our Lincoln Log publication with a National Journal Award. IL was bestowed a Milestone Award for our 35th Anniversary! We also received membership retention and chapter excellence awards. It was humbling to represent IL at the National level.



Joshua Johnson, CRCP-I

After returning from ANI, it was time to get busy! This is perhaps the busiest time of the year for IL AAHAM! As I mentioned, this is our 35th year! To celebrate, the IL AAHAM Board of Directors is busy planning the 35th Annual State Institute. Our event will be in East Peoria at the Holiday Inn and Conference Center again this year. What a beautiful venue. The Board meeting and Vendor Hall set-up will be on Wednesday 11/30. The actual meeting will begin on Thursday 12/1 and conclude Friday 12/2. This year we have arranged for some outstanding educational sessions, networking time with our sponsors, vendors and colleagues! We have also arranged for outstanding entertainment following the John D. Currier Honorary Banquet on Thursday night. Chicago's Premiere Party Band - Libido Funk Circus will be live and in-house to help us celebrate our 35th Anniversary milestone! We will also be hosting a charity silent auction again this year! We are honored to host the entire National Executive Board again this year as they return to help us celebrate!!

It is membership renewal time. You should be receiving renewal notices in the mail. Please take time to get those filled out and returned to National...We want to see the IL Chapter continue to be a leading chapter in the Nation with as many members as we can get! Do you know someone that is not a member but would like to be? Now is the time to share with them how awesome AAHAM is and tell them about all of the benefits of AAHAM membership and certification! You may be on the lookout for e-mails reminding you of membership renewal as well...sometimes they get lost in the spam filters so check your junk files as well!

We have now officially opened the 2017 IL AAHAM Corporate Partners Sponsorship Program. Are you a vendor or current IL AAHAM Corporate Partner? Do you know of a new vendor that would like to become part of the IL AAHAM Corporate Partners program? The time to sign up and enroll is now! Please contact me directly if you have any questions!

I am really looking forward to seeing all of you at the ASI in East Peoria. Sign-up now and get your hotel rooms reserved! You won't want to miss the outstanding educational opportunity in-store for you...and you won't want to miss the entertainment this year either!

Yours in AAHAM,

Josh



Upcoming Webinars

December 7, 2016

Topic: The Connected Patient Experience: Across EHRs, Services, Guests, and More

When: WEDNESDAY, December 7, 2016, 1:30pm - 3:00PM EDT

Speaker: John Adractas, MBA, Chief Marketing and Growth Officer at Simplee

Registration Deadline: November 30, 2016

This informative, intermediate level webinar will explore a case study of a rollout of a patient e-survey system that polls patients immediately after paying a medical bill. It will highlight traditional survey and satisfaction challenges, the deployment strategy and methodology, as well as results from implementation.

[Click here to download the full description and printable order form.](#)

[Online Member Registration](#)

[Online Nonmember Registration](#)

National AAHAM





President-Elect Trump Faced With Turning Promises into Policy

Donald Trump's surprise election as U.S. president means the repudiation of Barack Obama's legacy and a strong likelihood Republicans will undo many of his accomplishments, including Obamacare and trade deals, and seek tax cuts for the rich.

While Trump has made broad promises, he has offered few details of how he would execute them. Even though Republicans hold control of both chambers of Congress, it's unclear Trump will have devoted partners. Most lawmakers from the party, including House Speaker Paul Ryan (R-Wis.) and Senate Majority Leader Mitch McConnell (R-Ky.), haven't embraced his highest-profile ideas, such as building a wall on the Mexican border.

It's also not clear who will populate his Cabinet. He has a small cadre of close advisers, while many prominent Republicans have said they don't intend to serve with him.

The following is a look at Trump's top priorities.

Immigration: Trump surged to the Republican nomination in part based on a hard-line immigration policy that he framed as a rejection of Obama's more welcoming posture.

Trump said his first day in office would

be devoted in large part to beginning an overhaul of the U.S. immigration system, setting aside funding to triple the number of immigration control agents and deporting more than 2 million people with criminal records. He has declined to say whether his administration would pursue deportations of the millions of undocumented immigrants in the U.S. who haven't committed crimes.

He has also said the Mexican government would pay at least part of the expenses for construction of a border wall. The Mexican government has said it will pay nothing.

Legal immigration from several countries will be completely banned for an indefinite period in the interest of national security, Trump has said. He once pledged to ban all Muslims from entering the U.S. but has since modified his position and now says he would impose "extreme vetting" to keep out terrorists. Entire countries that have been "compromised" by terrorism would be blacklisted from sending immigrants to the U.S. under Trump's policy. It's not clear how he would implement such a ban or whether it's constitutional.

Other than saying the U.S. would stop accepting refugees from Syria, Trump's campaign hasn't specified which countries would be on the list.

Trade: Trump has pledged to end decades of American orthodoxy on trade policy, charging that past deals have decimated the U.S. manufacturing sector.

He says he'll take a hard line against U.S. trading partners, including top allies, by seeking to renegotiate or nullify existing trade deals, and he plans to take a protectionist approach with China, which he has accused of manipulating its currency to undercut U.S. industry. He has said he would label China a currency manipulator, bring trade cases against it at the World Trade Organization and potentially slap new tariffs on the country's goods.

One of Trump's top targets: The North America Free Trade Agreement, or NAFTA, a deal between the U.S., Mexico and Canada, signed by President Bill Clinton in 1993. Trump has said the agreement is the worst trade deal in U.S. history and that his administration would immediately call on Mexico and Canada to renegotiate.

He also has promised to abandon the Trans-Pacific Partnership trade deal between the U.S. and 11 Pacific Rim nations. Congress has yet to ratify the pact, which was supported by Obama and opposed by both Trump and Democratic candidate Hillary Clinton.

..... Continued on next page

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GOVERNMENT AFFAIRS AND GRASSROOTS ADVOCACY
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President-Elect Trump Faced With Turning Promises into Policy

.... Continued from previous page

Taxes: Trump's tax plan largely adheres to Republican doctrine, offering a historic across-the-board cut in rates. He would reduce the number of federal tax brackets to three from seven, with a top rate of 33 percent for married couples earning \$225,000 or more. The current top rate is 39.6 percent.

He has called for reducing the U.S. corporate tax rate to 15 percent, down from 35 percent, in an effort to keep companies from leaving for countries with lower rates. Trump supports a one-time repatriation of U.S. companies' corporate profits held overseas, taxed at 10 percent.

His plan includes ending the carried-interest provision of the tax code, which eases the tax burden for hedge-fund managers. Trump would also repeal the estate tax and offer new tax deductions for childcare expenses.

The conservative Tax Foundation found Trump's tax plan may reduce federal revenue by at least \$2.6 trillion over 10 years, after accounting for economic growth that his proposals might stimulate.

The center-left Tax Policy Center found the 10-year reduction in revenues would be \$6.2 trillion, and that the top



1 percent of taxpayers would receive almost half the benefits.

Health Care: Trump says he'll ask Congress to immediately repeal the Affordable Care Act, Obama's signature domestic achievement. He has criticized the law for large premium increases in its government-run insurance markets.

Even if Democrats in the Senate are able to block wholesale repeal, Republicans could gut some of the law's key provisions, such as premium subsidies for insurance, a requirement that Americans carry insurance and an expansion of Medicaid for the poor.

Some of the law's popular consumer protections would likely remain in place, including the requirement that insurers cover everyone regardless of their health and the prohibition against charging sick people higher premiums. It's not clear how or if his administration would help insurers

struggling to cope with those rules.

His replacement plan for Obamacare, he has said, would include more widespread use of health savings accounts, which allow people to sock away money in retirement-style accounts to spend when they need care, along with a "national market" for health insurance.

Insurers in any state would be allowed to sell plans in all others, ending the current system of state-level regulation. State insurance regulators, including Republicans, have criticized that idea, because they say consumer protections would be weakened and out-of-state insurers would have trouble assembling sufficient networks of doctors and hospitals.

About 20 million people who didn't previously have health insurance gained coverage under Obamacare. Trump has offered no estimate of how many of them would be insured under his approach.



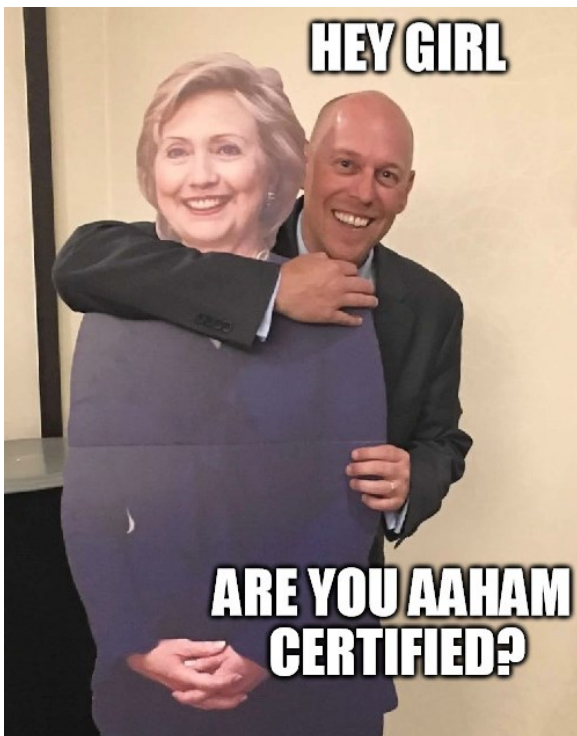
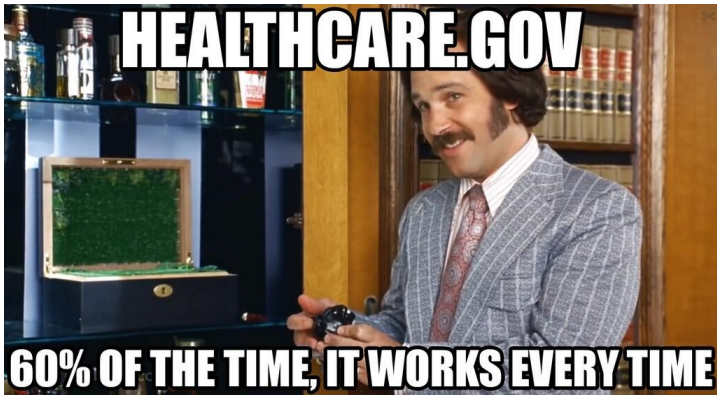
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AAHAMemes

A 'meme' is a virally transmitted cultural symbol or social idea. The majority of modern memes are captioned photos that are intended to be funny, often as a way to publicly ridicule human behavior.



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Julie@ParrishShaw.com



June AAHAM Meeting



Welcome First Timers !



Payor Panel



Matt Jones

VICTORY !



Payor Panel



Mata Binteris



#MoreJohnCurrier



June AAHAM Meeting



September AAHAM Meeting

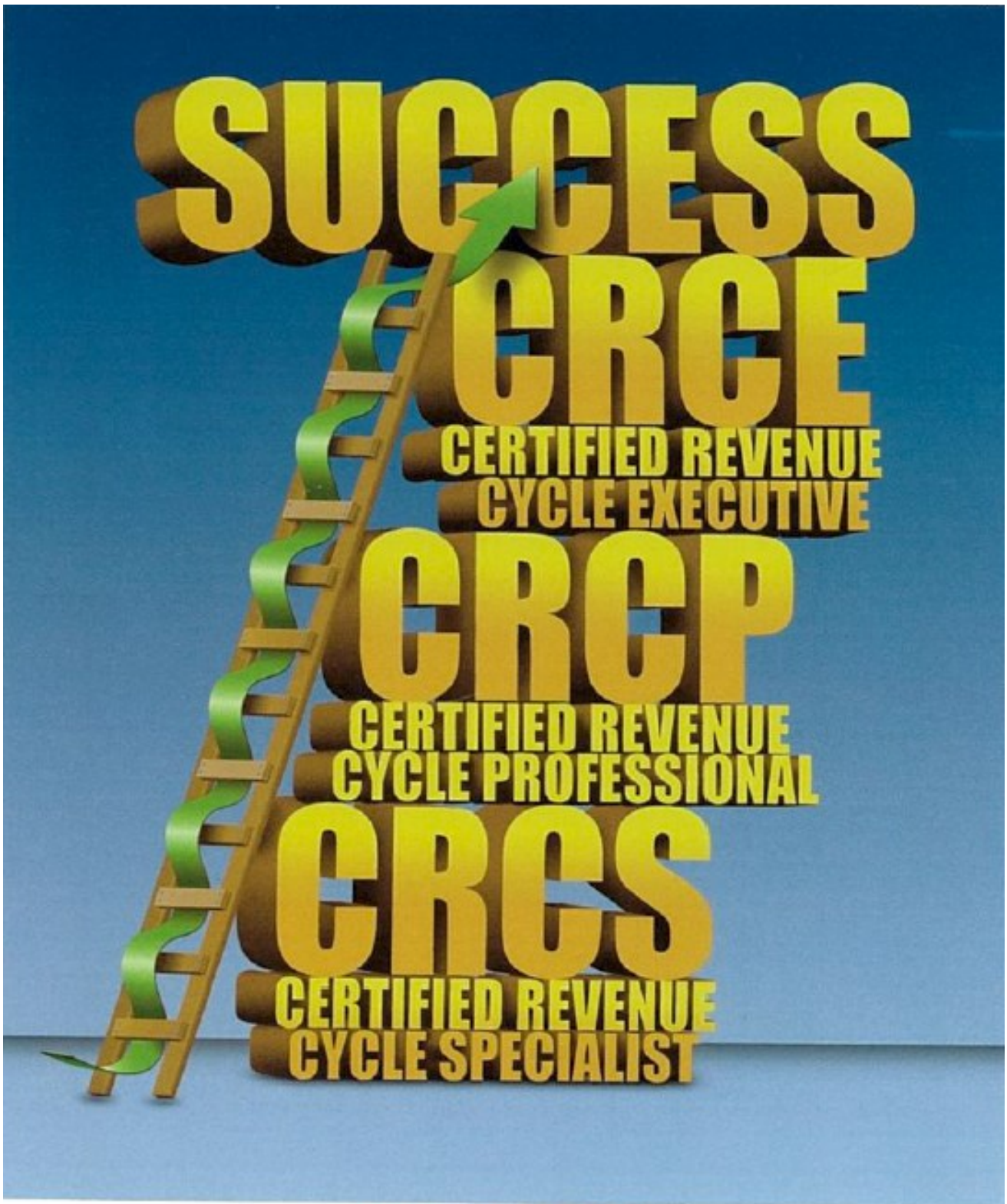


September AAHAM Meeting



September AAHAM Meeting





AAHAM

American Association of Healthcare
Administrative Management

AAHAM's Certifications are your ladder to success!



Newly Certified Members

Lori Day, CRCP-P

Allegan General Hospital

Dawn Huber, CRCP-I

OSF Health

Jane Vaughn, CRCP-P

Sarah Bush Lincoln

Keara Weber, CRIP

Memorial Hospital - Carthage

C.J. Tonozzi, CCT

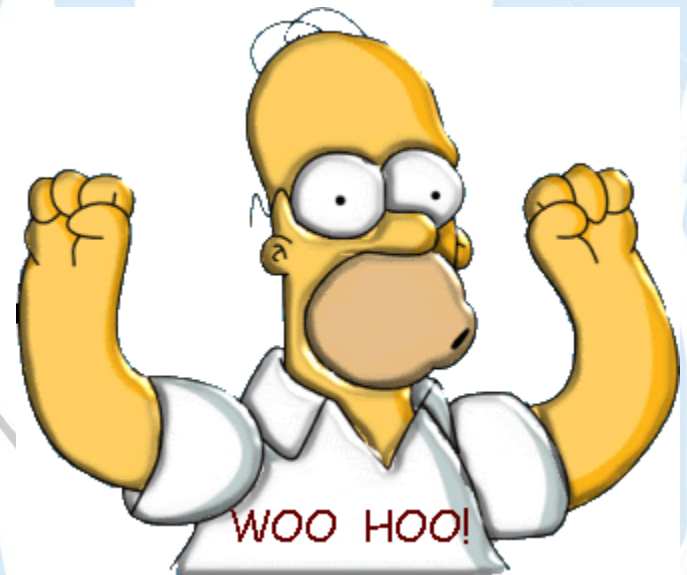
OSF Health

Gail Sheehan, CCT

OSF Health

Helen White, CCT

OSF Health



Newly Certified Members

AAHAM Certification Schedule

December 15, 2016

Registration Deadline for
March 2017 Exam Period

March 13-24, 2017

March 2017 Exam Period

April 17, 2017

Registration Deadline for
July 2017 Exam Period

July 10-21, 2017

July 2017 Exam Period

August 15, 2017

Registration Deadline for
November 2017 Exam Period

November 6-17, 2017

November 2017 Exam Period





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Managed Care Partners, Inc.
630.617.4204
jrichmond@mngdcare.com

www.managedcarepartners.net



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Jeremy Underwood
Sales Manager

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Direct: 913.971.4357
Fax: 913.254.9358

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www.esolutionsinc.com

Shirley Mason, Regional Sales Manager

Shirley.mason@wakeassoc.com

314-435-3377

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Wise Words From a Nerd



AAHAM Winter 2016 PAC & Legislative Updates

Medicare

- 59 modifier change to X-Mods still on hold.
- FY17 OPPS Final Rule published in the Federal Register on 11/01/2016
 - Site neutral payment provision for off-campus provider-based departments that began billing after 11/02/2015. Will be paid via MPFS instead of OPPS
 - Dedicated ED still paid via OPPS
 - OPPS payment increase of 1.7%
 - CMS accepting comments on the Final rule until 12/31/2016
- FY17 IPPS Proposed Rule published in the Federal Register on April 27th
 - Increase rates .85% from 2016 rates
 - Two adjustments proposed to reverse effect of 2% cut instituted with Two-midnight rule
 - 2.8% initial market-basket update for Meaningful Use of EHR
 - Medicare DSH payments reduced by 75% by 2019

2017 OIG Work Plan

- New targets for 2017
 - Hyperbaric Oxygen therapy Services
 - Incorrect Medical Assistance Days Claimed by Hospitals
 - Inpatient Psych Outlier Payments
 - Inpatient rehab Patients not Suited for Intensive Therapy
- Revised targets for 2017
 - IMRT
 - Background checks for LTC employees
 - Inpatient Rehab Payment Requirements

Medicaid

- Due to budget impasse an estimated \$4.4 billion is owed to healthcare providers
 - Unpaid claims date back 20 months
 - Multiple separate lawsuits (some class action) have been filed by providers seeking order against SOI to release payment

Illinois

- Still no Fiscal 2016 budget after 18 months (we are currently entering the 6th month of FY17)
 - Only state in union without a 2016 budget
 - Illinois holds record for longest budgetary delay
 - Kentucky held record for not passing 2003 budget until March of 2003 (9 months)
 - Estimated payment backlog of \$13.5 billion before fiscal year end
- Illinois OIG initiated massive automated Medicaid payment reviews still rolling across the State
 - Findings reports started to be sent in May citing sizeable overpayments
 - Many providers are finding that they billed correctly seeking technical component reimbursement, yet HFS reimbursed the global payment incorrectly (and returned the TC modifier on the remit)
 - Provider is still responsible for payment review and resolution

C.J. Tonozzi – CRCS-I

Billing Compliance Officer/Auditor
OSF Healthcare System
Ministry Compliance And Risk Division
Clinton.j.tonozzi@osfhealthcare.org



Our Commitment

We are a viable resource to those who demand the best, and we continue to expand our client base despite the competition within the industry. The reason for our continual success can be summarized in two important words - SUPERIOR SERVICE!

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MEMBERS:

Illinois Collectors Association
American Collectors Association
American Association of Healthcare
Administrative Management

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Treasurer's Report

2016 2nd Quarter Summary

American Association of Healthcare Administrative Management		
IL CHAPTER - GENERAL FUND		
STATEMENT OF INCOME AND EXPENSES (CASH BASIS)		
For the Period of: 4/1/2016 to 6/30/2016		
TOTAL INCOME	5,347.25	
TOTAL EXPENSES		6,812.72
NET INCOME/LOSS		1,465.47
BANK BALANCE BEGINNING OF PERIOD	45,434.86	
BANK BALANCE END OF PERIOD	45,210.12	



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Benefits of AAHAM Membership



Healthcare revenue cycle professionals across the nation and around the globe are looking for an edge... a way to work smarter, build a career, stay informed and make the right contacts. Your membership in AAHAM helps you achieve all of these goals.

What do I get for my \$215 yearly National and Illinois AAHAM Membership Fee?

- **Eligibility for Certification Designations.** AAHAM membership allows you the opportunity to sit for the CRCE, CRCP, CRCS, CRIP or CCT certification exams, which provide you with the recognition and respect within the Healthcare Revenue Cycle industry. Studies show certified members perform at a higher level of efficiency and provide a return on your investment.
- **Exclusive invitation and pricing to the AAHAM's Annual National Institute (ANI)** known for excellence in education, value and networking. (Save \$100 off your ANI registration for being a member.)
- **Exclusive invitation and pricing to the Illinois AAHAM's quarterly educational events.** (\$75 in Illinois meeting savings for being a member throughout the year).
- **Exclusive invitation and pricing to National and Illinois AAHAM Webinars** (\$25 member savings for every Illinois AAHAM webinar. \$50 in yearly savings if you attend 2 Illinois AAHAM webinars).
- **Exclusive invitation and pricing to Legislative Day.** Brings you face-to-face with decision makers in Washington who determine the outcome of healthcare legislative priorities. (\$100 member savings.)
- **Continuing Education Scholarships.** Opportunity to apply for and be awarded national and Illinois Scholarships for continuing education for you and your family members. Yearly Illinois AAHAM scholarships awarded in the amount totaling \$2,000 for members, children and grandchildren.
- **Membership Directory.** An online Illinois AAHAM Membership directory helps you keep in touch with other members and vendors both locally and nationwide. Network with your revenue cycle peers!
- **AAHAM Member's Only List Serve.** Have an issue? Chances are your peers do as well. Bounce questions and issues off of your revenue cycle peers via our list serve!
- **Subscription to Legislative Currents.** Distributed via email 8 times a year, to keep you up to date on legislative and governmental issues affecting our industry.
- **Subscription to The Journal of Healthcare Administrative Management.** Rated as the #1 membership benefit, the Journal is issued quarterly.
- **AAHAM's National News.** AAHAM's monthly electronic Newsletter with timely updates and information about your association.
- **Illinois AAHAM's Award Winning Lincoln Log.** Illinois AAHAM's quarterly electronic Newsletter.
- **Job Bank** to assist you in searching and posting that special job.
- **Unlimited Networking with other revenue cycle professionals** through our website and Chapter interaction.

INVEST IN YOURSELF AND YOUR STAFF – Attend the Illinois AAHAM meetings, the national AAHAM ANI and 2 Illinois AAHAM webinars throughout the year, and your \$215 National and Illinois AAHAM membership fee saves you \$215 in meeting fees throughout the year!





2016 APPLICATION FOR NATIONAL MEMBERSHIP

NAME: _____ TITLE: _____

EMPLOYER/ORGANIZATION NAME: _____

PRIMARY ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ FAX: _____ LOCAL CHAPTER: _____

E-MAIL ADDRESS: _____ WEBSITE: _____

HOME ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____ HOME PHONE: _____

How did you hear about AAHAM? Colleague Publication Website LinkedIn

If referred by AAHAM member, please give name: _____

Membership Type: National Member Student Member

NATIONAL MEMBERSHIP - The fee to become a National member is \$190. If you join anytime between July 1st and August 31st, the dues are \$150 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$230 for the rest of the current year and all of the following year.
STUDENT MEMBERSHIP - The student membership fee is \$50. If you join between July 1st and August 31st, the pro-rated dues are \$35, and if you join between September 1st and December 31st, dues are \$65 (for 15 months of membership). To qualify for student membership you must currently be taking 6 credit hours per semester and submit proof with this application. Student members receive all the benefits of membership with the exception of voting, eligibility for professional certification, and cannot be a proxy for a chapter president at any national board meetings.

PAYMENT OPTIONS

For Credit Card Payment: Amex Visa MasterCard
Card Number: _____ Exp: _____
Name as it appears on card: _____
Signature: _____
Billing Address, if different from above: _____

For Check Payment:
Please make checks payable to AAHAM and send application with your payment to:
AAHAM Membership
11240 Waples Mill Road, #200
Fairfax, VA 22030
Fax: 703-359-7562
AAHAM Tax ID: 23-1899873

Please allow two weeks for processing after your application is received at the national office. Dues are not tax deductible as a charitable contribution, but may be as a business expense. Approximately 4% of your annual dues are used for lobbying activities and are non-deductible.
Please note: Membership is on an individual, not institutional, basis and is non-transferable.

YOUR PAYMENT TOTAL:
NATIONAL DUES: _____
LOCAL DUES: _____
TOTAL ENCLOSED: _____

AAHAM Providing Excellence in the Business of Healthcare
Certification, Compliance, Leadership Development, Networking, Advocacy





Local Chapters: AAHAM has 33 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. Please see the listing of local chapters below to help you decide which chapter you should belong to along with your National membership


Name of Chapter	Geographic Location	Chapter Dues	Please Check the Appropriate Codes in Each Category Below
Aksarben #01	Nebraska	\$0.00	Years in Healthcare: <input type="checkbox"/> 0-5 <input type="checkbox"/> 6-10 <input type="checkbox"/> 11-20 <input type="checkbox"/> 21-25 <input type="checkbox"/> 25+ Certification: <input type="checkbox"/> CHAM (NAHAM) <input type="checkbox"/> CHFP (HFMA) <input type="checkbox"/> FHFMA (HFMA) <input type="checkbox"/> CHCS (ACA) <input type="checkbox"/> Other (please list) Employer Type: <input type="checkbox"/> Vendor/Corporate Partner <input type="checkbox"/> Billing <input type="checkbox"/> Collection Agency <input type="checkbox"/> Consulting <input type="checkbox"/> Outsourcing <input type="checkbox"/> Software/IT <input type="checkbox"/> Provider <input type="checkbox"/> Law Firm <input type="checkbox"/> Other (please list) Position: <input type="checkbox"/> CFO <input type="checkbox"/> Vice President <input type="checkbox"/> Partner, Principal, Owner <input type="checkbox"/> Executive Director <input type="checkbox"/> Consultant <input type="checkbox"/> Director <input type="checkbox"/> Manager <input type="checkbox"/> Supervisor/Coordinator <input type="checkbox"/> PFS Representative <input type="checkbox"/> Patient Access Representative <input type="checkbox"/> Other (please list) Responsibility: <input type="checkbox"/> Accounting <input type="checkbox"/> Administration/Operations <input type="checkbox"/> Admitting/Access <input type="checkbox"/> Audit <input type="checkbox"/> Benefits <input type="checkbox"/> Budget <input type="checkbox"/> Compliance <input type="checkbox"/> Business Development, Sales, Marketing <input type="checkbox"/> Information Services/Technology <input type="checkbox"/> Managed Care <input type="checkbox"/> Medical Records <input type="checkbox"/> Medicare/Medicaid <input type="checkbox"/> PFS, Patient Billing & Collections <input type="checkbox"/> Reimbursement <input type="checkbox"/> Third Party Administration <input type="checkbox"/> Other (please list)
Florida Sunshine #03	Florida	\$40.00	
Carolina #04	North & South Carolina	\$30.00	
Evergreen #05	Washington State, West of the Mountains	\$30.00	
Gopher #06	Minnesota	\$40.00	
Hawkeye #07	Iowa	\$0.00	
Hawthorn #08	Missouri	\$45.00	
Illinois #09	Illinois	\$25.00	
Inland Empire #10	Washington State, East of the Mountains	\$25.00	
Keystone #11	Central Pennsylvania	\$25.00	
Maryland #13	Maryland	\$25.00	
Mountain West #14	Utah	\$30.00	
New Jersey #16	New Jersey	\$35.00	
Western Reserve #18	Ohio	\$0.00	
Northeast PA #19	North East Pennsylvania	\$30.00	
Rocky Mountain #21	Colorado	\$20.00	
Pine Tree #22	Maine	\$25.00	
Rushmore #23	North & South Dakota	\$0.00	
Western Region #26	Arizona and California	\$0.00	
Virginia #27	Virginia	\$30.00	
Philadelphia #29	Philadelphia, Pennsylvania	\$35.00	
Mid-York #31	New York	\$30.00	
Georgia #33	Georgia	\$30.00	
Connecticut #34	Connecticut	\$35.00	
Three Rivers #37	Pittsburgh, Pennsylvania	\$50.00	
Texas Bluebonnet #40	Texas	\$50.00	
Indiana #42	Indiana	\$25.00	
Wisconsin #44	Wisconsin	\$25.00	
Chennai #49	Chennai, India	\$0.00	
Music City #53	Tennessee	\$35.00	
Michigan #55	Michigan	\$195.00	
Twin States #56	Vermont & New Hampshire	\$25.00	
Massachusetts #57	Massachusetts	\$80.00	

AAHAM Providing Excellence in the Business of Healthcare
 Certification, Compliance, Leadership Development, Networking, Advocacy



Provider Spotlight

Leadership, culture, innovation makes Memorial Medical Center tops in quality



Strong leadership, a culture that fosters continuous improvements in care and innovations that hold the promise of transforming clinical training and enhancing patient safety have earned Memorial Medical Center in Springfield, Ill., the 2016 AHA-McKesson Quest for Quality Prize.

The AHA July 17 presented the award to Memorial at the Health Forum and AHA Leadership Summit in San Diego. Also recognized were prize finalist Memorial Hermann Greater Heights Hospital in Houston and citation of merit recipient Our Lady of the Lake Hospital in Baton Rouge.

The prize honors hospitals that are making impressive strides towards the Institute of Medicine's six quality aims of safe, effective, efficient, timely, patient-centered and equitable health care.

Memorial's performance-improvement culture. As part of its effort to boost performance, Memorial in 2010 adopted the Lean Six Sigma methodology. It's helped the medical center increase quality and eliminate inefficient practices – and led to a higher-performing care system, says Charles "Chuck" Callahan, Memorial's executive vice president and chief operating officer.

"We've reconfigured our whole quality structure from the board down to front-line personnel," says Callahan, who also heads Memorial's quality safety performance committee of community physician and administrative leaders. The committee identifies quality improvement priorities and reports directly to Memorial's board.

Callahan credits Lean Six Sigma with enabling Memorial to achieve \$30 million in savings while advancing quality care and patient safety.

"Every year we want to train 30% more people across the organization [through Lean Six Sigma projects], complete 30% more projects and be 30% more efficient in each project than the previous year," says Todd Roberts, the medical center's quality and safety administrator.

The results are impressive. From 2013 to 2015, the hospital saw a 23% reduction in stroke mortality, a 68% reduction in stroke-related complications and a 92% reduction in hip fracture readmissions. The hospital also reported a 70% reduction in colon surgical site infections from October 2013 through February 2015.

Callahan says Memorial knew it was making serious progress when the Illinois Hospital Association recognized the hospital for a Lean Six Sigma project that reduced red blood cell transfusions by 32% and achieved \$2.8 million in savings in 2014. That came a year after Memorial Health System, the medical center's parent organization, received the state association's top quality award for reducing hospital-acquired pressure ulcers by 81% over a 32-month period.

"Those were hallmark projects for us," Callahan says. The awards "validated our quality and safety programs ... that we were working on the right things and achieving results."

Innovation. Another major step forward was the medical center's partnership in 2014 with the Southern Illinois University School of Medicine to form the Midwest Healthcare Quality Alliance. The Springfield Clinic, an independent medical group with more than 400 physicians and advanced practitioners in nearly 90 medical specialties, joined the alliance earlier this year. The alliance is designed to develop innovative solutions for improving health care access, quality, safety and community outcomes.

Shortly after its formation, the alliance launched an Agency for Healthcare Research & Quality-certified patient safety organization (PSO). The PSO tracks what medical errors occur and determines why they occur; and how to prevent their reoccurrence by collecting information, analyzing errors and sharing lessons and preventive strategies with others. Information shared through the PSO remains confidential and is legally protected.



Provider Spotlight

Memorial's PSO includes hospitals, ambulance services, post-acute care (PAC) facilities and physicians' offices. The PSO offers an opportunity to improve the system and prevent harm, rather than playing the "blame game" for medical mistakes, Callahan says.

The medical center is a Level 1 trauma center with 70,000 emergency department (ED) visits a year, he notes. A lot of emergency care is provided on the way to the hospital, and Callahan says the PSO "brings ambulance drivers into the health care fold as part of our team." And he says it helps to bolster patient safety across the care continuum. "When a hospital is on the hook for a 30-day readmission, heck, 28 of those days may occur in a nursing home," he observes. "The PSO is a way to improve care because it is a safe umbrella that encourages the sharing of information and practices" between the hospital and PAC providers.

The Quest for Quality prize committee noted Memorial's 72,000-square-foot Memorial Center for Learning and Innovation, a technologically advanced learning environment where Memorial staff, medical residents, physicians and community health partners can hone their clinical skills. Memorial opened the center last year.

It includes a 16,000-square-foot simulation center on the third floor. The simulation area features 10 separated simulated environments, including a nurse's station, patient room, operating room, an office and an exam room.

An intensive care unit (ICU) serves a dual purpose as a labor and delivery room. Two rooms – a trauma bay and a treatment room – simulate an ED setting. The simulation center also has a mock residence with a kitchen, living room, bedroom and bathroom in 1,300 square feet. The area has half walls for easy observation, and can be used for training by ambulance providers, firefighters and home service and hospice caregivers.

A high-tech ambulance simulator, which mimics on-the-road movement, allows emergency medical technicians to train as if they're transporting patients to the hospital.

"The center replicates to an inch what we have in the hospital," Callahan says. He says it is revolutionizing the training progress for ED residents by "promoting more active learning and retention."

In December, the hospital and its partners conducted a complex simulation exercise at the center that followed a critically ill patient from the moment he called for help in his home until he was wheeled into an ICU. In the operating room, he was swapped out with a mannequin designed for surgical procedures.

The exercise focused on the care of this fake patient with a ruptured abdominal aneurysm. It studied the way a patient with a hypothetical condition was treated as the patient was handed off between a range of settings – all available at the learning and innovation center.

"This becomes a great research model for all types of conditions," quality and safety administrator Roberts says. "This is part of the national focus on the continuum of care."

Patient-centered care. What Memorial calls "the voice of the customer" is reflected in programs like its Joint Works Patient and Family Advisory Panel. The volunteer group of patients and family members meet with hospital staff to discuss what it was like to go through a total joint replacement surgery. Their insight and experience helps shape the services provided before surgery, during the hospital stay and after discharge from the hospital.

Memorial plans to extend the patient and family advisory panels for all patient services provided in the hospital and affiliated physician offices.

"We believe the voice of the customer is the perception of your quality, and that is something we want ingrained into our culture," Callahan says.

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AAHAM is one of the predominant organizations providing educational and professional development for revenue cycle professionals in Illinois. Our membership includes professionals from patient financial services/revenue cycle specialists, clinical managers, administrators, chief financial officers, consultants and a variety of other professionals in related fields. All of our meetings provide our membership an opportunity to learn, network among colleagues and earn continuing education credits.

Illinois AAHAM conducts several educational conferences each year. Each spring and summer our chapter presents one full day of educational meetings. In the fall, our education session is coupled with the annual Charles Garvin Memorial Golf Outing. The Annual State Institute (ASI), held in December, is spread over a day and half and includes a vendor tradeshow.

As an Illinois AAHAM Sponsor, your company will receive a significant amount of recognition opportunities throughout the year. Your organization's name will be included in pertinent marketing materials and on-site acknowledgement at **ALL** educational conferences. As a part of your sponsor package, you will also receive complimentary advertising in the Lincoln Log.

Open enrollment for our sponsorship program is held once a year beginning **October 27, 2015 and has been extended**. Your investment in our program will provide company recognition for an entire year (January 1, 2016 through December 31, 2016).

Please note: An additional fee of \$600 is charged to exhibit at our Annual State Institute in December. The exhibit fee also includes one meeting registration. For those vendor partners who sponsor at the Platinum Level, the exhibit fee and one meeting registration are waived (they are included in the Platinum sponsor package).

We believe participation in the IL AAHAM Sponsorship Program should be an integral part of your company's marketing program. For additional information regarding the Illinois AAHAM Corporate Partners program please contact Vanessa Haydon vhaydon@mrareresults.com or Ron Snyder at rsnyder@avadynehealth.com.

We appreciate your support of Illinois AAHAM!





Illinois Chapter Sponsorship Levels

PLATINUM (\$1,400)

- **Annual State Institute Vendor Booth** includes one (1) complimentary ASI meeting registration (sponsor representative only) and recognition as a Platinum Sponsor at the President's Reception
- Three (3) complimentary meeting registrations that can be used by a sponsor representative OR given to any non-member Illinois provider. (excludes ASI)
- One (1) "new" AAHAM membership which can be given to any non-member **Illinois Provider** – National and state dues for current year. New member registration must be submitted by March 31st of the calendar year
- Complimentary participation in 'Vendor Speed Dating' event
- Sponsor poster displayed at every educational meeting
- Sponsor identification on representative's meeting name badge(s)
- Recognition during our Annual State Institute (ASI) meeting
- Full-page ad in each quarterly issue of the award winning **Lincoln Log** newsletter
- Sponsor level recognition on the Illinois AAHAM website, including a representative's name and e-mail address. An additional link to your company's website is also included



GOLD (\$900)

- Three (3) complimentary meeting registrations that can be used by a sponsor representative OR given to any non-member Illinois provider. (excludes ASI)
- One (1) "new" AAHAM membership which can be given to any non-member **Illinois Provider** – National and state dues for current year. New member registration must be submitted by March 31st of the calendar year
- Complimentary participation in 'Vendor Speed Dating' event
- Sponsor poster displayed at every educational meeting
- Sponsor identification on representative's meeting name badge(s)
- Recognition during our Annual State Institute (ASI) meeting
- ½ page ad in each quarterly issue of the award winning **Lincoln Log** newsletter
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Illinois Chapter Sponsorship Levels



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BRONZE (\$350)

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- Sponsor poster displayed at every educational meeting
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- Recognition during our Annual State Institute (ASI) meeting
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I ♥ Donny



Get To Know Your Board Members



Meaghan Coward

Patient Registration Supervisor at CGH Medical Center. Currently serving my first term on the IL AAHAM board. I have my CRCS-I certification.

Hello
my name is

MEAGHAN

My Favorite Sports Teams Are... Cowboys, Cubs, Bulls, Golden State and Duke

Two Truths and a Lie

1. I would love a big family. I am thinking about 6 kids. :)
2. My dream job is to be a teacher. I started going to school to be a kindergarten teacher and ended up with a Bachelor's degree in Healthcare Administration.
3. I enjoy riding my Harley during the summer months.

I Grew Up In... Deer Grove Illinois - If you blink while driving through, you might miss it!

My Favorite Hobbies Are... being the assistant coach for my boys sports teams, shopping, and cooking

What's on your Playlist? Meghan Trainor, Maroon 5, Luke Bryan, Carrie Underwood

Last Concert I Saw Was.... Maroon 5 — I mostly saw Adam ;)

Next Time You See Me Ask Me About... why I think being a part of AAHAM is the best!



Click here and check the bottom of the page to see which one was the lie.



Get To Know Your Board Members

Hello
my name is

RON

Ron Snyder

Executive Vice President at Avadyne Health in Moline, IL. This is my first term on the board. I have my RHIT and CRCS-I certifications.



My Favorite Sports Teams Are... the Iowa Hawkeyes, Chicago Bears, Black Hawks, Cubs

Two Truths and a Lie

1. My Dad was one of 18 kids and my Mom was one of 16 kids
2. I had 10 varsity letters in sports in high school
3. I jumped out of an airplane at 15000 feet



I Grew Up on... the south side of Chicago-Lansing, IL

My Favorite Hobbies Are... golf, working out, travel and enjoying my grandchildren

What's on your Playlist? Sam Smith, Megan Trainor, Bob Seger, Steve Miller Band, 70's & 80's Hits

Last Concert I Saw Was.... Dave Matthews Band

Next Time You See Me Ask Me About... my grandchildren



Click here and check the bottom of the page to see which one was the lie.



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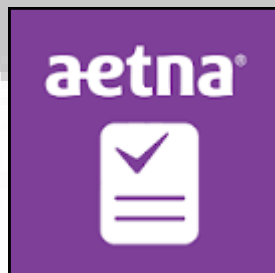
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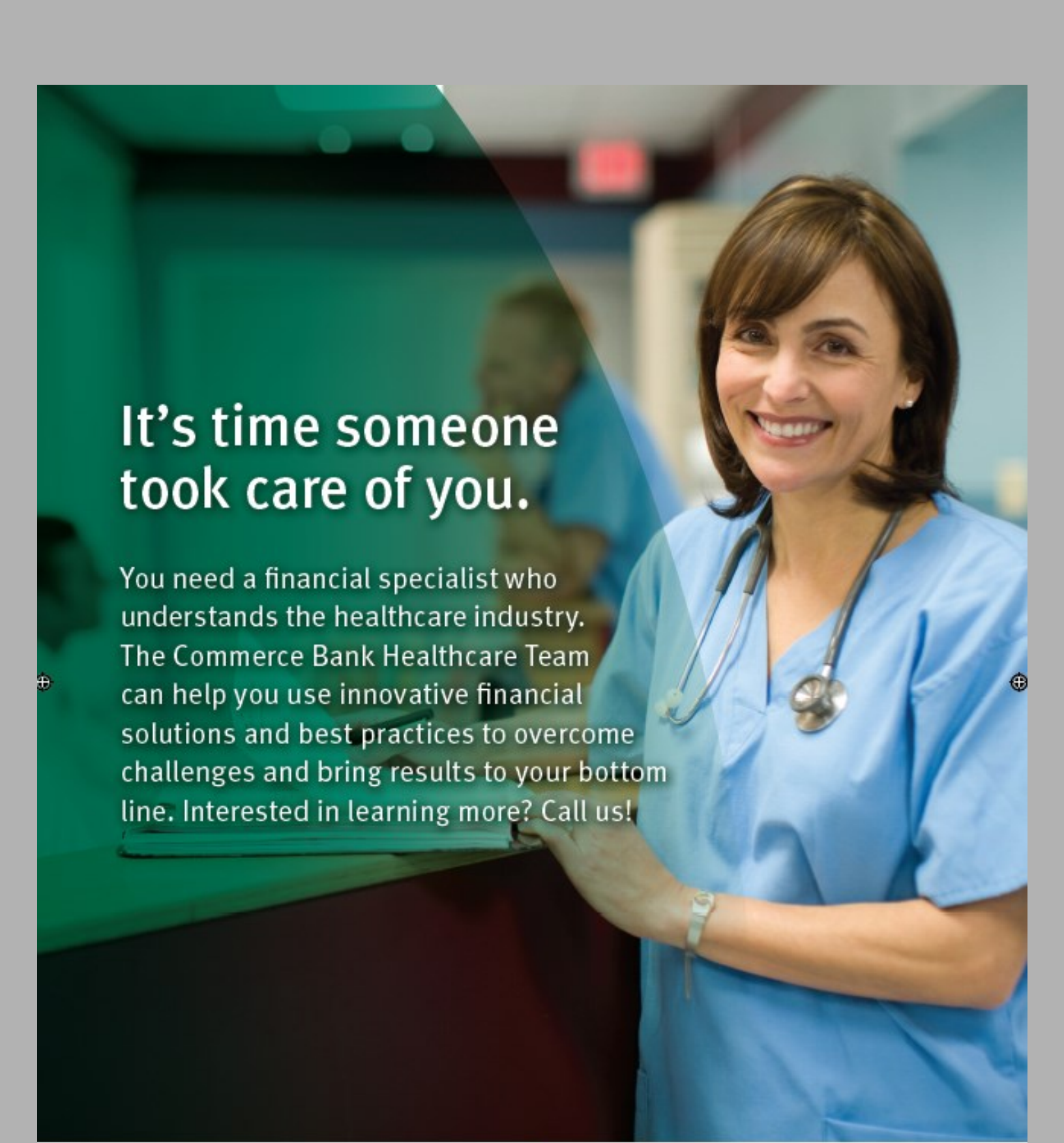
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The Lincoln Bedroom

The Lincoln Bedroom is where we wrap things up for this issue before turning in for the night.

Where has the year gone?! Thank you to all our AAHAM members out there. It's been another great year of education, motivation and networking.

We've had great speakers at our meetings, supported worthy local charities and provided great education to our membership.

I trust you value your AAHAM membership and hope you encourage your colleagues to join us at a

meeting. Please let us know how we can improve and make the experience even more valuable.

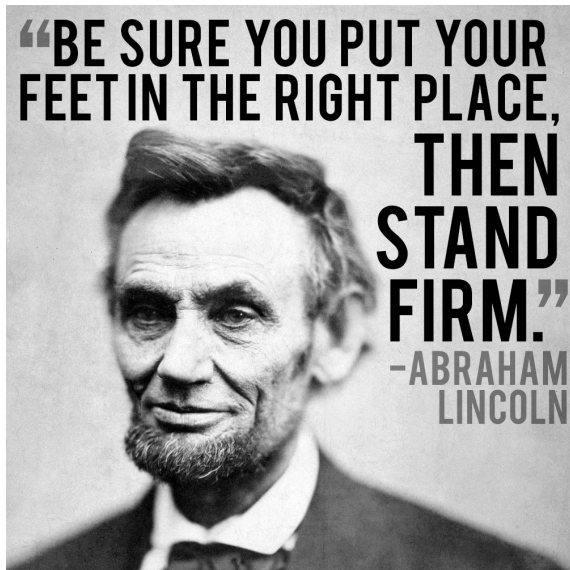


Looking forward to another great ASI meeting. Hope to see you all there.

A shout out to all those in the AAHAM family, including our friends in other chapters. Your contributions are so appreciated and do not go unnoticed.

#MoreJohnCurrier

Lincoln



Quote-o-Matic

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