

THE SUMMIT

MountainWest Chapter

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Hello Colleagues!

BY KATIE HARWOOD, CRCE-I

What a whirlwind it has been! I do not know when we have experienced an extended challenge such as COVID 19. In the past, there have been public health scares that certainly impacted those of us working in healthcare, but never did they cause us to completely reorganize our healthcare operations for an indefinite time frame. This quarter's newsletter will feature articles on impacts to operations and insights how some of us have adjusted.

As we all continue to muddle through the next period of time, be kind to others and yourself- we will persevere!



Education- While the future of our in person meetings is still to be determined, the education committee is planning virtual events.

We are hosting a Free Webinar on June 5, 2020 with local healthcare leaders for a panel discussion on COVID from 12:30 P to 1:30 P MST. Registration is open now:
<http://aahamtnwest.org/events/>

Certification - The next exam is scheduled for November, with registration deadline of August 17, 2020

Scholarship- We are pleased to offer a scholarship of \$1,000 to our members or their dependents this year.

Board position -The board has a vacated position - if anyone would like more involvement in the chapter, please contact me

As always, feel free to reach out to me with any questions or to find out more about volunteer opportunities.

Sincerely,
Katie Harwood, CRCE-I
President, Utah Mountain West Chapter

Don't count
the days,
make the
days count

MUHAMMAD ALI



AT THE BEGINNING OF MARCH 2020

BELIEFS & ATTITUDES

Katie Harwood CRCE-1



Meetings:

MUST BE IN PERSON TO BE EFFECTIVE. IN PERSON STAFF MEETINGS WERE STANDARD, NO ONE HAD EVEN HEARD OF ZOOM

Working from home

NOT POSSIBLE FOR THE MAJORITY, IT IS TOO COMPLICATED, HOW CAN WE MEASURE PRODUCTIVITY?



Masks:

ONLY FOR CLINICAL STAFF INTERACTING WITH SICK PEOPLE- HELLO STYLE!





UHIN

 *visitpay*


Cirius
Group INC.

UPCOMING EVENTS

REGISTER NOW!

<http://aahammtnwest.org/events/>

JUN
05

Webinar: COVID-19 Panel Discussion
12:30 PM-1:30 PM

SEP
18

Payer Breakfast
7:30 AM-10:30 AM

Also make sure to check out
Webinars hosted by AAHAM
<https://www.aaham.org>

Rev Cycle Training: Thrive vs Survive

As Revenue Cycle Support Services (RCSS) teams began transitioning toward telecommuting, the training team knew the training experience needed to transition as well. Our institution initiated a policy around telecommuting and teams started to create workflows and plans to ensure an effective transition for this process. Then, on March 12, 2020, the World Health Organization (WHO) announced the Covid-19 outbreak as a pandemic. Rather than our newly found ramp up period, initial onsite training, and planning phase, we were pushed into high gear to get our on-boarding training program up and running, remotely -immediately.

Our training team explored new platforms and applications, using trial and error, testing equipment, ordering web cams etc. to come up with solutions. These solutions were also meant to be more than a quick fix or a Band-Aid. We didn't only want to survive the "quick shift" to telecommuting for most of our department, we wanted to thrive!

The RCSS training team's philosophy on training involves The Big 3: Objective, Engagement, and Results. We wanted to capture this same attitude or essence, even if we couldn't be in the same room with our attendees. We carefully balanced the existing training content with activities that worked online as well. We modified a few existing activities, as well as changed some completely, to fit our new platform. One example includes shifting activities where teams "buzz" in or answer out loud. This can be challenging with online meetings, as it is hard to hear from everyone simultaneously. We were able to keep the competition alive by using an online game called Kahoot. This is a fantastic resource for all types of learning, be sure to look into it! Everyone has a chance to submit their answer, view the correct answer and discuss.

Many capacities of our lives have been adjusted as necessitated by COVID. As we pull together and join resources, may we all continue to do our best and find joy and fulfillment in the work that we are doing.

Kim Lopez
RCSS Training Specialists.Sr.

We
Wanted to
Thrive!

KIM LOPEZ



GIVE BLOOD!

ARUP BLOOD DONATIONS NEEDED TWO BLOOD DONATION CENTERS

Blood Services is in need of blood donations as there been a decrease of donors due to the concerns of pandemic COVID-19. This low blood donations can have an adverse effect on our blood supplies.

The demand of blood still high and is needed for patients enduring trauma, cardiac operations, cancer, and other conditions.

ARUP is the sole provider of blood for University Hospitals and clinics. If you are feeling well and healthy and do not have reason to suspect you have been exposed to corona-virus or any other communicable disease, please consider making a donation at the following ARUP blood donation centers.



Sandy Facility: 9786 Sandy Parkway 500 W Sandy, UT 84070
Research Park Facility: 565 Komas Dr. (Building 560) Salt Lake
City, UT 84108

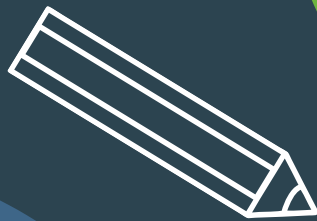
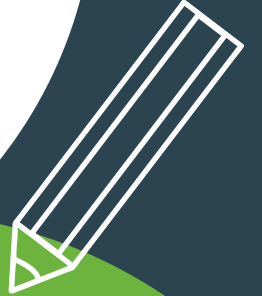
- Monday and Friday 7:30am - 2:30 pm
- Tuesday, Wednesday, and Thursday noon-7pm
- Saturday and Sunday 8 am -3 pm

The approximate time donating whole blood takes about 30 minutes , or platelet donations can be completed in about two hours. All donors are eligible for points in our donor store.

SCHOLARSHIP OPPORTUNITY
BROUGHT TO YOU BY:



YOU COULD
RECEIVE UP TO
\$1,000!
TOWARDS YOUR
FUTURE



**Submission DUE
June 30, 2020**

Review scholarship application
and guidelines
<https://aahammtnwest.org/>



EMAIL:
Sam.fajri@hsc.utah.edu
For more information

**AMERICAN ASSOCIATION OF HEALTHCARE ADMINISTRATIVE MANAGEMENT
MOUNTAINWEST CHAPTER**

APPLICATION FOR SCHOLARSHIP

Applicant's Name _____ Date of Application _____

Address line 1 _____

Address line 2 _____

City, State, Zip Code _____

Telephone Numbers Work _____ Home _____

Are you a current member of National AAHAM Yes [5] No [0]

Are you a current Associate member of MountainWest AAHAM Yes [3] No [0]

Are you a spouse or dependant of a member of AAHAM Yes [2] No [0]

If yes, who is the member? _____

What professional certifications do you hold CRCE [10] CRCP/CRIP [7]
 CRCS [5] CCT [3]

What Educational Institution do you plan to attend? _____

What will your emphasis or course of study be? _____

What will be your anticipated degree? _____

What dates will you be attending school which you are applying for scholarship?

Start Date _____ End Date _____

Applicant's expected year in college during this academic period?
(i.e., Freshman, Senior, Graduate Student, etc.) _____

Educational and Professional Training

Please list below, starting with the most recent, the institution(s) you have attended. Please include all High Schools and Colleges / Universities.

Degrees held

Institution	Address	Dates Attended	Subject Studied	Credits Earned	Cumulative GPA*

*If you have already earned 24 or more credit hours of college credit, attach proof of your college GPA. If you have earned less than 24 hours of credit, attach proof of your high school GPA.

Please list your work experience, starting with the most recent.

Employer	Address	Title	Hire Date Month/Year	Termination Month/Year	Immediate Supervisor

List any volunteer work you may have performed.

Institution	Address	Function	Start Date Month/Year	End Date Month/Year	Immediate Supervisor

PROFESSIONAL ACTIVITIES AND AWARDS - Please list, on a separate sheet, your professional achievements, honors, and activities. Include memberships in professional organizations, offices held, papers published, committee memberships, convention program participation, etc.

COMMUNITY AND CIVIC ACTIVITIES - Describe, on a separate sheet, your participation in community and civic affairs. Include memberships, offices held, honors, etc.

AIMS AND GOALS - Outline in approximately 500 words, on a separate sheet of paper, why you desire this scholarship. Include a discussion of your aims and goals relative to patient accounting. Include any additional comments, which may distinguish your application from those of other applicants.

** PLEASE NOTE **

*An official transcript of grades must accompany the application. If you have already earned 24 or more credit hours of college credit, attach an official college transcript. If you have earned less than 24 hours of college credit, attach an official high school transcript.

*A letter of acceptance from the school or a statement from the registrar that the applicant is enrolled must accompany the application.

*Non-completion of the course of study by the applicant will result in forfeiture of the scholarship. Completion of the course of study shall be defined as completion with a GPA of 2.0 or better, or passing grade if on a pass/fail system.

*An official transcript of grades and credits earned from the educational institution attended must be submitted within twelve (12) months of receiving notification of scholarship award in order to receive the actual cash award.

I hereby certify that all answers to these questions and all statements in this application are true. I agree and understand that any misstatements of material facts contained in this application may cause forfeiture upon my part of all rights to any scholarship sought hereunder.

Applicant Signature _____

Date _____

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.



 American Association of Healthcare
 Administrative Management
 Providing Excellence in the
 Business of Healthcare

AMERICAN
 ASSOCIATION OF
 HEALTHCARE
 ADMINISTRATIVE
 MANAGEMENT
 11240 Waples Mill Road
 Suite 200
 Fairfax, VA 22030
 Phone: 703.281.4043
 Fax: 703.359.7562
 www.aaham.org
 info@aaaham.org

AAHAM Membership

What does it mean to be a member of AAHAM?

AAHAM is the only national organization dedicated to the revenue cycle, both management and front line staff.

Membership in AAHAM gives you the tools to learn how to work smarter, advance in your career and have access to a wealth of revenue cycle information. AAHAM recognizes professional development is one of the key reasons that many individuals become members.

We provide education and training for staff and managers, as well as offer nationally recognized certification programs. AAHAM has over 30 chapters across the U.S. and abroad, all offering superior education and networking on a national, state, and local level. Becoming a member provides you with all the tools to deal with the serious issues facing the revenue cycle industry today. Joining AAHAM is a strategic investment in your professional career and personal growth.

Who are the members of AAHAM?

AAHAM is the leading membership organization for individuals working in the field of hospital and clinical revenue cycle industry including:

- Reimbursement
- Admitting
- Registration
- Data management
- Patient medical records and relations
- Collections
- Accounts receivable
- Billing
- Consulting
- Compliance

Our membership includes professionals who are front line personnel, directors, administrators, managers, and executives.

"I find AAHAM valuable for the information resources made available to members. Healthcare is always evolving so it is important to keep up to date using reliable sources."

*- Karen Schneider, Regional Director
 Patient Financial Services*

About **AAHAM**

AAHAM was founded in 1968 as the American Guild of Patient Account Management. Initially formed to serve the interests of hospital patient account managers, AAHAM has evolved into a national membership association that represents a broad-based constituency of healthcare professionals across a wide variety of facilities.

Development of our member's knowledge and skill necessary to provide quality patient financial service is a primary goal of our organization. Our publications, conferences, certification and networking offer numerous opportunities for increasing the skills and knowledge necessary to function effectively and competitively in today's rapidly evolving healthcare environment. AAHAM actively represents the interests of healthcare administrative management professionals through a comprehensive program of legislative and regulatory monitoring, and its participation in industry groups.



"The contacts and resources that are available through the AAHAM are immeasurable, both at the state and the national levels. I encourage every healthcare professional involved in Patient Financial Services either as a provider or a vendor to consider membership. If the employer will not cover membership fees, I challenge a perspective member to ask yourself what your career is worth to you. Consider this small fee an investment into your career and your future."

*- Doris Dickey, CRCE, Patient
Financial Services Manager*

Benefits of Membership

■ **Education**

Opportunities to strengthen and improve your knowledge and skills

■ **Certification**

Nationally recognized certification programs to give you the competitive edge in your career

■ **Publications**

To keep you up to date on happenings in the association and the profession

■ **Advocacy**

A voice in Washington, D.C. on legislative issues that affect the industry

■ **Local Chapter Involvement**

Opportunities for peer networking, cutting edge training, education programs and leadership development at the local level

■ **Discount Program**

Receive discounts on products and services



Education

Through strong educational programs both at the national and local levels, AAHAM helps you keep current on industry topics. AAHAM's educational programs offer you the tools to do your job better and to excel in your career as well as networking opportunities to broaden your contacts and job prospects.

Webinars

AAHAM offers frequent webinars on industry hot topics by well respected and knowledgeable speakers.

AAHAM's Info Hub

As the premier professional organization in healthcare administrative management, AAHAM is constantly striving to keep its members abreast of important issues on the state and federal levels. Here at AAHAM, we strive to do more than just follow the issues and keep our membership updated. AAHAM's leadership is working hard to define who AAHAM is and where we stand on many important issues.

Annual National Institute

The Annual National Institute (ANI) is AAHAM's annual educational conference held every fall. Join hundreds of other healthcare professionals at the industry's premier educational forum for three information packed days. Gain useful information to take back and use immediately, network with your peers and visit vendors with the latest and greatest industry products and services.

Local Chapter Involvement

AAHAM has over 30 chapters throughout the U.S. and abroad. Local chapters offer even more opportunities for education and peer to peer networking. Membership in a local chapter provides a unique opportunity to get involved, giveback as well as develop your leadership skills.

Social Networking

AAHAM offers peer to peer networking through its own LinkedIn, Twitter, Facebook, Mighty Networks and YouTube communities.

"AAHAM has been proven to be instrumental in my career. It provides one stop shopping for networking, info sharing, and the latest updates. I can always count on AAHAM to point me in the direction I need to be headed in."

- Victoria Di Tomaso, CRCE

System Director, Central Business Office

LinkedIn



facebook

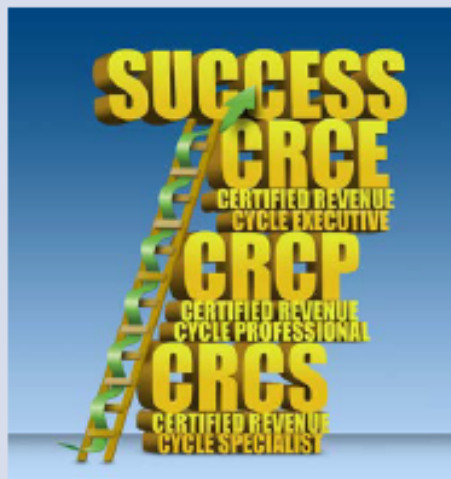


YouTube



Certification

For over fifty years, AAHAM's elite certification examinations have set the standard of excellence in revenue cycle services. AAHAM certifications are an investment in your personal growth and your professional future.



Earning an AAHAM certification demonstrates:

Commitment – to your profession and your ongoing career development

Expertise – that you possess the knowledge to meet the industry's highest standards and the capacity to pass a rigorous certification examination

Professionalism – in your pursuit of excellence to the quality of service in your career and in the healthcare industry AAHAM certification gives you a powerful competitive advantage with current and prospective employers:

- Improve your earning potential
- Gain recognition and access to the positions and promotions you seek and deserve
- Build a network of peers in the influential group that shares your designation
- Continue to expand your skills and expertise through your commitment to continuing education
- A guaranteed ladder to professional success

Certified Revenue Cycle Executive (CRCE)

The CRCE exam is directed to the executive level staff member. The CRCE exam is the highest level of difficulty combining content knowledge of the business with critical thinking and communication skills. It is comparable to earning a CPA or passing the bar exam.

CRCE Eligibility

AAHAM executive certification exams are only available to national AAHAM members, in good standing, who have a minimum of either four years of health-care experience, or two years of healthcare experience and a two-year college or university associates degree.



"As the director of administrative and financial systems for my facility, my CRCE professional certification from AAHAM continues to be invaluable. The credibility and respect the "CRCE" letters bring acknowledge to an audience that you understand their needs, you have walked in their shoes and you know their pains. I've been a CRCE since 1989 and consider it more important in our business than my college degree."

*- David J. Vickers, CRCE,
 Director, Administrative
 and Financial Systems*



I entered into healthcare as the start of a new career seven years ago, after being a small business owner in another field. There is no college program available that offers a degree specifically pertaining to the revenue cycle. AAHAM was my go-to association from the start.

Within my first eight months, I was able to earn two AAHAM certifications and develop the contacts in the industry I needed to be successful. Thanks to AAHAM educational programs, networking and certification, I was able to progress successfully in my career to attain the position of Director of Patient Financial Services.

*-Joshua Johnson, CRCE
Director of Patient
Financial Services*

Certifications continued from page 5

Certified Revenue Cycle Professional (CRCP)

The CRCP exam is directed to the supervisor or manager level staff member. It requires in-depth knowledge of focused functional areas of the revenue cycle.

CRCP Eligibility

AAHAM professional certification exams are only available to national AAHAM members, in good standing, who have a minimum of either two years of healthcare experience, or a two year college or university associates degree.

Certified Revenue Integrity Professional (CRIP)

The CRIP exam is intended for anyone in the revenue cycle industry to help ensure that facilities effectively manage their charge master, and bill and document appropriately for all services rendered to a patient.

CRIP Eligibility

The CRIP exam is only available to national AAHAM members, in good standing. Candidates must have a minimum of either two (2) years of healthcare experience or a two-year college or university associate's degree.

Certified Revenue Cycle Specialist (CRCS)

This exam is directed to staff who have responsibilities in the revenue cycle with a focus on specific knowledge required in registration (front desk), billing and credit and collections.

CRCS Eligibility

The CRCS exam is available to staff involved in the management of patient accounts. Membership in AAHAM is not a requirement, although it is encouraged. One-year employment in the healthcare revenue cycle is recommended to successfully complete the exam.

Certified Compliance Technician (CCT)

The CCT exam is intended to meet employers' annual compliance training requirements and to support individuals with professional compliance responsibilities.

CCT Eligibility

AAHAM CCT exam is available to staff involved in healthcare compliance. AAHAM membership is not required, although it is encouraged, one year of healthcare revenue cycle compliance experience is recommended.

Board Members

With

2020

VISION

Shauna Wardrop
**CHAIRMAN
OF
THE BOARD**

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VICE PRESIDENT

Amber Rector
Treasurer

Adrienne Christiansen
SECRETARY

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PRESIDENT

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