

THE SUMMIT

MountainWest Chapter

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NATIONAL UPDATES

Katie Harwood

NATIONAL UPDATES

Membership renewals 10% off when you register by December 31, 2020!

As a thank you for your membership, we are offering a “pandemic dues discount” of 10% (\$21.00), payable in one lump sum by 12/31/20. We are mindful of the times we are in and understand you may be struggling and wondering how to pay for your dues. If you are unable to take advantage of this discount, we also offer payment plans to help ease the dues burden. Remember, we also offer a one-time dues waiver as a member benefit as well. If you have retired from healthcare, there is no longer a fee to renew.

Please contact me at the AAHAM National Office if you would like more information about these options.

Membership renewals 10% off when you register by December 31, 2020!

CEU EXTENSION

Katie Harwood

CEU EXTENSION

CEU Extension In light of the ongoing COVID-19 health situation, AAHAM is offering a one-year CEU extension to all members that are up for recertification in 2020 and need additional time in order to meet the CEU reporting requirements. Part of our AAHAM mission is certification, and AAHAM values and appreciates the effort and time commitment it takes to obtain and maintain CEUs. Although there are many ways to earn CEUs, with the cancellation of events in your Chapter and at the National level, we understand the impact this may have on you. We hope this CEU extension will enable you to continue your professional development with AAHAM and maintain the certification designation that you have worked so hard to achieve

LOCAL UPDATES

Call for Nominations!!

Katie Harwood

LOCAL UPDATES

There are currently 3 board member openings to be elected for the 2021- 2022 term. We are accepting nominations now through 12/11. Chapter bylaws dictate a 30 day window for election results to be received. In order for us to allow for this timeframe, election results will not be known until January 2021, with the new board effective by February 2021. Bylaws were revised in the last year. A copy has been saved to our Website: <http://aahamtnwest.org/about/by-laws/> You can email: aahamtnwest@gmail.com for more information.

EDUCATION COMMITTEE

We are continuing to offer Education to our members to maintain CEU's and also to connect with one another. The current plan is to offer virtual monthly events for free, beginning in January. We also plan on co-hosting events with Utah HFMA continuing with the Women's conference themes that have been so popular.

Check the website for updates on registration

If you would like to be more involved, consider joining the board! We would love to have you join!





UHIN



Be Grateful More Often

BY: FRANCESCA GINO

FROM HARVARD BUSINESS REVIEW: NOVEMBER 26, 2013



Although I didn't move to the United States until I was an adult, every year I look forward to one of the most American of holidays: Thanksgiving. Turkey, pumpkin pie, long hours of cooking and relaxing with family and friends make the day a particularly fun one. I also look forward to Thanksgiving for another important reason: it is a day that reminds us of the importance of expressing gratitude.

Even though many of us have numerous occasions to feel grateful in both our personal and professional lives, we often miss out on opportunities to express gratitude, especially at work. A recent survey of 2,000 Americans released earlier this year by the John Templeton Foundation found that people are less likely to feel or express gratitude at work than anywhere else. We are not even thankful for our jobs, which tend to rank dead last when asked to list the things we're grateful for in our lives.

Failing to express gratitude when we can is a missed opportunity for at least two reasons. First, feeling grateful has several beneficial effects on us: gratitude enables us to savor positive experiences, cope with stressful circumstances and be resilient in the face of challenges, and strengthen our social relationships. Psychological research has shown that writing letters of gratitude once a week over a six-week period leads to greater life satisfaction as compared to simply recording ordinary life events.



Counting our blessings doesn't just cheer us up; it can also improve our health and well being. In a series of well-known studies, psychologists Robert Emmons and Michael McCollough asked participants to keep weekly journals for ten weeks. Some were asked to write about five things or people they were grateful for each week, some were asked to write about five hassles that they experienced during the week, and a third group was asked to write about any five events that occurred during the week. Participants asked to list hassles included the following: hard-to-find parking, spending their money too quickly, and burned macaroni and cheese. Those who listed blessings mentioned experiences such as the generosity of their friends, learning something interesting, and seeing the sunset through the clouds. Those in this gratitude group scored higher on measures of positive emotions, self-reported symptoms of their physical and mental health, and they also felt more connected to others as compared to those who made routine notes about their days or wrote about hassles.

A second reason to pause to express gratitude is that even simple expressions of gratitude can have powerful and long-lasting effects on those who receive them. In our research, Adam Grant and I found that expressions of gratitude increase prosocial behavior by enabling people to feel socially valued. In one study, participants edited a student's cover letter and then received either a neutral message from the student (i.e., "Dear [name], I just wanted to let you know that I received your feedback on my cover letter") or a grateful one ("Dear [name], I just wanted to let you know that I received your feedback on my cover letter. Thank you so much! I am really grateful"). The student sending the message subsequently asked for help on another cover letter—well after the experiment had ended and participants had no obvious incentives to help. Among those who were thanked, 66% were willing to provide further assistance, as compared to just 32% of those who had not been thanked.

In a second study, we found that participants who helped a first student ("Eric") and then were thanked were more likely to help a different student ("Steven") later on. Only 25% of participants who helped Eric and received a neutral note decided to help Steven; by contrast, 55% of those who helped Eric and received a thank-you note from him decided to help Steven. Thus, receiving expressions of gratitude made people feel socially valued and motivated them to help other beneficiaries.

These simple expressions of gratitude are quite powerful in the context of helping, but their effects are even broader. In one experiment, we divided 41 fundraisers at a public U.S. university who were soliciting alumni donations into two groups: the "thanked" and the "unthanked." The thanked received a visit from the director of annual giving, who told them: "I am very grateful for your hard work. We sincerely appreciate your contributions to the university." The other group received daily feedback on their effectiveness, but no expressions of gratitude from their director. The result? The weekly call volume of fundraisers in the thanked group increased by 50% on average the week after the intervention took place, all because the director's expression of gratitude strengthened the fundraisers' feelings of social worth. Thanksgiving is a great time to think about gratitude, but a dive into the research around giving thanks makes it clear that we should be doing more of it throughout the year.



Up Coming Events!

JAN
21st

Lean into your Glow
Amy Bingham
a quick mediation, stress relief options
and other tactics to get more grounded

FEB
19th

Women's Conference
Series

Mar
19th

Women's Conference
Series

April
16th

Women's Conference
Series

SIGNUP AT:
AAHAMMOUNTAINWEST.ORG



BLOOD DONATIONS NEEDED



OPEN DAILY

Mon & Fri

7:30 AM-2:30 PM

Tue, Wed, & Thur

8:00 AM-3:00 PM

Sandy Facility

9786 Sandy Parkway 500 W
Sandy, UT 84070

Research Park Facility

565 Komas Dr. (Building 560)
Salt Lake City, UT 84108

The approximate time donating whole blood takes about 30 minutes , or platelet donations can be completed in about two hours.



2020 BOARD MEMBERS

Katie Harwood
President

Amber Rector
VicePresident

Adrienne Christiansen
Secretary

Shauna Wardrop
Chairman of the Board

Amelia Malan
Treasurer

Board Members

Amanda Kelly

Anndrea Ricci

Erin Sellin

Sam El Fajri

Margaret Zdunich

Tapu Fonoti

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.

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*



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

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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:

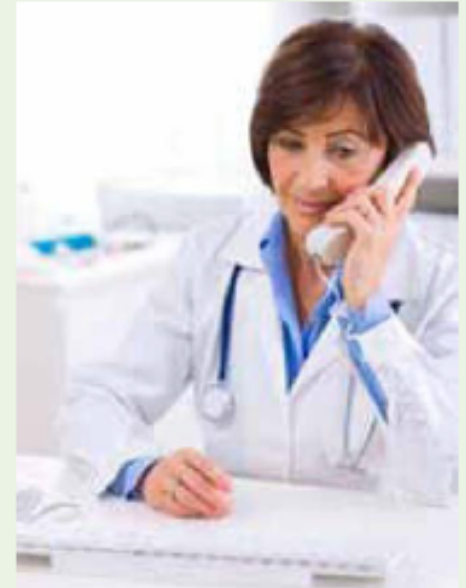
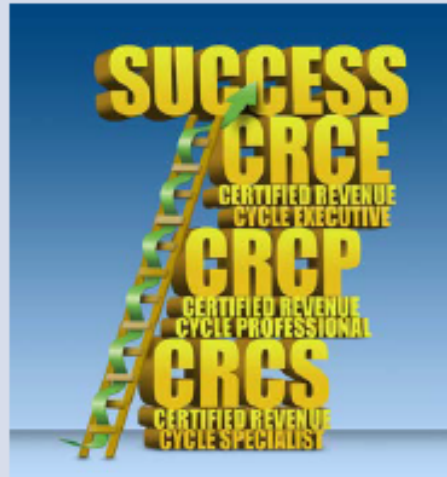
- Commitment** – to your profession and your ongoing career development
- Expertise** – that you possess the knowledge to meet the industry's highest standards and the capacity to pass a rigorous certification examination
- Professionalism** – in your pursuit of excellence to the quality of service in 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.



Wishing you

*Happy
Holidays!*

Have a wonderful season!
Mountain West Chapter!