

BETTER TOGETHER



Networking to address rural healthcare issues...

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It's Time to Celebrate, 2009 Marks the 20th Anniversary of Western Healthcare Alliance!

Based in Grand Junction, Colorado, Western Healthcare Alliance (WHA) was formed in 1989 as the first formal commitment of rural hospitals in Colorado to combine resources for the purposes of improving regional healthcare. What began as a small grant-funded organization of 12 member facilities and two employees has now grown to a fully self-sustained network of 25 members across Colorado and over 65 employees!

Since WHA was originally formed, it has grown from offering a few programs to over 30 unique products and services today. Our flagship services today include: A-1 Collection Agency (beginning in 1992); Peer Review (1992); Insurance Programs (1994); AR Services Self-Pay Billing (2001); HIPAA Compliance Education (2002); Laboratory Services Network (2005); Regional Workforce Development (2006); Leadership Training (2007); and beginning in 2008, The Institute for Rural Health Leadership.



WHA is proud to have formed corporate partner agreements with many national vendors that have saved WHA members more than \$3.5 million a year. Our partnership with these companies allows our members to benefit from higher level services at lower prices than they would if they approached one of these companies individually. We would like to give special thanks to each of our partners for their commitment to rural healthcare and the value they bring to our membership.

WHA is a very unique organization that is truly committed to assisting its members with issues that rural healthcare facilities face on a daily basis. Peer Network meetings are one of the best vehicles that WHA utilizes to bring its members together for collaboration. WHA currently holds meetings for the following groups: Chief Executive Officers, Chief Financial Officers, Laboratory Services Directors, Human Resources Directors, Patient Financial Services Directors, and Information Technology Directors.

Thank you to our Members and staff for a great 20 years! Stay tuned for more WHA 20th anniversary happenings throughout 2009!

MISSION STATEMENT

To utilize collaborative efforts to enhance the operating efficiencies, market positions, and quality of service provided by the member organizations, and thereby assure the continued provision of health related services to their respective communities.

New Corporate Partner — Dixon Hughes

Western Healthcare Alliance is proud to announce Dixon Hughes is our newest Preferred Corporate Partner!

Dixon Hughes PLLC is a CPA and Advisory firm featuring a wide breadth of services for healthcare providers including accounting, tax and consulting services. Dixon Hughes, a top-20 firm, includes over 100 healthcare consultants with financial, operations and clinical backgrounds who streamline routines, prevent revenue leakage, lower costs, evaluates business risk and promotes regulatory compliance. Their consultants have experience in **strategy, reimbursement, operations, clinical, tax & audits and technology** for all areas of healthcare including hospitals and physician practices. Dixon Hughes is a perfect fit with Western Healthcare Alliance for its entrepreneurial culture of optimistic, high expectations—hard driving but easy to be with, while treating clients and each other with respect. Each engagement receives face time from Partners or senior level full time staff who hands-on, roll-up-the-sleeves approach to client service.

Because of the strength and depth of their staff, Dixon Hughes healthcare team has people who concentrate in specific sectors of the healthcare continuum. Some specific areas of focus are:

- ◆ Hospitals –from Critical Access Hospitals to major Academic Medical Centers
- ◆ Long-Term Care –Nursing Homes, Assisted Living, Senior Living – CCRC and Multi-level Living Centers
- ◆ Home Care –Home Health, Hospice and related services
- ◆ Physicians –large multi-specialty group practices to Single Physician Clinics and Rural Health Clinics

Below is just a sample of the many services Dixon Hughes can offer to WHA Members with preferred pricing:

- ◆ Medicare/Medicaid Cost Reporting
- ◆ RAC Readiness
- ◆ Charge Master Assessments
- ◆ Clinic Operations Assessments
- ◆ Market Analysis
- ◆ Financial Feasibility Studies
- ◆ Capital Planning
- ◆ Revenue Cycle Process Refinement
- ◆ Physician Practice Compliance
- ◆ Quality Documentation
- ◆ Managed Care Contracting

CONTACTS

For more information or to request a quote on services contact:

Jim Hamilton — Director

970-513-0088

970-390-9832 cell

Based in Dillon, CO

JHamilton@dixon-hughes.com

Alternate contact:

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positively unique



DIXON HUGHES PLLC

WHA would like to send out a big welcome to **David Hample**, who is the new **CEO** of **Montrose Memorial Hospital** in Montrose.

Welcome to the WHA team David!

Healthcare Provider Leadership Training

INSTRUCTORS



Dr. Larry Leaming

DHA, FACHE

President of the Institute for
Rural Health Leadership



Dr. Katherine M. Adler

DHA, FACHE

Register now to guarantee your
space in this great class!

Contact **Bobbie Orchard** at
970-683-5223 or
via email at
Bobbie.Orchard@wha1.org

QUESTIONS?

Call **Dianna Chestnut** at
970-683-5248 or
via email at
Dianna.Chestnut@wha1.org

WESTERN HEALTHCARE ALLIANCE IS PROUD TO PRESENT...

IMPROVING STAFF PERFORMANCE

MAY 15, 2009 • 8:30 AM — 4:30 PM (LUNCH INCLUDED)
GRAND JUNCTION, CO

Are you looking for a way to better utilize your most precious resource? If you are struggling to help your staff reach their full potential, then this is the course for you!

Course Overview:

Without staff, Healthcare organizations are merely buildings and equipment. The people we work with and lead are our most precious resource and the largest portion of our operating budgets. Their performance is critical to our ability to provide safe, effective, compassionate, and high quality care. As leaders, we should never forget that we are also nothing without our staff and that they deserve nothing less from us than exceptional leadership.



This course is designed to help leaders recognize the significance of their supervisory relationship in helping staff realize their full potential. It will provide insight into the leadership skills necessary to enhance employee engagement and optimize organizational performance.

Learning Objectives:

- Understand the importance of leadership in enhancing employee engagement and performance.
- Develop communication skills for the new multi-generational workforce.
- Identify and clarify roles and expectations of performance.
- Establish clear objectives coupled with department and organizational goals.
- Conducting performance evaluations that optimize performance.
- Learn new coaching and mentoring skills.
- Enhance staff performance and fulfillment with reward and recognition.
- Make a difference in peoples' lives by practically applying what you have learned.

COST:

\$275.00 per Student, WHA Member
\$138 per Coach, WHA Member
\$295 per Student, Non-Member

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2009 Meeting & Event Calendar

MEETING/EVENT	DATE	VENUE
WHA/HCM Board Meeting	February 12th	Holiday Inn, Grand Junction
LSN Peer Network Meeting	February 12th	Holiday Inn, Grand Junction
HR Peer Network Meeting	February 12th	Holiday Inn, Grand Junction
WHA Corporate Partner Exhibition	February 12th & 13th	Holiday Inn, Grand Junction
Leadership Training Class	February 13th	Holiday Inn, Grand Junction
IT Peer Network Meeting	March 19th	TBD
Certified HIPAA Professional Training	April 16th & 17th	WHA Offices
CFO Peer Network Meeting	May 1st	WHA Offices
PFS Peer Network Meeting	May 1st	WHA Offices
WHA/HCM Board Meeting	May 7th	WHA Offices
LSN Peer Network Meeting	TBD May 14th or 15th	TBD
Leadership Training Class	May 15th	TBD, Grand Junction
HR Peer Network Meeting	May 28th	TBD
Certified Security Compliance Specialist Training	June 17th & 18th	WHA Offices
IT Peer Network Meeting	June 18th	TBD
WHA/HCM Board Meeting	August 13th	WHA Offices
LSN Peer Network Meeting	TBD August 20th or 21st	TBD
PFS Peer Network Meeting	TBD August/September	TBD
IT Peer Network Meeting	September 10th	TBD
HR Peer Network Meeting	November 5th	TBD
WHA/HCM Board Meeting	November 12th	WHA Offices
LSN Peer Network Meeting	TBD November 19th or 20th	TBD
IT Peer Network Meeting	December 10th	TBD



For additional information on any of these meetings, please contact **Bobbie Orchard** at **970.683.5223** or via email at Bobbie.Orchard@wha1.org.