

# what's up?

NEWS FOR WESTERN HEALTHCARE ALLIANCE



## David Ressler to Join WHA as the Executive Director of the WHA Community Care Organization

We're very pleased to announce that we have hired David Ressler as the Executive Director for the newly formed WHA Community Care Organization. Dave, former CEO of Aspen Valley Hospital, past WHA Board Chair, and most recently Chief Operating Officer and Chief Strategy Officer with Tucson Medical Center, will join the WHA team effective March 1, 2015.

*“It has long been a strong personal interest for me to work on a rural solution to meet the challenges of healthcare reform, and this new organization has the resources and capabilities ... to truly make a difference and chart a path for rural healthcare.”*

– David Ressler

“We couldn't be more excited about working with Dave in this new position at WHA! Not only does he have a hallowed career in managed care and hospital leadership, Dave has in-depth knowledge of the WHA organization,” said Carolyn Bruce, CEO of WHA. While CEO of AVH for nine years, Dave was an active member of the WHA Board, and extremely resourceful while serving as Chair for two of those years, working on the development of several new key business lines including the Laboratory Services Network, GPO contract with Premier, and numerous others in revenue cycle management.

Dave's qualifications and experience are a natural fit to lead our community care initiatives. From his tenure at AVH, he has extensive knowledge of the Colorado healthcare environment, WHA membership, and the communities we serve. He was a founder of the employer-based Valley Health Alliance in Aspen, an initiative to align employer, government and providers interests in the improvement of healthcare delivery, reimbursement and outcomes. Over the course of his career, Dave has been in leadership roles at three medical centers, a health plan, dental plan, and a PPO network. During college, Dave was an EMT and served several internships at healthcare organizations. Most recently, Dave served at Tucson Medical Center as the Chief Strategy Officer and then assumed the role of Chief Operating Officer. In his executive leadership roles, Dave has overseen TMC's entrance into an ACO Medicare Shared Savings Program supported by a Medical Services Organization (MSO) leading to his robust experience with coordinated and accountable care models.

The new WHA CCO is a multi-state organization that will work with rural community hospitals to establish the infrastructure, competencies, and collaboration required in each community to achieve the triple aim of reducing healthcare costs, increasing quality, and improving the health of the population. Dave was involved with the initial visioning of the organization as the Chairman of the Board for WHA during his tenure as the CEO of the Aspen Valley Hospital.

Please feel free to reach out to Dave at [david.ressler@wha1.org](mailto:david.ressler@wha1.org). *Welcome back Dave!*



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WHA Annual Summit  
2015

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Mind Springs Expands,  
HopeWest Receives Grant

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Upcoming Events

## WHA Annual Summit February 11 and 12, 2015

Together  Stronger

Connect, learn, inspire and engage with your peers and national guest speakers during these special events. We hope you will join us as we kick off another successful year of collaboration, cost-saving initiatives, innovative technologies and grow **Together, Stronger!** Supported by strong membership and growth, WHA has been visionary in combining expertise, resources, volumes and enthusiasm to support excellent healthcare organizations in Colorado and Utah. By joining forces—and recognizing independence through interdependence—WHA members will continue to lead the way amidst the myriad of changes in the healthcare industry.

### WHAAS Schedule of Events

#### Wednesday, February 11th

**2:00 pm – 4:00 pm WHA Trend Forum with Healthcare Management, Premier Adventist, INHS, Lockton Insurance and Mayo Medical Laboratories:** an interactive session with WHA product experts to share best practices, hands-on training, new innovations and trends affecting you.

**4:00 pm – 6:00 pm Networking Reception:** members, guests, and Corporate Partner exhibitors are encouraged to attend this fun event!

#### Thursday, February 12th WHA Annual Summit

8:00 am – 9:00 am Registration

8:00 am – 3:45 pm Keynotes, Peer Network Roundtables, General Sessions, and Corporate Partner Exhibition



**Opening Keynote: “Advancing Quality & Reimbursement in Community Hospitals Through Transitional Care Models”** with Dr. Mark Lindsay, Assistant Professor of Medicine, Mayo Clinic College of Medicine and Medical Director, Allevant.



**Closing Keynote: “Living Your Authentic Life”** with Rich Roll. Rich’s presentation will kick off our 2015 year of **Together Stronger** and the Community Care Organization initiative where personal wellbeing and empowerment become the cornerstones of local healthcare delivery.

### Leadership Academy

#### Friday, February 13th

8:30 am – 9:00 am Registration, 9:00 am – 3:00 pm Class

**“Coaching the Challenging Professional & Holding People Accountable”** with Jo Anne Preston, Workforce & Organizational Development Manager for the Rural WI Health Cooperative

Join us for this fun and interactive learning session that will include case studies, small and large group discussions, self assessment and practice. Leave with increased confidence and competence as a coach, ready to handle those difficult conversations.

### REGISTER TODAY!

<https://whaleadershipacademy2015.eventbrite.com>

#### WHAAS 2015

\$49 per person; includes snacks, lunch, and all February 11th events

#### Leadership Academy

\$199 per person or \$149 per person for groups of 2 or more; includes refreshments and lunch. *Top-notch education at an affordable price!*

#### Accommodations

All events will be held at the DoubleTree Hotel in Grand Junction.

743 Horizon Drive  
970.241.8888

#### Questions?

Registration: Tracy Luster, [tracy.luster@wha1.org](mailto:tracy.luster@wha1.org) or 866.986.3585

General: Sally Trnka, [sally.trnka@wha1.org](mailto:sally.trnka@wha1.org) or 866.986.3653

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WHA Annual Summit  
2015

## Mind Springs Health Expands Grand Junction Campus



*Mind Springs Health has opened an 11-bed facility at its Grand Junction campus to add to the mental health care services offered in Western Colorado.*



The Transitions at West Springs facility offers services to adults in need of a short-term psychiatric stay. The facility complements the 32-bed West Springs psychiatric hospital, the only one of its kind between Denver and Salt Lake City.

Mind Springs Health recently joined with the Colorado Department of Human Services Colorado Crises Services network to offer new and enhanced services in the 10-county area Mind Springs serves. The Mind Springs mobile crisis response team had added staff and services to improve access to psychiatric consultations.

“It’s important that Coloradans understand that there are quality mental health services available on the Western Slope regardless of who they are, where they reside or what they are dealing with,” said Sharon Raggio, President and Chief Executive Officer of Mind Springs Health.

## HopeWest Receives Daniels Fund Grant



HopeWest announced that it has received a \$100,000 grant from the Daniels Fund to help the Grand Junction-based organization care for those facing serious illness and grief. “This is such an important award because the HopeWest Care program truly depends on generous funding through philanthropy and grants,” said Christy Whitney, founder and chief executive officer of HopeWest. “This funding allows us to continue to touch the lives of patients and families throughout our community and make that lasting impression at a time when it is needed most.”

Whitney said HopeWest will use the grant to support HopeWest Care, a program designed for people with a serious illness, regardless of life expectancy. This program centers on relieving pain and other physical symptoms, coordinating between healthcare providers, helping patients and families to make informed choices about their care and treatment and providing resources to address practical and financial needs. Last year, HopeWest Care served 678 patients.



## WHA Bulletin Board

**Congratulations to Nicholas Lemarr Healthcare Management’s new Training & Compliance Manager.** Nick has been responsible for Financial Counselor training for a number of years. He’s done a great job training in his spare time, while managing his own collection queue and team. Nick will be working with staff and department managers to identify additional training and education opportunities, and will also be responsible for managing our compliance efforts. He will transition out of his Team Lead and Financial Counselor duties as he moves permanently into his new role.



Clinical Excellence

P3

Mind Springs Expands  
HopeWest Receives Grant

## UPCOMING EVENTS



**REGISTER TODAY!**

**Wednesday, February 11th**

WHA program updates and networking member reception

**Thursday, February 12th**

Keynote presentations and Peer Network meetings

**Friday, February 13th**

Leadership Academy education class for managers

<https://whaas2015.eventbrite.com>

## WHA Leadership Academy

**Friday, March 27th**

Western Healthcare Alliance 715 Horizon Drive, Grand Junction

Register at

<https://whaleadershipacademy2015.eventbrite.com>



**Strategic Leadership**



**Financial Strength**



**Operational Efficiencies**



**Clinical Excellence**



**Workforce Development**



## Staff Directory

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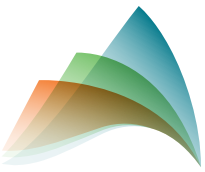
**Collaborating to Support and Sustain Quality Healthcare in All Our Communities**

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Upcoming Events

**888.828.0011**

**wha1.org**



**Western  
Healthcare  
Alliance**

# WHA Leadership Academy 2015 Series

The Western Healthcare Alliance Leadership Academy is designed as a high-impact, results-oriented educational series with courses designed to be taken as a four-part curriculum or as individual classes. This cutting-edge program focuses on management intensives around leadership, problem-solving, business and collaboration. From leadership skills to communication skills, this is the one-stop-shop for your leadership needs. There will be four courses offered in 2015 which participants can choose to attend as a consecutive series or individually. Facilities are encouraged to send more than one person so participants can learn and utilize the skills and experience gained together. Tuition is discounted for participants taking the entire series, and for multiple attendees from a facility attending the entire series or individual courses.

## “Departmental Finances for the Non-Finance Person”

**Friday, March 27th**

**Facilitated by** Terry Collins, Chief Financial Officer, Aspen Valley Hospital

As we move up and our responsibilities increase within our facilities, the training doesn't always follow so we're left to fend for our own. Developing and interpreting departmental finances can be one of those job requirements where training isn't always provided. This course will teach participants how to read and understand their departmental financial statements. Using a case-study approach with actual hospital departmental statements, participants will understand how to read and interpret the numbers on a departmental income statement.

## “Best Practices in Healthcare Customer Service—What the Best Hospitals (including your own!) are Doing”

**Friday, May 8th**

**Facilitated by** Jo Anne Preston, RWHC Workforce and Organizational Development Manager, and Sally Trnka, Director, Network Development at Western Healthcare Alliance.

This workshop will share what has been learned from successful healthcare organizations about what matters most to the customer and what keeps them loyal. Learn from the stories about organizations that turned their culture around to engage customers—both internal and external—and achieved satisfaction scores to show the results.

## “How to Successfully and Accurately Interpret Financial Statements”

**Friday, September 25th**

**Facilitated by** Terry Collins, Chief Financial Officer, Aspen Valley Hospital

We all look at financial statements: at departmental meetings, Board meetings, volunteer meetings, but do we fully understand what we are looking at and what they mean? This course will teach participants how to correctly read and interpret a hospital's financial statements, including the income statement and balance sheet. Through a case study approach that emphasizes ratio analysis, participants will be able to determine the overall financial health of their organizations, as well as determine the specific financial strengths and weaknesses of their own organizations.

## “How ‘Lean’ Can Support Quality Improvement in your Department”

**Friday, October 23rd**

**Facilitated by** Jamie Martin, President and Chief Financial Officer, Lean Six Sigma Black Belt and Organizational Development Specialist, SigmaMed

Organizations are notoriously poor at decision making and frequently worse at implementation. When so much needs to get done right the first time to ensure survival, the pressure of the problem can paralyze managers and lead a facility in exactly the wrong direction. The good news is that opportunities for improvement are known and may readily be implemented by adherence to relatively few principles of successful group leadership.

Join us for this fun and interactive session that will teach you the common biases in human thinking that lead to poor organizational decision-making and the way to overcome them with a flexible and team-based decision-making process. Learning will be highly participatory and also cover the basic elements of structured brainstorming and prioritization, data-driven root cause problem solving, process-focused project management, change leadership and operationalized process control to ensure changes last over the long term.

## **REGISTER TODAY!**

<https://whaleadershipacademy2015.eventbrite.com>

### **Leadership Academy**

Single tuition: \$199 per course, \$675 for entire series (four courses)

Group tuition (groups of two or more attending from same facility): \$149 per person per course, \$500 per person for entire series (four courses)

All classes will run from 9:00 am – 3:00 pm and will be held in Grand Junction.

### **Questions?**

General: Sally Trnka, [sally.trnka@wha1.org](mailto:sally.trnka@wha1.org)  
or **866.986.3653**

Registration: Tracy Luster, [tracy.luster@wha1.org](mailto:tracy.luster@wha1.org)  
or **866.986.3585**



**Workforce Development**