

what's up?

NEWS FOR WESTERN HEALTHCARE ALLIANCE



Brandi Payton

Healthcare Management Systems & Implementation Manager Gives Presentation on Operations at National Conference

Brandi Payton, HCM Systems & Implementation Manager of Healthcare Management, gave a presentation on “Challenging the Internal Process” which included best practices and collections process improvement at the Annual National Healthcare Collections Association (NHCA) Conference on April 29th in Austin, Texas. Healthcare Management is the Revenue Cycle Solutions company owned by a subset of Western Healthcare Alliance members. NHCA is the national association for medical collection operations education, collaboration, and accreditation.

Payton, who has been with HCM and WHA for over 13 years, provided the audience of 25 healthcare collection companies with best practices in healthcare collections using customer-focused client services, scoring methodology, optimized statement automation, and procedures for reduction in litigation of healthcare accounts.

“Our participation and collaboration with NHCA over the last seven years has led to many successful improvements in our operations resulting in improved collections and patient relations for clients. We are proud and humbled to be recognized by benchmarking and reviewed by our peers at NHCA as one of the highest performing healthcare revenue cycle companies in the country,” Payton said of this year’s event. “We continually strive to make our solutions the best in the industry for our clients, members, and owners.”

Healthcare Management is owned by 22 hospitals and healthcare organizations and serves more than 250 clients across the country with Centralized Business Office operations, commercial billing, Medicare billing and clean-up projects, self-pay billing, and bad debt collections. All profits are distributed back to those healthcare organizations to reduce their overall cost to collect, and to improve the health of their organization.

“We are proud and humbled to be recognized by benchmarking and reviewed by our peers at NHCA as one of the highest performing healthcare revenue cycle companies in the country.”

– Brandi Payton
Systems & Implementation Manager
Healthcare Management



Have a suggestion for improvements in our operations? Please contact Brandi at **970.683.5228** or **Brandi.Payton@wha1.org**.

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Western
Healthcare
Alliance

Western Healthcare Alliance Partners with Convergent Nonprofit Solution to Offer Fundraising Services

Western Healthcare Alliance members now have access to Convergent Nonprofit Solutions' industry leading expertise in all areas of fundraising. The new program offers Capital Campaign Services, Early Engagement Services and Funding Feasibility Services for members to assist in their fundraising activities.

Convergent provides comprehensive campaign management services that minimize the burden on members' staff. They strategically focus on a small number of tasks that can have an outsized impact on results—without a substantial time commitment. Convergent maximizes funding by complementing traditional emotional appeals with strong rational appeals for support. By demonstrating value, benefits, impacts, and ROI, Convergent is able to get its clients to the front of the funding line in a competitive fundraising environment.

Convergent's unique mix of proven fundraising techniques and innovative tools work together to maximize funding and reduce costs. They help move the funding process from a charity mindset to one of investment. They present investment-grade analysis in ways that potential funders understand. By applying exclusive and patented outcome-driven techniques and research-driven processes, their team consistently achieves exceptional results for clients.

Convergent's diverse team of more than 30 professionals are experienced in forming a highly effective campaign processes that consistently achieve exceptional returns for clients. At the WHA Annual Summit in 2014, WHA members had a front-row seat to hear from Tom Ralsler, Principal with Convergent on how these very services can assist our membership with fundraising activities.

For more information on Convergent fundraising services, contact Scot Mitchell at **970.683.5227** or scot.mitchell@wha1.org.

“If not for Convergent, we would not have been able to make such quick in-roads to our community's gracious, giving spirit. Their campaign leadership methods are effective and adaptive. I can recommend Convergent without reservation.”

– **Terry Robinson, Executive Director,**
Hospice of South Texas



Better Fundraising. Better Results.

CLS Offers HCAHPS Breakthrough™ Webinar Series

Custom Learning Systems (CLS) is offering another series of the HCAHPS Breakthrough™ Webinars to WHA members at no cost. Prices for this series are normally \$495 per attendee.

WHA has partnered with the National Cooperative of Healthcare Networks on several occasions to bring our members HCAHPS training. Reviews and evaluations of past HCAHPS series have been excellent. Register today for this **absolutely free** training using the registration link and code below. Each participant will receive an HCAHPS Breakthrough Series™ Certificate of Completion. Participants who miss any of the scheduled webinar series, or wish to revisit or share the content with other employees, can access the HCAHPS Breakthrough Series™ Library for three months following the 12th webinar.

The first webinar will take place on **May 12, 2015** at 11 am MT and will focus on the Leadership Engagement: *The C-Suite Leader Role in HCAHPS Transformation*. Webinars will continue on a monthly basis until May 2016. All webinars are scheduled on Tuesdays at 11:00 am MT. For the complete Series 6 schedule visit: <http://www.customlearning.com/hbs/>. Note: this program is for WHA members only.

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**New WHA Partner/
HCAHPS Webinar Series**

Register at: <http://www.telenect.com/u/kcb1x4xe4a/>

The WHA sponsor code (must be used to receive free registration) is **WHA-NCHN**.

For more information regarding this series please contact Scot Mitchell at **970.683.5227** or scot.mitchell@wha1.org.

Jennie Sullivan Becomes CEO for Wray Community District Hospital



Please join us in extending congratulations to Jennie Sullivan, who was named permanent CEO of Wray Community District Hospital & Clinic. Jennie, who joined Wray in 2005 as the Director of Finance, has been an active participant in the WHA CFO Peer Network and contributes her knowledge and expertise frequently to our organization as well as participating in HFMA and other healthcare and community organizations.

Wray is a 15-bed Special District Critical Access Hospital in Eastern Colorado built in 1995. Services include a Swing Bed Program, 24-hour Emergency Care, 24-hour Anesthesia Services, a full-time Board Certified Surgeon, and various wellness programs. The Board of Directors consists of five members of the district selected by the qualified voting members of the district.

Wray Community District Hospital serves patients through, "Quality patient care delivered by a team of compassionate, caring professionals".

Connect with Jennie on LinkedIn or jennie.sullivan@bannerhealth.com. ***Congratulations Jennie!***

Gunnison Valley Health Recognized as Healthstrong Hospital

Gunnison Valley Health (GVH) has been named as one of the nation's HEALTHSTRONG Hospitals by iVantage Health Analytics. The study announcement of the 2015 HEALTHSTRONG Hospitals, including Gunnison Valley Health, highlights top performing hospitals as determined through the Hospital Strength INDEX™. The results recognize the top performing hospitals, measuring them across 62 different performance metrics, including quality, outcomes, patient perspective, affordability and efficiency.

GVH is proud to be recognized as a HEALTHSTRONG Hospital. They regard this recognition as a great affirmation of their emphasis on quality, performance and satisfaction, and that their efforts are making a difference to the hospital and the local community that they serve. "Our Health System is on a path toward excellence and we are committed to unending learning. We received a HEALTHSTRONG composite of 94.5 out of 100, in a national group of 4,300 hospitals nationwide," stated Rob Santilli, CEO at Gunnison Valley Health.

"I am delighted to be able to celebrate this award with our board, physicians, staff and community."

– Rob Santilli, Chief Executive Officer, Gunnison Valley Health



GUNNISON VALLEY HEALTH

WHA Bulletin Board



Pilar Mank, Director of Client Services for WHA and HCM, Receives Follmer Bronze Merit Award for Outstanding Service to HFMA

Please join us in extending our warmest congratulations to Pilar for receiving the Follmer Bronze Merit Award from HFMA. This award is named after William G. Follmer, who is credited with the creation of the American Association of Hospital Accountants (now HFMA). It is presented in recognition of the meritorious services rendered and the sacrifices of time and effort made by members on behalf of their own chapter.

Congratulations Pilar!!!

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WHA Member News



Clinical Excellence

UPCOMING EVENTS

WHA Board Meeting	Thursday, May 7th 10:00 am – 2:00 pm DoubleTree Hotel (Kokopelli Room), Grand Junction
WHA PFS Peer Network Meeting	Wednesday, May 13th 10:00 am – 3:00 pm Western Healthcare Alliance, Grand Junction
WHA Communications & Marketing Peer Network Meeting	Thursday, May 14th 10:00 am – 2:00 pm Western Healthcare Alliance, Grand Junction
WHA IT Peer Network Meeting	Wednesday, May 20th 10:00 am – 2:00 pm Western Healthcare Alliance, Grand Junction
WHA HR Peer Network Meeting	Wednesday, May 27th 10:00 am – 2:00 pm Western Healthcare Alliance, Grand Junction
WHA Materials Management Peer Network Meeting	Tuesday, June 2nd 10:00 am – 2:00 pm Western Healthcare Alliance, Grand Junction
WHA LSN Peer Network Meeting	Tuesday June 30th 10:00 am – 2:00 pm Western Healthcare Alliance, Grand Junction

For more details regarding the **WHA Peer Network Meetings**, contact **Tracy Luster** at tracy.luster@wha1.org or **866.986.3585**.



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Strategic Leadership



Financial Strength



Operational Efficiencies



Clinical Excellence



Workforce Development

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

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Upcoming Events

888.828.0011

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