

PUBLICATION FOR THE MISSISSIPPI HEALTHCARE
FINANCE COMMUNITY

Mississippi Headlines

info@mshfma.org



hfma mississippi chapter
healthcare financial management association

OFFICIAL NEWSLETTER OF THE MISSISSIPPI CHAPTER OF HEALTHCARE FINANCIAL MANAGEMENT

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President's Message

Thanks to all of you who attended the June meeting. We had our largest June Meeting attendance in recent history with a great group of attendees. A special thanks to the Mississippi Hospital Association for hosting and supporting our chapter's efforts. It was a pleasurable experience to spend time with colleagues to discuss current challenges, family, and share a laugh. I would also like to thank current officers Brittany Hill, Andres Posada, and Kimberly Williams for their tireless efforts to make sure our meetings are meaningful and add value for members.



Justin Stroud, President

It has been my honor to lead our chapter since June 1st. The members, sponsors, officers and board members make it such a joy to serve. Speaking of serving, there are still opportunities for each member to “go deeper” in the chapter as a committee member of one of our nine committees. Those committees include Founders & DCMS, Membership, Managed Care/Rev Cycle, Sponsorship, Education & Program, Certification, Social Networking, Communications, and History. Please contact me personally at pres@mshfma.org or any of our officers or board members to sign-up. It is a great way to get involved.

Our annual Summer Workshop is soon approaching on August 22nd and 23rd. We have a stunning slate of speakers and panelists this year. And also back by popular demand for the Thursday night social, Family Feud! If you have yet to sign-up, please do so soon by reaching out to Megan Cargile via email at megan@mshfma.org. You can also visit www.mshfma.org to register through the “Events” page.

Looking forward, go ahead and make plans to attend the Region 9 Annual Conference which will be held November 10th thru 12th in New Orleans. Visit www.hfmaregion9.org for more information. It is always well attended offering good camaraderie, great education, and fun times.

Your officers and board members are here to serve and help provide value for your membership. Please reach out to any of us personally with questions, comments or concerns.

With kindest regards,

Justin Stroud

President 2019-20

Mississippi Chapter of HFMA

UPCOMING EDUCATIONAL OPPORTUNITIES

SAVE THE DATE!



MS HFMA Summer Workshop

August 21 thru 23, 2019
Golden Moon Hotel & Casino
Philadelphia, MS

Meeting Details: <http://www.cvent.com/d/5yq751>

Registration Link: <http://www.cvent.com/d/5yq751/4W>



Midsouth HFMA Annual Institute

January 29 thru 31, 2020
Goldstrike Hotel and Casino
Robinsonville, MS

Registration and Agenda: CLICK HERE



HFMA Region 9

November 10 thru 12, 2019
Sheraton New Orleans Hotel
New Orleans, LA

Register Here

MISSISSIPPI HEADLINES

PUBLICATION FOR THE MISSISSIPPI HEALTHCARE FINANCE COMMUNITY

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2018-2019 Ken Dulaney, Alliance Collection Svc.

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All article submissions must be typed and submitted as a Microsoft Word document.

Please email your submission to:

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HFMA's Online Membership Directory

Have you visited HFMA's Online Membership Directory lately? Log in at www.mshfma.org or

<http://www.hfma.org/login/index.cfm>. When you select "HFMA Directory," not only can you search for members of your chapter, you can also search for all your HFMA colleagues by name, company, and location—regardless of chapter! Using an online directory instead of a printed directory ensures that you always have the most up-to-date contact information. While accessing HFMA's Online Membership Directory, you can view your current contact information and make edits to your profile. You can also see products you have ordered, events you have registered for, your CPE credits, your Founders points, and more! It's vital that HFMA has your correct information, so please take a moment to review your record now. By doing so, you'll ensure that HFMA continues to provide you with valuable information and insights that further your success.

HFMA Membership Benefits

As you experience the value HFMA provides, don't forget to value the experience. HFMA offers opportunities to network with those who face similar challenges and successes. If you are looking to gain experience in a safe environment, or would like to share the experiences you've gained, opportunities to volunteer at the Mississippi Chapter or at a national level are plentiful.

The bottom line is that HFMA is comprised of more than 35,000 people just like you. What do we know about our members? We are value driven. We are forward thinking. We are innovative. And together, we are defining, realizing, and advancing the profession of the financial management of health care.

To learn more about the benefits of your HFMA membership visit <http://www.hfma.org/Membership/>.



WELCOME TO OUR NEWEST MISSISSIPPI HFMA MEMBERS:



Nathalya Zarth, Associate Director of Finance & Admin, UMMC	Brandon, MS
Stephanie McAlister, CFO, Tippah County Health Services	Ripley, MS
Olivia Glass, Associate, Healthcare Assurance, HORNE LLP	Ridgeland, MS
Marietta Coins, Accounting Manager, Hospital Finance, UMMC	Jackson, MS
James Bellipanni, Supervisor, Healthcare Assurance, HORNE LLP	Ridgeland, MS
Bradley Cross, Director of Operations, Ambulatory Care	Ocean Springs, MS
Alberta Cantrell, Reimbursement Analyst, Community Eldercare Svcs.	Tupelo, MS
Latonya Ervin, Supervisor, Greenwood Leflore Hospital	Greenwood, MS



2018-19 HFMA Annual Institute Awards

Thank you to Mandy Suber, the Officers, and Board Members for a job well done last year!

Gold Award for Excellence for Education

Hottum Award For Education Performance Improvement

Platinum Certification Award

Bronze Award for Education Quality

Bronze Award for Membership Growth



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How to Change Employee Turnover to a Competitive Advantage

By Ed Tucker

What? Everyone knows that employee turnover is bad for an organization. Here is a brief comparison of turnover effects and possible root causes.

Turnover effects	Typical Root Causes
Low workplace morale. Lower service quality. Hiring expenses. Training costs. Orientation time. Lost productivity. Overtime for backfill staff. Possibly, lost revenue.	Feeling overworked. Poor managers. Lack of career development. Poor feedback and recognition. Little opportunity for decision making. Compensation issues.

I am sure you can think of additional negative results and root causes of employee turnover. You may have even yourself experienced some of the root causes and left for another job at some time in your career. Certainly, we need to examine turnover in our organizations and address the root causes. After all, it is often that the best employees leave our employ.

So then, what do I mean by “changing employee turnover into a competitive advantage?” Well, by fixing the root causes of turnover, we will be changing the organization’s culture and efficiency. Such change will take time, of course, but addressing these root causes will slowly improve retention.

Here is one tip that has proven in my experience to help address many of the root causes one situation at a time.

Wait, you say! This analysis will simply slow down the replacement process and cause more dissatisfaction. But, hear me out. Here’s why you should do the work flow analysis and do it as a team.

When a position becomes vacant, require the manager to conduct a formal team-based work flow improvement activity before a replacement is allowed.

- * When someone leaves their job is the perfect time to study the work being done in that department or section. In the “lean” vernacular, we would say that it is like “lowering the water level to see the rocks under the water.” By lowering the resources doing the work, the problems (rocks) will surface so they are now more visible. Once the problems are visible, you can fix things versus just throwing resources at the problems.
- * By engaging the people who do the work, you are giving them an opportunity to re-design their own work, which can help address turnover’s root causes. Employees appreciate the feedback and recognition of being asked to design how they do their jobs (and they know where the problems lie). They get to make decisions, or at least recommend improvements.

How to Change Employee Turnover to a Competitive Advantage continued

- * The manager with the most turnover is forced to engage his or her team and *may* improve management style or interaction with employees. Internal facilitators with work flow re-design experience can help ensure a quality outcome.
- * You may be able to share the departing employee's salary with the remaining staff if the re-design allows non-replacement of that person. I would suggest one-third to one-half of the salary be reallocated, with guidance from Human Resources of course.

So how do you make sure the work flow analysis is done properly?

- * Appoint the team. It should have people doing the departing person's same job and jobs that link with that job.
- * Train the team what process waste looks like. You can do this training in an hour. The 7 wastes are TIMWOOD:

Transportation – movement of people or goods.

Inventory and backlog.

Motion – the amount of movement an activity requires.

Waiting – especially by the customer.

Over-processing – too much paperwork or computer processing, or searching for things such as files or supplies.

Over-production – typically over-staffing versus demand.

Defects or errors.

- * Brainstorm quick solutions

What parts of the process contain which wastes?

What quick solutions could be implemented today?

- * Conduct a Rapid Cycle Test (RCT) on the quick solutions. The RCT lets you test employees' ideas without you pooh-poohing them first. Usually employees know what will work, but if not, the RCT will reveal that and you have given their ideas a chance. And by the way, the RCT tests your own ideas as well.
 - Test the new solution for one hour, one shift, one day, or one week.
 - Implement what works and re-design what did not work.
 - Optionally, collect 30 data points before the change and 30 data points after the change, put the data in a spreadsheet and graph the results for a statistically valid analysis.
- * While testing the quick hits, prepare a thorough flow diagram of the existing process.

How to Change Employee Turnover to a Competitive Advantage continued

- * Ask the team to re-design the process to eliminate waste and improve their work flow. Do not work on any solution that takes over 90 days, or you are trying to solve the problems of the world. Pay overtime if you need to backfill during the 90-day re-design, showing your commitment to the re-design.
- * Conduct Rapid Cycle Tests on the team's proposed re-design and adjust until the re-design is working well.
- * When the re-design is working well and monitoring showing results, consider re-distributing the gone person's salary to the other people doing the re-designed work.

This type of requirement will work best in the non-clinical areas where most activities are non-patient facing and in clinical areas where staffing to patient levels is weak.

Consistent application of this approach to turn over can reduce turnover's root causes while also improving your process efficiency and effectiveness – **changing turnover from a problem to a competitive advantage!**

G. Edward Tucker Jr.

G. Edward Tucker, CPA, MBA
Certified Management Consultant
Lean Six Sigma Black Belt



Check out the latest issue of HFM Magazine where Ed Tucker is featured.

Congratulations on this great article Ed!

[LINK TO HFM](#)



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MS HFMA would like to say “Thank You!” to our Platinum Sponsors who support HFMA at the highest level.





Did you know that HFMA provides numerous education opportunities that can help the Chapter earn DCMS education hours?

Live HFMA programs also offer CPE credits that count toward your annual goals. The Mississippi chapter earns DCMS education hours that count toward the annual chapter education goal whenever a member of the chapter attends or participates in a national event.

With self-study lessons, you can learn at your own pace with the flexibility to access lessons any time or any place. Just read the lesson, go over the review sections, and complete a six-question exam. You will receive a certificate of completion listing the courses you successfully finish, and 1 certification maintenance point per lesson, if applicable.

[Upcoming Live Webinars](#)

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- Aug 14, 2019 - Delivering Efficient Prior Authorization and Attachment Transactions**
- Aug 20, 2019 - 202 Proposed Rule Changes to Outpatient Prospective Payment Systems (OPPS)**
- Aug 22, 2019 - 5 Ways Disease Management and Telemonitoring Programs With Home Health...**
- Sep 12, 2019 - Building Valid and Meaningful Physician Performance Reporting**
- Sep 18, 2019 - Denial Management and Prevention: What is the difference and why you need both**

[CLICK HERE FOR MORE INFORMATION FROM HFMA ON THESE PROGRAMS](#)



THE VALUE OF CERTIFICATION

Many healthcare organizations in today's challenging economy recognize their workforce as their most valuable asset. As such, these organizations tend to hold workforce development as a primary business strategy.

Investment in developing the talents, knowledge and skill sets of staffs are critical to the organization's success. HFMA's *Healthcare Financial Pulse* research identified this dynamic and noted that successful organizations today commit to the "bread and butter" of financial management, i.e. technically strong and comprehensive financial management.

Likewise, many individual financial managers today recognize the importance of assuming personal responsibility for their careers' success. More than ever before, individuals understand the importance of acquiring and maintaining comprehensive skill sets to ensure their ability to provide the financial management demanded today. These individuals frequently seek out relevant professional development opportunities.

The larger business environment resulting from these forces is a heightened interest in workforce development initiatives including certifications and credentialing. Credentialing programs have exploded across the past couple of decades and include:

- professional associations offering certifications
- community colleges offering curriculum-based certificates
- corporate sponsored in-house credentials for employees
- technology companies providing proprietary credentials to customers

HFMA certification provides a fundamental business service to our industry, namely HFMA certification offers:

- Assessment of job-related competency
- The opportunity for an individual to demonstrate skills and knowledge
- Independent verification of the skills and knowledge
- Confirmation that an individual is current in the practice field

The value of HFMA certification can be seen in several reported "value-adds":

- Increased departmental cooperation
- Heightened self-confidence among participants
- Increased performance against selected metrics
- Verification of staff knowledge and skills
- Assistance in structuring career paths

HFMA is committed to being the indispensable resource that defines, realizes and advances healthcare financial management practice. As such, HFMA provides professional certifications to achieve this purpose in today's business environment. This makes HFMA Certification a smart workforce investment strategy.



For more information on HFMA Certification, visit <http://www.hfma.org/certification/>.

CREDENTIALS MATTER



David Williams
HORNE LLP

The process for application, testing and certification can be found on the HFMA.org website or for further information contact:

David Williams, Certification Chair

@ 601-326-1320 or david.williams@hornellp.com

HFMA has credentials for those seeking certification or certified specialist programs.

Let's discuss the CHFP program which includes a the broad range of business and financial skills essential for succeeding in today's high-value healthcare environment:

- Business acumen
- Collaboration
- Financial strategy
- Understanding future trends

The CHFP is geared toward financial professionals, clinical and nonclinical leaders, and payers – all those whose jobs require a deep understanding of the new financial realities of health care. The CHFP program includes two modules (*both modules must be successfully completed to earn the CHFP*): The CHFP consists of two online modules:

- **The Business of Healthcare:** A big-picture overview of healthcare finance, risk and risk mitigation, new payment models, financial accounting and cost analysis, strategic financial issues, managing financial resources, and shifting payment models.
- **Operational Excellence:** The application of business acumen includes exercises that use a case study approach to understanding the business of health care.

In addition to the CHFP, HFMA offers specialist programs in accounting/finance, managed care, physicians practice management and business intelligence. For more information contact me.

Thanks,

David

601-326-1320 or david.williams@hornellp.com



www.HFMA.org/Certification

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ABOUT HFMA

HFMA is the nation's leading membership organization for healthcare financial management executives and leaders. More than 35,000 members—ranging from CFOs to controllers to accountants—consider HFMA a respected thought leader on top trends and issues facing the healthcare industry. HFMA members can be found in all areas of the healthcare system, including hospitals, managed care organizations, physician practices, accounting firms, and insurance companies.

The Mississippi Chapter of HFMA, along with other regional chapters and the national HFMA, helps healthcare finance professionals in Mississippi meet the challenges of the modern healthcare environment by:

- Providing education, analysis, and guidance.
- Building and supporting coalitions with other healthcare associations to ensure accurate representation of the healthcare finance profession.
- Educating a broad spectrum of key industry decision makers on the intricacies and realities of maintaining fiscally healthy healthcare organizations.
- Working with a broad cross-section of stakeholders to improve the healthcare industry by identifying and bridging gaps in knowledge, best practices, and standards.

Vision

HFMA's vision is: "To be the indispensable resource for healthcare finance."

Purpose Statement

To define, realize, and advance the financial management of health care by helping members and others improve the business performance of organizations operating in or serving the healthcare field.

Quality Statement

Quality is the foundation of the Association and the keystone of its efforts to ensure member and customer satisfaction. HFMA's objective is to:

- Consistently provide services and products that meet the quality expectations of its members, customers, and employees.
- Actively pursue a program of continuous quality improvement that enables employees and volunteers to do their jobs right the first time.
- Quality is a major, strategic association goal. It lies at the heart of everything done for members and customers. HFMA strives continually to improve the quality of services and products offered, the processes and procedures used to produce them, and the manner in which they are delivered.

Values Statement

We believe that service to members is our highest priority.

We believe in excellence in all that we do.

We believe that teamwork is essential in meeting the objectives of HFMA.

We believe in the importance of individuals.

We believe in encouraging innovation and creativity.

We believe in conducting HFMA with financial responsibility and a prudent approach to business.



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