hfma™ new hampshire-vermont chapter
healthcare financial management association

TO: NH/VT HFMA Chapter Members

FROM: Jeff Walla and Evalie Crosby, NHVT HFMA Program Co-Chairs

DATE: August 5, 2010

RE: 2010-2011 NHVT HFMA Education Program

Many of you have heard that a change is afoot for educational programming for the chapter this year. Well we can confirm that you've heard correctly. The single greatest benefit for us as HFMA members is generally the education. The Education Planning team has taken a hard look at our methods of delivering education to you, listened to your feedback, listened to the feedback of the CFO community in NH and VT and taken all of that input to put together an exciting program for the coming year. We've also embarked on a change that will make it more convenient to register for our educational programs.

This memo describes the program we've developed and we hope you will note the significant positive changes to assure we deliver valuable and timely education to you, our members. Oh yes, and we are finally "going green" with our program materials and handouts !

The Overall Program

The 2010-2011 Education Program will consist of three (3) two-day institutes and three (3) one-day programs rather than the monthly full or half day programs we have historically held in our chapter. In addition, we are adding two separate four-session Webinar Series to our program. We are developing our programs to be much more focused on the specific levels of our target audience by concentrating on more specific issues rather than broader "catch all" programs. We believe these changes will benefit you and your institution

Two Day Institutes

Fall Institute for Revenue Cycle and Finance Staff – This program, to be held September 27th and 28th, is a very full two days of interactive workshops and programs for (three different educational tracks) *Patient Access, Patient Accounts, and Finance Department Staff*. In response to concerns raised about the variety and quality of speakers at our programs, we have put together a program featuring two national level keynote speakers, as well as, a number of national, regional and local speakers for the concurrent educational track sessions. We have reinforced to our speakers that they must develop their course content to ensure that it is geared to staff level employees and that the "take-aways" from their programs be clear, concise, implementable, and achievable. In addition, we have included three "soft skill" sessions on communication, career development, and effective teamwork/accountability.

Our planning team is very excited about the overall program content and they are confident that this program will be filled to capacity. We have priced this program well below our traditional pricing structure understanding the current economic times and the often limited education budgets available for mid-level managers and line-staff level employees. We hope you will agree and send a broad contingent from your facility so you can benefit from all three tracks.

Medicare Cost Reporting and Legislative Update – This two day program, to be held December 8th and 9th, is a traditional favorite of our chapter members. While we have traditionally pushed all of this material into a single day program, we are expanding to two days and including a more hands on approach to our *Basic Cost Reporting Track*. Last year's program attendees indicated that the amount of material, and the pace, was too much for one day so we are responding to that concern and adding more time for case study and question and answer time for these sessions. The *Advanced Track* will include a number of sessions on Healthcare Reform legislation on both the state and local levels, as well as, sessions on the continued changes in our 990 reporting requirements with the Internal Revenue Service.

Annual Meeting – The Annual Meeting is to be held March 31st and April 1st and will include a wide variety of sessions yet to be determined as we want to be responsive to the most current "hot topic" issues that arise during the course of the year. This session will also incorporate the Chapter Annual Business Meeting, Election of Officers and Board Members, Award Recognition and Past Presidents' Dinner.

Single Day Programs

Annual Claims Workshop – This session held in October of each year continues to be a valued meeting between our billing personnel and the third party payor community and one of the most well attended education sessions for NHVT HFMA. The Workshop is scheduled for October 21, 2010. We have enhanced this session over the last couple of years to provide additional education opportunities beyond the traditional payor update meetings including best practices and changes to industry standards. The planning team for this session has been working for nearly a year to provide a full day again this year.

HFMA Core Exam Coaching Session – We continue to emphasize the benefits of HFMA certification so will, once again, offer a full day coaching session to our members who seek to further explore the requirements for certification and receive an overview of the materials to be covered in the Core Exam Requirement. This session is tentatively scheduled for November.

Capital Finance and Strategic Planning – This too has become an annual favorite as we bring in a number of well-recognized regional speakers to address the current economic and investment markets, availability of capital and concerns surrounding the bond markets, and this year may add additional speakers around short term lease financing. This session is generally well attended by the CFO Community with some CEO and Board representation as well. This session is scheduled for March 3, 2011.

Webinar Series

Nonfinancial Manager Series – This four session series is intended to address some of the common questions and concerns of our Clinical and Support function Department Heads who may not have a financial background. We are hoping to provide them with some basic skills around budgeting, dashboard reporting, capital and operating budgeting, variance reports, and the basics of cash operations in a healthcare facility. These presentations will be held from noon – 1:00 pm on four different Tuesdays throughout the year. It is our hope that you will invite your department heads into a conference room for a brown bag lunch session, listen/watch the session with them and then continue conversation at your facility regarding application of the material presented.

Board Member/Administrator Series – Recognizing that many of our Board Members come from outside of Healthcare and that Healthcare Finance has a lot of intricacies and complexities that are unique to the industry, we seek to provide in this series a basic Orientation to Healthcare Finance, Budget Development in Healthcare, the changing responsibilities of Board members, and Medicare Cost Reporting. This series is also scheduled around the lunch hour so Board members can attend from their place of business rather than have to take more time away. We hope that this will increase their ability to participate.

Both of these series are structured so that the fee is a per facility fee for the full four-session series. The organization can then have as many participants attend the session as they desire. In addition, the prices for the series are discounted if a facility registers for both of the series.

We will be sending out more detailed descriptions and a registration for the Webinar Series shortly and do hope that you will find these series' valuable for your facility.

Final Note on Program Registration and Handout Materials

Following the lead of many other HFMA chapters who have used the service for some time now, we have signed on with an organization known as CVENT to provide on-line program registration for our educational programs this year. The feedback from other chapters is that this is a very user friendly service and should make it easier for you to register for programs this year. Keep your eyes peeled for the email notifications for registration for the programs we've noted before.

Once you've registered and before the date of the program, you will be notified when the handout materials are ready for you to download. You may then print them and bring them with you to the session if you choose. This is our effort to find ways to reduce our carbon footprint on the environment while continuing to meet member needs.