



East Texas ACHE Forum Newsletter

November 2017

Message from the President



Dear Colleagues,

It's hard to believe we're approaching the end of another year and my term as your president will soon be ending. It's been an honor serving in this role and I want to thank you for the opportunity. I also want to thank all of you who have volunteered and helped support the chapter in any way over this past year.

While we've had some great successes this past year, I am confident we have tremendous growth opportunities that lay ahead for us as well. My successor, Erich Koch, FACHE, is already working on plans for his term next year. Be on the lookout for program announcements soon.

We're going to be wrapping up the year with another great event, on November 30 at Hollytree Country Club in Tyler. The panel of experts will be focusing on *Care for the Uninsured and Underinsured*. This event is preapproved for 1.5 Face-to-Face credit hours. If you haven't yet registered, please be sure to do so right away. ([Register here](#))

In the meantime, I wish you and your families a very Happy Thanksgiving and the very best for the upcoming holiday season.

Sincerely,

Joseph Ramos
President
East Texas ACHE Forum

Message from the Regent



Dear Colleagues,

It is hard to believe that the holiday season is upon us again. This time of year is an opportunity to pause and spend quality time with family and friends—nothing is more important. It is also a time to personally re-charge and do some self-reflection in preparation for the future. As a reminder, check out your local chapter's website for activity information (Texas Midwest Healthcare Executives chapter URL: txmwhe.ache.org; East Texas ACHE Forum chapter URL: easttexas.achechapter.org; ACHE of North Texas URL: achenx.org).

As Regent, one of my responsibilities is to work with the chapters to realize collaboration opportunities. There are two such multi-chapter collaborations in the coming months. First, in May or June 2018, the East Texas and North Texas chapters will be spearheading another educational event. This will be the third year in a row for this collaboration and it has been a resounding success each year, with more than 70 attendees each year. The second event will occur during the late summer of 2018 and will include the chapters in Midwest Texas, Oklahoma, North Texas, and East Texas. These events provide opportunities for members to earn a large number of face to face credits in one sitting. Be on the lookout for more information for both events. On 11/3/18, Midwest Texas Chapter President Brian Bessent, FACHE, exercised collaboration by holding a face to face education event in Wichita Falls. Thanks to Brian and his chapter team, ACHE members in this region had better access to earn ACHE face to face credits.

For the second year in a row, the ACHE North Texas Chapter will be hosting the "New Horizons" event on February 8. New Horizons is an event that focuses on health administration students. This year's event will be featuring mock interview and resume workshops in a "speed dating" format and a leadership panel discussion. The ACHE North Texas Chapter is excited about this event and will be sending event details before the end of the year.

In my last message, I talked about the importance of continuously growing your leadership skills. In this message, I want emphasize the value of maintaining your professional knowledge and technical skills in a profession where technology and policy are constantly changing. In many cases, healthcare technology and policy are tightly interwoven. Take MACRA for example. MACRA is a complex government policy that requires practices to electronically report and meet the thresholds of quality and administrative measures; hence, you have an inseparable marriage of policy and technology. Additionally, MACRA itself has undergone many changes in the last two years that have led to its current structure. The point here is simple: it does not take long to get left behind. I encourage you to find ways to continuously learn and become a lifelong learner. It positively impacts performance and fosters credibility. I had a mentor who once told me to read something professional daily, regardless of how busy I might be. This is sage advice I still adhere to today.

I wish you the very best. Please feel free to contact me at any time.

John G. Allen, FACHE, CMPE
Regent for Texas - Northern
Program Director, Safe Transitions for the Elderly Patient
University of North Texas Health Science Center



East Texas Education Event: Care for the Uninsured and Underinsured

Date: Thursday, November 30

Time: 6:00-9:00 PM

Location: Hollytree Country Club, Tyler

This panel is pre-approved for 1.5 ACHE Face-to-Face Credits

Over 46 million Americans are without health insurance and many more are underinsured. This has a direct impact on healthcare executives in terms of cost and reimbursement, provision of charity care, state law and community collaboration and benefit. By hearing from hospital executives that have successfully implemented programs to care for the un/underinsured, in addition to local lawmakers that can speak to specific local regulations and policies, participants will get a better understanding of their obligations and opportunities in this important area.



Panelists:

Jennifer Blake is an Executive Site Manager of multiple sites and service lines at the Tyler Family Circle of Care located in Tyler, TX. Jennifer holds a Bachelor's Degree in Business Administration from the Strayer University, and is currently pursuing a Master's Degree in Clinical sciences, with a minor in Public health. Jennifer



has over 15 years of experience in practice management and has held various management and leadership positions in the healthcare industry throughout her career.

Jennifer is responsible for assuring that the services delivered by Tyler Family Circle of Care are consistent with the organization's mission and are accessible to all people in the communities we serve regardless of ability to pay. Jennifer is well respected by those she encounters and goes above and beyond, for not only the patients, but her coworkers as well. She is a member of the American Heart Association, American Cancer Society, and a Student member for ACHE, and Golden Key International Honor Society.

Jessica Green, CHAM, is the Patient Access Manager for CHRISTUS St. Michael Health System. Jessica has been part of the CHRISTUS St. Michael family for 7 years. She received a bachelor's degree in Political Science and Mass Media from the University of Arkansas at Little Rock (UALR).

Jessica is also a Certified Healthcare Access Manager (CHAM) with 14 years of hospital registration and scheduling experience.

In Jessica's role at CHRISTUS St. Michael she assist the Patient Access Director in management and oversight of Central Scheduling and Admissions departments related to Inpatient, Outpatient, Emergency, Day Surgery, Auditors/Trainers, and Customer Service. Jessica is responsible for insuring staff is trained and performance objectives and goals are met.



Lisa Green has been in healthcare for 28 years. Lisa has worked in leadership in Patient Access, Patient Accounts and is currently the Program Director of the Revenue Cycle which includes Patient Access and Revenue Integrity at CHRISTUS Health System.

Lisa's strengths include skills in the entire revenue cycle, from registration through collection. She is proficient at integrating training and process improvements from Registration through collection process with an emphasis on denial reduction.

Glenda Mason has been in healthcare for 36 years. Glenda is a BSN,RN. She has worked in many different fields of nursing. In 1991, she began her career in Case Management which gives her 26 years of Case Management experience. Glenda has been with CHRISTUS ST. Michael for 20 years in which she started as a Case Manager for 7 years and advanced to Manager for 6 years and has held the position of Case Management Director for 8 years. Glenda has an extensive knowledge of Case Management, Palliative Care, Care Transitions and Community Outreach.



Moderator:



Erich Koch, FACHE, is the Chief Financial Officer of Tyler Family Circle of Care located in Tyler, TX. Prior to assuming this role, Erich served for almost 3 years as Chief Financial Officer of Robeson Health Care Corporation located in Pembroke, NC, during which time he helped lead the organization through a turnaround. Before Erich got there, the company lost \$900K, and after Erich left, the company had a profit of over \$800K.

Erich has more than 18 years of combined healthcare financial management and general accounting experience. Prior to joining Family Circle of Care in Tyler, Erich also served as a Chief Financial Officer or Controller for a Critical Access Hospital, Psychiatric Hospital, Acute Care Hospital, FQHC, and FQHC look-a-like. Erich specializes in FQHC's and FQHC look-a-likes.

Erich is actively involved with the Health Financial Management Association (HFMA), the American College of Healthcare Executives (ACHE), and The Texas Association for Healthcare Financial Administration (TAHFA). Erich is also a member of the American Institute of Certified Public Accountants (AICPA).

Erich is a graduate of Heriot-Watt University (MBA, November 2005), and Lakehead University (BA Administration, May 1998).



[Save the Date for the 2018 Congress on Healthcare Leadership](#)

The American College of Healthcare Executives' Congress on Healthcare Leadership brings you the best in professional development, opportunities to network with and learn from peers, and the latest information to enhance your career and address your organization's challenges in innovative ways. The [2018 Congress on Healthcare Leadership](#), "Be Part of Something Bigger," will be held **March 26–29** at the **Hyatt Regency Chicago**.

Join us in 2018 and be part of this dynamic, energizing event that draws the top healthcare leaders from across the nation and around the world. The opening date for Congress 2018 registration and to reserve hotel accommodations was Nov. 14. Save your spot today!

Member Spotlight / Q&A with Sherri Gould Site Manager Tyler Family Circle of Care

1. What are you doing now?

Currently, I am a Pediatric Site Manager for Tyler Family Circle of Care in

Tyler, Texas. We are a 5 clinic FQHC with PCMH level 3. I am also a registered nurse of 23 years, have my BSN from UT Arlington, and am currently attending Grand Canyon University for Master's in Healthcare Administration. I anticipate graduation in December 2018.



2. In your opinion, what is the most important issue facing Healthcare today?

I believe that those invested in the financial fields and healthcare arenas know that current healthcare providers have a long way go to improve their data infrastructures to receive the value-based reimbursement that is tied to the CMS quality measures that will impact them positively. Medicare and Medicaid Marketplace choice time is upon us and there are a bundle of patients that will be without insurance because they cannot pay the premiums. Hospitals all over the U.S. will suffer an economic loss in 2017, if their numbers of uninsured/non-reimbursable patients increase. 2018 will be the first production year of the new MACRA Act of 2015, and it will be interesting to watch. *Fortune* internet magazine writer Sandra Galea stated in a 2017 press release; "The U.S. government has been known for spending more on health than any other economically comparable country, yet sees a consistently mediocre return on this investment. The expense of the social, economic, and environmental determinants of health—factors like quality education and housing, air and water safety, and nutritious food" for its own citizens. It would be important for the future Healthcare Administrators to help develop and modernize the big data infrastructure of the Healthcare provider world, including hospitals, to improve the future health of the patient population, which will decrease costs and strengthen our U.S. financial system. I anticipate there will be changes to healthcare technologies and look to the newest techies to help design that!

3. How long have you been a member of ACHE?

I joined as a student in 2016, and have since become a full-fledged member this year.

4. Why is being a member important to you?

I feel that I need the administrative support and networking that only comes with belonging to such a significant group of executives.

5. What advice would you give early careerists or those considering membership?

Join as a student! There are awesome things to start learning available on the website. Great resources. Then upgrade when you graduate!

6. Tell us one thing that people don't know about you.

As a stay at home mom 30 years ago, I worked contract for Borden Dairy with their marketing department in Houston. I sat hidden in an automated Elsie character booth placed in local grocery stores. I spoke through a microphone (as Elsie) to passing shoppers, promoting Borden milk and milk products, and sang with the children! I was able to see and hear the patrons, while moving the lady cow to look at them. It was great fun!



**Watch your emails
for more upcoming
East Texas ACHE
Forum events**

Affiliate Event

Click on the event title to access registration page/more information.

[After Hours Networking Event](#)

Hosted by ACHE of North Texas and HFMA Lone Star Chapters

Date: December 7

Time: 6:00-8:00pm

Location:

Four Corners Brewing Co., Dallas



Become an ACHE Fellow

The importance of earning the distinction of board certification as a Fellow of the American College of Healthcare Executives cannot be overstated. Take the next step in advancing your career by achieving Fellow status. Earning this credential benefits your professional goals and the healthcare management profession, as it demonstrates a healthcare leader's competence, leadership skills and commitment to excellence in the field.

Fellow applicants who successfully meet all requirements by Dec. 31, including passing the Board of Governors Examination, will be eligible to participate in the Convocation Ceremony at the 2018 Congress on Healthcare Leadership.

Access Complimentary Resources for the Board of Governors Exam

For Members starting on the journey to attain board certification and the FACHE® credential, ACHE offers complimentary resources to help you succeed so you can be formally recognized for your competency, professionalism, ethical decision making and commitment to lifelong learning. These resources, which include [the Board of Governors Examination in Healthcare Management Reference Manual](#) and [quarterly Advancement Information webinars](#), are designed to be supplements to other available Board of Governors Exam study resources, such as [the Board of Governors Review Course](#) and [Online Tutorial](#).

- The *Reference Manual*, found at ache.org/FACHE, includes a practice 230-question exam and answer key, a list of recommended readings, test-taker comments and study tips.
- Fellow Advancement Information webinars provide a general overview of the Fellow advancement process, including information about the Board of Governors Exam, and allow participants to ask questions about the advancement process. An upcoming session is scheduled for Dec. 14. Register online at ache.org/FACHE.

Welcome New East Texas ACHE Forum Members

March

Sherri L. Gould

April

Stephen C. Gale
William M. Johnson
Michael Taylor

May

Kate Philley Starnes, JD

June

Patusa Mayfield
Sadamoudou Traore

July

Luis Bouche
Rob E. Carpenter
Kim Cooley
Sara Wolf

August

Congratulations East Texas ACHE Forum Members:

New Fellows

Daniel Deslatte, FACHE
Jamie-Crystal L. Wylie, FACHE

Members Who Passed Board of Governors' Exam

Michael H. Kennedy, PhD, FACHE

Recertified Fellows

January

Kevin M. Jablonski, RN, FACHE

May

Thomas D. Gilbert, FACHE
J. Warren Robicheaux, FACHE
David Webb, Jr., FACHE

July

Chris Glenney, FACHE
Debbie H. Splinter, FACHE
Anthony Wahl, FACHE

August

Margaret L. Mortensen, FACHE

September

Kelly B. Cox
David Larsen, MD

Scott M. Street, FACHE
October
David A. Travis, CPA, FACHE

September
Maria C. Apoderado-Carmona

October
Aaron D. Fleet

November
Jennifer A. Blake

East Texas ACHE Forum Thanks our Sponsors:



Visit our Website

East Texas ACHE Forum | info@easttexas.achechapter.org | www.easttexas.ache.org

Your copy should address 3 key questions: Who am I writing for? (Audience) Why should they care? (Benefit) What do I want them to do here? (Call-to-Action)

Create a great offer by adding words like "free" "personalized" "complimentary" or "customized." A sense of urgency often helps readers take an action, so think about inserting phrases like "for a limited time only" or "only 7 remaining!"