



*Curious about what's going on in other departments within your facility but don't always have time to find out? WHA's Peer Connection is your monthly source to stay current on what your fellow WHA Peer Networks are up to.*

### Chief Financial Officers

Our member Chief Financial Officers had three meetings in 2018 (February, June and October). Group Chair, [Terri Chinn](#), Chief Financial Officer, St. Mary's Medical Center led the group as they discussed Medicare, Hospital Provider Fee changes and the Delivery System Reform Incentive Payment Program from the Colorado Hospital Association. Members were kept up-to-date on Community Care Alliance's projects and initiatives. They also discussed in detail Healthcare Management's Strategic Plan.

### Chief Nursing Officers/Quality Improvement Risk Management

Members of this Peer Network met four times in 2018 (February, May, August and October). They were treated to several member presentations over the year, including: St. Mary's Medical Center's Process Improvement Specialist, Greg Ryder about Sepsis Care; Amy Peck, CNO and Kathy Fagan, Clinical Educator, Memorial Regional Health, about how to utilize the facility's successful recruitment program on eliminating travelers; April Asbury, VP, Patient Services at Heart of the Rockies Regional Medical Center shared how they implemented therapy in the Emergency Department; and Ann Marie Stein, Executive Director Quality and Patient Safety for Valley View Hospital provided an update about how they reduced opioid administration in the ER. Outside presenters over the year included: Dr. Ann Rush's, Family Support and Volunteer Coordinator from SC4i presentation on Suicide Prevention for Emergency Care Providers and the Colorado Rural Health Center spoke to the group about PFAC Best Practices. Finally, members collaborated on the Flu Crisis of 2017 and how to plan for 2018-2019. [Jody Roeber](#), Chief Clinical Officer from Delta County Memorial Hospital served as this year's chair.

### Communications & Marketing

Members of this Peer Network met four times this year (February, April, August and October). They began research and demos for online physician reputation management tools that could benefit multiple members and save money. Several members and WHA staff attended the Digital Summit in Denver over the summer where they learned better ways to digitally communicate. Pat Faler, Director Marketing and Public Relations along with Lindsay Sidener, Communications Specialist from Valley View provided a detailed presentation on Healthcare Marketing and HIPAA. Members also shared their smoke free campaigns and advised each other on how to make their facilities smoke free. This fall, members voted in a new group Chair, [Margie Joy](#), Chief Communications Officer at Pioneers Medical Center. Congrats Margie! A big thank you to Annick Pruet, Administrative Director of Community Relations, Grand River Health, for her prior service as Chair to the group!

### Human Resources

Members of the HR Peer Network met four times this year (February, May, August and October). They kicked off the year by hearing from Kelly Collins, HR Business Partner, Foundation Health Partners in Alaska about the Secrets of Rural Recruitment and Retention. Workforce engagement continued to be a hot topic at every meeting. Members heard from Grand River Health's Human Resources Generalists, Kayla Reece and Luke Braby on Hiring Millennials as Part of Our Workforce of the Future (Kayla and Luke also presented the same information to our sister network, California Critical Access Hospital Network (CCAHN) HR Peer Network group). Wendy Buchanan, Director of Wellness Programs for Tahoe Forest Hospital (CCAHN member) presented their Population Health and Wellness Program. Finally, members heard about what is happening around the western slope on medical exploring opportunities from Chris John, Exploring Chairman for Boy Scouts of America. Thank you to group chair [Dawn Hodges](#) for yet again another successful year.

### Information Technology

Our IT leaders met four times this year (February, June, August and October). The group started the year with setting five paths for the 2018 IT Roadmap which included: IT Security, Data Sharing, Virtual Care, Technical Opportunities and Knowledge Share. The group also set up an FTP folder to share policies and procedures, and best practices. Member presentations were made by our new Chair, [Michelle Gelroth](#), Director of IT and HIPAA Security Officer for Aspen Valley Hospital, and Charles Andrews, VP, IT and Security for Mind Springs Health. Members also voted on utilizing a shared savings training system called StormWinds. Thank you to Ryan Thousand, IT Director for Vail Health for all his years of service to the group as our chair.

### Laboratory Services

Members of this Peer Network met four times this year (February, June, August and October). Over the year they learned more about the Community Care Alliance and Accountable Care Organizations. A hot topic at every meeting was the courier expectations for each facility. Mayo Medical Laboratories provided education on Test Cost Management and PAMA. St. Mary's Medical Center's staff Jennifer Rhamy, Director at Regional Blood Center, led an informative discussion about platelets and their policies; and Cindy Parrish, Administrative Director, Laboratory Services shared information on their SteriPath Gen 2 Device. Thank you to group chair, [Tracy Robb](#), Laboratory Manager for Delta County Memorial Hospital for leading another productive year.

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## Materials Management

Members of this Peer Network met four times this year (February, April, July and October). Member presentations included: Wayne Selendic, Directory of Supply Chain Operations for St. Mary's Medical Center gave a presentation on Vendor Management and group Chair, [Leslie Fisucs](#), Purchasing and Materials Manager for Delta County Memorial Hospital presented on AHRMM and how they can advocate for your facility. Members also heard updates from our Corporate Partner, Premier/Adventist and then discussed selling used equipment or supplies and contract management. Members also heard from Patrick Trim, Supply Chain Consultant at Trim Consulting, on Internal Supply Chain Inner Departmental Communications. To wrap up the year, Jere Page, Purchasing Manager with Mind Springs Health treated members to a personal tour of the new West Springs Hospital.

## Rehabilitation Therapy

Our Rehab members met four times this year (February, April, July and October). Members were treated to an unexpected chair massage when they held their meeting at Family Health West! Thanks Bill Cummins, Ancillary Services Administrator at Family Health West, for hosting and providing a tour of the newly renovated Rehab wing. Desirae Westphal, Director of Rehabilitation Services at Heart of the Rockies Regional Medical Center gave a presentation on the Emergency Department Program they implemented. Members were treated to an educational opportunity on the CU Internship in-service program from Jenny Rodriguez, Director of Clinical Education / Associate Professor Physical Therapy Program for University of Colorado School of Medicine. Cameron MacDonald, President for Colorado APTA Chapters provided updates at two meetings regarding the APTA Conference and the new PT Practice Act. Members also held a conference call late in the year to discuss L-Codes and billing confusion. This year the Rehab Peer Network group voted in a new Chair. Congrats [Martin Lutz](#), Director of Rehabilitation Services for Montrose Memorial Hospital on being elected once again as Peer Network Chair!

## Revenue Cycle

Members of this Peer Network met four times this year (February, May, August and November). Members started the year with a presentation from WHA and HCM staff on the Deceased and Bankruptcy Process with A-1 Collection Agency. A discussion on Behavioral Health, RAE and PRIME was led by members Susan Hall, Provider Relations and Tressa Sporhase, Provider Relations Representative with Rocky Mountain Health Plans. Members also learned about Navigating Non-Traditional Claims from Warren Kloter, Director, Business Development with Continuum. Kevin Innarelli, Field Representative at Colorado interchange joined a us for meeting to educate members about the Colorado interchange and how their DXC representative can help providers. Andy Keith, Provider Engagement Professional at Humana also presented to the group this year. Group Chair, [Janet Petty](#), Revenue Cycle Director, St. Vincent General Hospital District lead members' favorite subject, Knowledge Share, at each meeting.

Did you know that 2019 is **WHA's 30th anniversary**? Wow—that's 30 years of **YOU** collaborating! Our theme for WHAAS 2019 is **Collaborate to Innovate**. Over the next two months we will be reaching out to you for your innovative ideas and solutions to share at WHAAS 2019 (details coming soon).

[learn more and register](#)



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