

Vital Signs



Winter Issue

February 28, 2002

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Identity Theft

By Laura Wood

We have all heard horror stories about fraud that's committed on us in stealing a name, address, Social Security number, credit cards, etc. Just one check book can produce 25 felony charges. Staking out day-care centers is common for those who commit ID theft. Parents often leave their keys in the ignition or the doors of the car unlocked. In my case, I left my wallet on my desk at work and went down the hall for a few minutes. The thief quickly snatched my wallet and left the building before I returned. I work in a building with very little customer or patient traffic. So, in theory, the thief should have stuck out like a sore thumb! Within 45 minutes, the thief hit two of my credit union branches cashing two checks for \$2,500.00 each. They wrote the check out to me on someone else's stolen checking account. In total, the thief spent over \$7,500.00. The police department were of little help. They get hundreds of cases reported like this per month and just don't have the man power to follow up on leads. I found out the thief's cell phone number and with the help of a manager at Kentucky Fried Chicken, I got the license plate of the vehicle that used my check through the drive in window. The manager said he just didn't feel right about the two men that were passing the check. But needless to say, the thief that stole my wallet was never apprehended.

While many retailers say they are victims when a forged check is passed, law enforcement says many businesses could do more to help stop fraud. Many businesses don't check IDs when someone writes a check or uses a credit card. Fast-food restaurants are notorious for not checking IDs. It's up to the victims to prove to businesses where the forged checks were passed that it wasn't really them. In most cases the drive to commit identify fraud is drugs. When the police hit meth-related houses they find forged checks, forged IDs and computer equipment to make phony checks. Recent advances in technology have made computers a very popular tool. Criminals know how to print high-quality checks and driver's licenses. This was the case in my particular situation. After he had finished the book of checks that had been in my wallet, he started making his own checks with a fake name in the upper left hand corner and used 210 Rio Grande as his street address (the homeless shelter in Salt Lake City). He then used my bank routing number at the bottom of his phony checks. He had a fake driver's license that matched the name on the phony checks. (continued on page 2)

Conflict in the Workplace

(Part I of a 2 Part Series)

By Laura Wood

The ability to thrive in the workplace requires that we learn to expect, confront and productively deal with conflict. In her book, *The Power of a Good Fight*, Lynn Eisaguirre outlines five conflict styles that exist in the workplace. She believes that most people, when under stress, fall into one of the following categories.

- The **pit bull** attacks conflict. This person likes to argue, debate, threaten and intimidate. Managers often fall in this category, as it takes a certain amount of power to feel entitled to behave this way.
- The **golden retriever** is a people pleaser. This employee is accommodating, loyal, and has a need to please others and wants to be liked. (continued on page 9)

Identity Theft

(continued from page 1)

I was truly amazed how many tricks the thief had up his sleeve. My wallet was stolen in May of 2002 and I am still unable to write a check to several grocery stores because I have been unable to get off the bad check list even though I was a victim of fraud.

Minimize Your Risk

- Don't reveal any personal identifying information before questioning how it will be used and whether it will be shared with others.
- Pay attention to your billing cycles, and follow up with creditors if bills don't arrive on time.
- Guard your mail from theft.
- Deposit outgoing mail in post office collection boxes and promptly remove mail from your home mailbox.
- Place passwords on your credit card, bank and phone accounts.
- Don't carry identification information and cards (such as Social Security card) that you don't actually need.
- Shred or tear credit card receipts, insurance forms, physical statements, and credit offers you receive in the mail.
- Order a copy of our credit reports from the three major credit reporting agencies every year. Make sure it is accurate and includes only those activities you've authorized.

Solving the Problem

Don't leave your purse or wallet in plain view whether at work or in your car. Lock them up or put them in your trunk. Buy a paper shredder to destroy sensitive documents. Identity thieves go through trash to find your bank and credit card statements, and pre-approved credit offers. Keep used checks in a safe place. Thieves steal used checks and use chemicals to wash them or erase the ink on them, leaving a blank check with a signature.

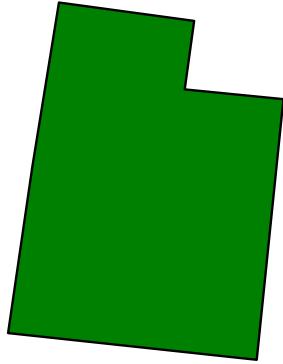
The key is having the toll free numbers and your credit card phone numbers handy so you know whom to call. Keep them where you can find them easily.

- File a police report immediately in the jurisdiction where it was stolen. This proves to credit providers you were diligent. Get a copy of the police report in case you need proof of the crime. Even if the police can't catch the identity thief, having a copy of the police report can help you when dealing with creditors.
- Call the three national credit reporting organizations immediately to place a fraud alert on your name and Social Security number. The alert means any company that checks your credit knows your information was stolen and must contact you by phone to authorize new credit. The numbers are:
Equifax 1-800-525-6285
Experian 1-888-397-3742
Trans Union 1-800-680-7289
Social Security Admin. Fraud Line 1-800-269-0271
- If your check book is stolen close the account immediately. Most people just put stop payments on the outstanding checks that may not have cleared. But the thief can make checks on a computer and use your bank routing numbers and cause more misery for you.
- Keep old files even if you believe your case is closed. One of the most difficult and annoying aspects of identity theft is that errors can reappear on your credit reports or your information can be re-circulated. Should this happen, you'll be glad you kept your files.

Identity theft is a serious crime. People whose identities have been stolen can spend months or years and thousands of dollars cleaning up the mess the thieves have made of their good name and credit record. Humiliation, anger and frustration are common feelings victims experience as they navigate the arduous process of reclaiming their identity.

"But he that filches from me my good name/Robs me of that which not enriches him/And makes me poor indeed."

Shakespeare, Othello Act III Section 3



Utah Chapter Welcomes Our New Members

<u>Member Name</u>	<u>Organization</u>
Terry Heding	IHC Home Care
T.J. Faherty	University of Utah Hospitals & Clinics
Doug Cardon	Cardon Healthcare Network
Shanna Leavitt	Craneware

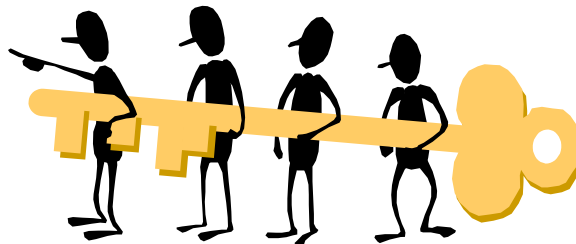
As of 02/24/03 our Chapter numbers 153



Volunteers Needed!



This is your time as a HFMA member to get involved in the planning of next year's chapter activities. We need people with ideas, new point of views and willing to make the coming year successful. Contact any board member if you are interested in increasing the value of your membership.



NOVEMBER CHAPTER MEETING REVIEW



Larry Goldberg made his annual trip to Utah for the November HFMA meeting. His agenda included election results & issues, Medicare spending and outlook and regulatory issues. For the first time since 1934, the President's party gained seats in Congress in an off-year election. The 108th Congress will have at least 51 GOP seats in the Senate and 227 GOP seats in the house. Current health care issues include: outpatient prescription drug benefit, provider & plan "giveback" bill, and Patient's Bill of Rights. In addition, the 2002 Supplemental Appropriations Bill has been proposed to reclassify some of the Metropolitan Statistical Areas. This would include the creation of "Micropolitan Areas" which would split some current MSAs into core cities of 25,000 and reclassify them as urban or rural. Larry reviewed proposed changes to Medicare and reminded hospitals to carefully monitor medical coding. Chest pain is now the 7th most frequently occurring DRG. We appreciate Larry's updates and look forward to seeing him again at the November 2003 chapter meeting.

Mike Schlappi spoke to us in the afternoon session. Mike is an inspirational speaker, Author, MBA, World Champion, and two time Olympic Gold Medal winner. He is the only wheelchair basketball player to compete and earn medals in the past four Paralympic Games in Seoul, Barcelona, Atlanta, and Sydney. Mike told us the story of how he lost the ability to use his legs. He never appreciated his legs until he lost them. On a Friday afternoon when he was 15 years old he was in his friend's parents bedroom. He noticed a .38 caliber revolver on the nightstand. He picked it up just as his friend came into the room. His friend reached over and took the gun from Mike's hands. He flipped open the cylinder and five bullets fell harmlessly to the bed. Mike's friend then pushed the cylinder closed with his hand and held the gun up. Innocently, he pointed the gun at Mike's chest and pulled the trigger. Mike lost 2/3 of the feeling in his body. His friend came to see him in the hospital three days later and told Mike he would never forgive himself but maybe someday Mike would. Mike's greatest therapy was that which he gave to himself. He called it "Attitude Therapy." It's the therapy we give to ourselves. It is seeking to recover from the inside out. To accomplish his goals, Mike developed six bulletproof principles for success.



- **Live to grow and to change, rather than merely to exist.** Tackle life with a passion. The opposite of liv-

(Continued on page 5)

NOVEMBER CHAPTER MEETING REVIEW

(Continued from page 4)

ing with passion is simply giving up.

- **Learn to take responsibility for our attitudes and our actions.** Don't project blame. We need to be in control of our emotional response.
- **Live not only to accept diversity, but to relish the acceptance of it.** Mike wanted people to see him as a person with a personality not as a paraplegic who was impaired.
- **Live with a "service" mentality.** Serving others in life brings great satisfaction. Life is made up of takers and givers-those who scavenge from society, and those who contribute. If Mike can be remembered for anything, it would be, "Mike cared."
- **Live for a family, rather than just with one.** Mike feels that the family rather than the individual is the basic unit of society, and that greater joy can come from this experience than from any other episode life could present.
- **Learn to laugh.** Life is so serious with such great demands, and we all need to lean back, stretch, and laugh.

Below are quotes Mike used in his slide show. The authors of these quotes are anonymous.

It is better to shoot for the stars and land in the trees than shoot for the trees and land in the mud.

Success is overcoming that person inside you that wants to quit.

You'll miss 100% of the shots you don't take.

You can make more friends in two weeks by becoming interested in other people than you can in two years by trying to get other people interested in you.

A bend in the road is not the end of the road unless we fail to make the turn.

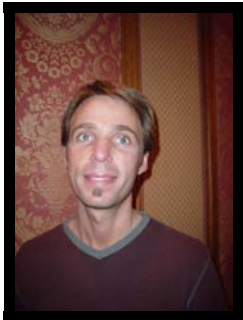


Member Profile



Charles Birkinshaw, grew up in Salt Lake City. He graduated from Skyline High School. He graduated from University of Utah and Georgia State University. He holds a BA in German, a BA in Finance, a MBA and MHA. While attending the University of Utah he conducted telephone surveys for the Department of Wildlife Resources asking hunters about their hunt. His first job in the healthcare field was working in the outpatient pharmacy at night assisting the pharmacists at Grady Memorial Hospital in Atlanta, Georgia. The hospital was a thousand bed charity hospital in downtown Atlanta. Charles currently works for 3M Health Information Systems. He is a Reimbursement Analyst-Marketing. He writes requirements/specifications for the reimbursement components for various coding and grouping software products. A majority of his time is spent researching CMS payment policies. His most memorable vacation was traveling throughout Asia for a year. He spent time in Japan, Taiwan, Hong Kong, China, and Russia. His dream vacation would be spent in India because a billion people live there. Charles hobbies include mountain biking, backpacking, and playing the guitar. A person may be surprised to know that Charles was once a German speaking flight attendant for Pan Am. His biggest pet peeve is long meetings. He has lived in New York, London, Atlanta, Hamburg, Berlin, and Tokyo. He has been a member of HFMA for three years. His favorite movie is Spinal Tap. Charles relaxes by playing jazz guitar.

Member Profile



Jim Hansen, is out on a medical leave right now so with the help of his friend Charles we were able to find a little more about Jim. Jim grew up in Alpine, Utah. He graduated with a B.S. in Finance from the University of Utah. Jim lives in Salt Lake City. He has worked for 3M Health Information Systems for four years. He is a Reimbursement Analyst. Previous to 3M, he worked for Intermountain Health Care and for an IT company installing software. He traveled a lot when working for the IT company. He likes to vacation in Palm Springs, California. His hobbies include mountain biking and hiking. He is a big dog lover and owns a German Shorthair dog. Jim has been a member in our chapter for three years.

Congratulations to Founder's Award Winners

Bill Nelson
Vicki Kershaw
Randy Baker
Randy Lindberg
Dan Hogge
Steve Vance

Medal of Honor
Medal of Honor
Muncie Gold
Reeves Silver
Reeves Silver
Reeves Silver



In our April newsletter we will review how you can earn a founders award.

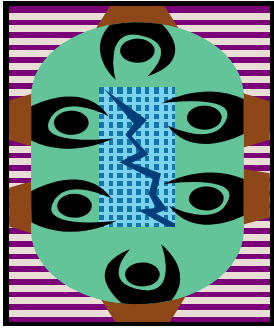
Committee Members



Membership committee members Calvin Price and Joni Nebeker.



Pictured on left Scott Austin, Programs Committee member, Lisa Larsen, Newsletter Committee member, Center, George Wiley, Founders Committee and Dennis Lindsay, Website Committee member.



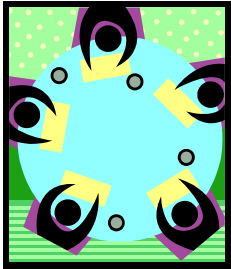
The 2002-2003 HFMA Utah Chapter Officers and Board Members

Officers

Michelle L. Phinney, President	350-3340
Donita L. Kuhn, President Elect	408-2099
Kelly Christensen, Secretary	965-3421
Barbara Viskochil, Treasurer	297-4965
Steven R. Vance, Past President	442-3871

Board Members

Joni Nebeker, Membership	297-4941
Laura Wood, Newsletter	314-2587
Chris Thornock, Certification	442-3546
George Wiley, Founders	(435)-637-4800
Dan Foster, Sponsorship	468-6804
Michelle McOmber, Association Representative	486-9915
Scott Austin, Programs	(435)-465-7116



Committee Members

Membership:	Calvin Price
Newsletter:	Lisa Larsen and Janet Fields
Website:	Randy Baker, Dennis Lindsay, Michelle McOmber, and Kelly Christensen
Programs:	Jerry Madsen, Colin Quincy, Scott Austin, and Donita Kuhn

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“My job is giving me migraines, high blood pressure, chest pains, and bleeding ulcers. I’d quit, but I like their health plan.”

Conflict in the Workplace (continued from page 1)

- The **roadrunner** is the contemplative thinker. The roadrunner will avoid conflict and will give deep consideration to an issue before speaking out.
- The **cobra** tends to talk to others about a conflict rather than dealing directly with those involved. This person feels powerless to actually resolve issues.
- The **eagle** approaches conflict with skill and balance. This person is the mediator of disputes.

Although categorizing coworkers may be easy, it is important to keep such labeling private. Eisaguire offers advice in working with each of the different styles.

- Let the pit bulls talk. They are big balloons with a lot of hot air to release.
- Managers should maintain open communication with their golden retrievers. This will make them more comfortable when discussing their ideas and problems.
- If you work with a roadrunner, give them time to think about a problem. Schedule a time later for discussing the issue at length.
- If you have a cobra employee, realize that this may reflect on you as a manager. If you are unapproachable, this employee will not feel comfortable talking to you about the conflict. Try to get the cobra to work directly with you to resolve the issue.
- Count your blessings if you work with an eagle.

Once you learn to identify the conflict styles of your coworkers and employees, you can better respond to them. There is much pain with change, but learning to identify the cause of discomfort in the workplace will better facilitate solutions.

Look forward to our next newsletter issue where we will outline the ten step process on how to use conflict to your advantage.



Calendar of Events



February 28, 2003	Chapter Meeting, Cottonwood Hospital Auditorium
March 16-18, 2003	Region 10 Conference, Las Vegas
March 20-21, 2003	Healthcare Alliance in St. George
May 16, 2003	Installation of officers/Chapter Activity
June 22-26, 2003	ANI in Baltimore, Maryland