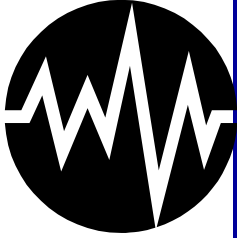


# Vital Signs



Winter Issue

January 31, 2005

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## Natural Mentoring

By Mary Hatch

"I've benefited greatly throughout my career from wonderful mentors," says Mary Hatch, CFO at Dixie Regional Medical Center in St. George, Utah. She names several colleagues at Intermountain Health Care (IHC) whose example and help have been invaluable to her: Jerry Madsen, Director of Finance for Affiliated Services; Craig Morley, Vice President of Finance; and Dave Larsen, CFO of IHC's Urban Central Region.

"These awesome people and many others I have learned from haven't mentored through any formal program. Their wisdom is evident in their actions, so I've been able to learn much from observing. In addition, all of the mentors in my life have had a way about them that invites questions. They share what they have learned willingly, with a desire to lift and help others. All I've had to do is ask."

Hatch says employees can seek mentoring within a profession by making an effort to discover those in their line of work who are the best and then study and emulate what it is that sets "the best" apart. Don't be afraid to ask questions. "Being honestly devoted to becoming the best you can at your career is the key," she says. "Great leaders respond with enthusiasm to that kind of commitment."

### Finding a mentor

- Think strategically about whom to approach. Choose a mentor who has already advanced at least a few levels beyond your own.
- Tell your mentor-to-be what you admire most about him or her. Tell them what you hope to gain from the mentoring.

(continued on page 10)

## Get Certified!

By Matt Ferrel

Congratulations to Kelly Christensen, HFMA Utah Chapter President, and Matt Ferrel for passing the Core and Accounting & Finance certification exams! Kelly and Matt are now Certified Healthcare Financial Professionals (CHFP). Kelly has also met the requirements for Fellowship and has applied for Fellowship as an FHFMA. Lynn Kennington and Brian Murray have also passed the core exam and will be taking a specialty exam soon.

Currently the chapter has the following certified members:

Steve Hook FHFMA	Ernst & Young LLP
Michelle Phinney FHFMA	Ernst & Young LLP
Alan Robinson FHFMA	IHC
Kelly Christensen CHFP	IHC
Steve Schramm FHFMA	Mountain Star Healthcare
Matt Ferrell CHFP	Mountain Star Healthcare

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**Chapter Officers  
2004-2005**

**President**

**Kelly Christensen, CPA**  
Utah Valley Regional Medical Center  
kelly.c.christensen@ihc.com

**President-Elect**

**Barbara Viskochil**  
Univ. of Utah Hospital  
Bviskoch.acs.uhc@hsc.utah.edu

**Secretary**

**Donita Kuhn**  
LDS Hospital  
Donita.kuhn@ihc.com

**Treasurer**

**Alan Robinson, FHFMA, FACHE, CPA**  
Logan Regional Hospital  
alan.robinson@ihc.com

**Board Members**

Gary Dittmore, St. Marks Hospital - Founders  
Janet Malmberg, Eligibility Plus - Region Educator  
Roger Autrey, Collection Center, Inc.- Certification  
Calvin Price, University Hospital - Website  
Michael Weed, McKay-Dee Hospital - Sponsorship  
Colin Quincy, Ernst & Young - Membership

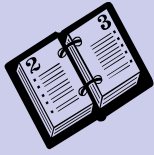
**Committee Members**

Laura Wood – Newsletter  
Steve Vance - Newsletter  
Charles Birkinshaw - Newsletter  
Veneda Bennett-Bruner -Newsletter

Roger Autrey - Program Committee  
Boyd Chappell - Program Committee  
Janet Malmberg - Program Committee  
Michelle McOmber - Program Committee  
Joni Nebeker - Program Committee  
Trevor Porter - Program Committee  
Alan Robinson - Program Committee  
David Squire - Program Committee  
Barbara Viskochil - Program Committee

“If success is your ultimate destination, you will arrive there on a carriage called planning, pulled by a horse named Integrity!”

Gary Ryan Blair



## Calendar of Events



January 28, 2005	Chapter Meeting
March 16, 2005	Golf Tournament in St. George
March 17 & 18, 2005	Alliance Meeting in St. George
April 10-12, 2005	Region 10 Conference in Phoenix, Arizona
May 20, 2005	Half day meeting / golf in the afternoon



At our November Chapter Meeting, President Kelly Christensen gave out three Founders Point Awards. Donita Kuhn pictured on the left was presented with the Reeves Silver Award. Brent Davis (center) received the Fulmer Bronze Award. Joni Nebeker pictured on the right was also presented with the Fulmer Bronze Award. One can earn Founders points by becoming involved in chapter activities. You can review your own points by going to the HFMA member directory at [www.hfma.org](http://www.hfma.org). Click on Membership and Membership Directory to see how many points you have accumulated. To earn the Fullmer Bronze Award you need 25 points, for the Reeves Silver Award you need 50 points and for the Muncie Gold Award you need 100 points.

## November 19, 2004 Chapter Meeting Review



At the November 19, 2004 HFMA meeting, Larry Goldberg presented his annual update for Medicare issues. As the Director of the Washington National Affairs Health Care Office for Deloitte & Touche, Larry provides a valuable perspective on actual regulations as well as potential future legislation. Actual regulations discussed by Larry included the fiscal year 2005 CMS changes for inpatient acute and outpatient hospital services, skilled nursing facilities, inpatient rehab facilities, home health agencies, long-term care hospitals, psychiatric facilities, and physicians.

Larry also discussed the outcome of the recent Presidential and Congressional elections and key elements of the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA). Since 2004 did not have any major health care legislation because of the elections, 2005 is expected to have significant legislation changes. Congress could even pass a bill similar to 1997's Balanced Budget Act. In summary, the only certainty about health care reimbursement is that it will likely be scrutinized and constrained in the next year.

Written by Kathy Konishi, member of our Utah Chapter.



Ben Tanner, CFO at Huntsman Cancer Hospital spoke to us in the afternoon session on facial prosthetics. In the 1970's, development of medical grade silicone expanded the field and allowed new options for the creation of facial prosthetics. The Huntsman Cancer Institute developed services to help patients fully recover from cancer, restore lost functionality and appearance. The institute provides an alternative to patients that may not be able to have surgical reconstruction or that do not want further surgery. They provide the service locally for people in the intermountain area. One can see that it makes a difference in the lives of people.

The process for the patient involves an initial consultation. Impressions of the defect are then taken. Sculpting and mold creation of the prosthetics are then performed. The prosthetic undergoes an intrinsic coloration process. The prosthetic is then finished and applied to the patient. They are now working on a prosthetic that changes colors when your body temperature changes. Ben passed around different prosthetics for the members to feel and look at. Ben also showed us various before and after videos. The transformations were amazing.

November 19th,  
2004

Chapter Meeting  
Review



Kerry L. Martin, a tax manager for Ernst & Young was our last speaker for the day. She spoke on Individual Tax Law Updates & Year-End Tax Planning for 2004. The Working Families Tax Relief Act of 2004 will provide 94 million Americans with a lower tax bill for 2005. There will be a \$1000 child tax credit effective through 2010. There will be a marriage penalty relief in the 15% tax bracket effective through 2010. In 2005 there will be increased requirements of one who donates a vehicle for a charitable deduction.

## Member Profile



**Byron Okutsu**

Byron graduated from South High School. He received his bachelor of science from the University of Utah. Then he received a MSPH in Health Policy and Administration from the University of North Carolina at Chapel Hill. Go Tar Heels! Go Utes!

Byron is the Director of Managed Care and Contracting at University of Utah Hospitals and Clinics. He and his staff are responsible for negotiation and implementation for all payer contracts for the hospitals and clinics. He also deals with a variety of Medicaid issues. With Medicare, he tries to stay informed about all the Medicare issues that Barbara Viskochil is on top of. In addition, the University has a Medicaid HMO and a self funded employee plan that he is responsible for. The best part of his job is that he has a lot of variety and the freedom to interact with various payers, providers, the state, and the community. He is constantly learning. Byron serves as an appointee by the governor on the HIP (Comprehensive High Risk Pool) Board.

Byron has a son Nick who is 14. His 11 year old daughter, Lauren is a sports fanatic. Byron serves on his children's school board at Redeemer Lutheran. He coaches his children's teams in basketball and soccer. Byron has 2 dogs and a cat.

If Byron is not at work you will find him golfing, in the weight room or occasionally skiing and of course watching the Utes in football and basketball. He also enjoys building custom golf clubs.

Byron's proudest moment was.... he thought it was when he graduated from high school, then thought it was college, then he thought it was graduate school, then when he had his first hole in one, then each time one of his kids were born..... They keep coming.

A person may be surprised to know that Byron enjoys cooking. He has taken chef classes for years. He loves to cook homemade pasta, sauces and desserts.

## Member Profile



**Heri Sutanto**

**Heri** Sutanto a new member of our Utah Chapter grew up in Surabaya, Indonesia. After graduating high school in Indonesia he moved to Hawaii to attend college. He live in Hawaii for 5 years and in the Marshall Islands for 3 years.

Heri is married to Carrie Sutanto. Heri works at Primary Children's Medical Center in the Finance Department as a Reimbursement Analyst . He graduated from Brigham Young University in Hawaii in 1997 with a Bachelor of Science in Accounting. In 2002, Heri earned a Master of Business Administration in Finance from Brigham Young University.

The best part of his job is the supportive and helpful people he has worked with at IHC. He has especially enjoyed the luncheons during the holidays.

If Heri is not at work you will find him in front of his TV or on his bed or in a gym..... Sometimes! Heri does not own any pets right now but hopes to get one someday. Heri enjoys playing sports and watching college football, especially BYU. Go Cougars!! He enjoys watching NFL and NBA sport games. He also enjoys playing chess and reading books and magazines.

His proudest moment was when he finally got married. The best advice he received was "Virtue is the root; Wealth is the result." His mentor Dale Simper, a member of our Utah Chapter and who sings for the Mormon Tabernacle Choir prodded Heri to join HFMA.

Heri likes spicy and very spicy foods. A book that Heri recommends is "*Tuesdays with Morrie.*"

## Get Certified! (continued from page 1)

Kelly Christensen said “I encourage all of our members to become certified. Studying for the exams was a good refresher for the areas I already know and I learned some new things as well. Also, one of my goals was for the chapter to make it easier for members to get certified. The chapter will purchase a full set of study guides that will be available to all members to check out and use. Overall, this was a very positive experience that I would encourage others to experience.”

Rodger Autrey is the Certification Chairman for the chapter. He is the librarian of the study guides for the 2005-2006 version exam. Members interested in obtaining the study guides should contact Roger directly. His e-mail is [roger@ictnet.net](mailto:roger@ictnet.net).

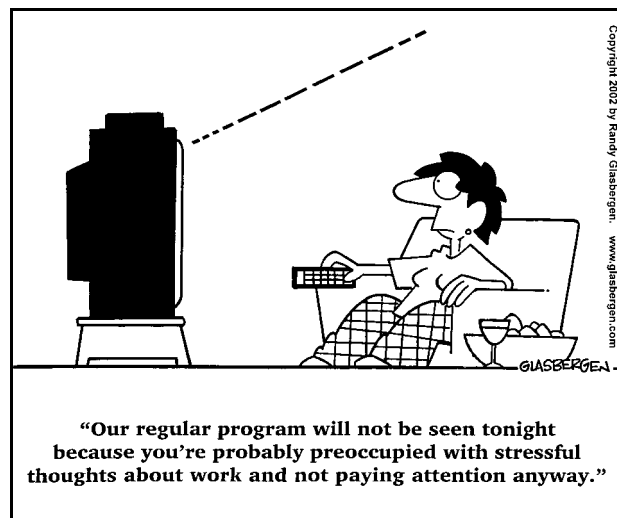
The requirements to become a Certified Healthcare Financial Professional (CHFP) are:

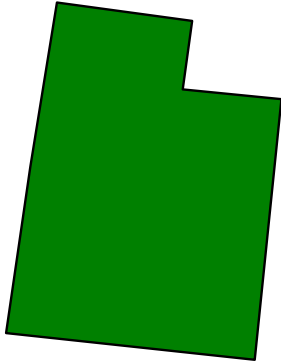
- Two years total as a regular HFMA member
- Two years of professional experience in either healthcare or finance industries
- 60 semester hours of college coursework or 60 professional development contact hours
- References from a current elected chapter officer or director and your CEO or supervisor
- Successful completion of the HFMA Core certification examination
- Successful completion of one HFMA specialty certification examination (which includes Accounting and Finance, Financial Management of Physician Practices, Managed Care, and Patient Financial Services)

After earning the CHFP, you can achieve Fellowship status (FHFMA) by meeting the following requirements:

- Five years total as a regular or advanced HFMA member
- Bachelors degree or 120 semester hours from an accredited college or university
- Reference from an HFMA Fellow or current elected chapter officer or director
- Volunteer activity that includes service to HFMA or another healthcare professional organization

“Studying for the exams reinforced my healthcare knowledge and the time commitment was reasonable,” noted Matt Ferrel. “It was a good comprehensive view of healthcare.” For more information see the HFMA website: ([http://www.hfma.org/careers/certification\\_program](http://www.hfma.org/careers/certification_program)) or contact anyone that is certified or has taken the exams.





## Utah Chapter Welcomes Our New Members

<u>Member Name</u>	<u>Organization</u>
Diana Amman	University of Utah
Robert Zigenfus, Jr.	Physiotherapy Associates, Inc.



### Members on the Move



**Kelly Christensen, Matthew Ferrel, Lynn Kennington, and Brian Murray** have all passed the Core exam testing. The core exam tests your understanding of healthcare in a broad sense. **Kelly Christensen and Matthew Ferrel** have also passed A&F which is Accounting and Finance Specialty. **Kelly Christensen** has been accepted as a Certified Healthcare Financial Professional (CHFP).

**Chris Thornock** is the new CFO for IHC Physician Division.

Please help us share your accomplishments with our membership if you have a new position or employer, passed an exam, completed a degree or know someone in the membership who has attained a goal. Email Laura Wood at [laura.wood@ihc.com](mailto:laura.wood@ihc.com) with membership accomplishments.

## Mentoring

(continued from page 1)

- Be willing to listen.
- Reciprocate. Even if you don't think you have enough experience to be a mentor chances are someone is eager to learn from you.

Most managers and executives believe employee retention is a critical issue. One key element of retention is mentoring, says Myrna Marofsky, co-author of *“Getting Started with Mentoring”* and president of ProGroup, a diversity consultancy in Minneapolis. When you feel there's somebody there who cares and who can help out in your development personally and professionally, it makes people stay.

### HFMA Phone Education

By Laura Wood



If you find that you are unable to attend our chapter meetings due to time constraints and are interested in getting your CPE credits here is a great option. National provides members with a program called “Audio Webcasts.” You can go to [www.hfma.org/education/atc.htm](http://www.hfma.org/education/atc.htm) and enroll in various topics. Here are some examples of the topics you can listen in to:

- Philanthropy: Getting Help From Your Friends,
- Negotiating What You Want and Managing What You Get
- Leading and Managing for Superior Results

After you enroll in the audio webcast, HFMA sends you the course handouts and the audio webcast's phone number. You then call the number which is a toll free number on the day of the program, 15 minutes before it starts and listen in. It's that easy!!

There is a presenter that leads the discussion on the phone. There is time for questions and answers. You will earn 2 CPE credits for each audio webcast you listen in to. Most of the topics run 1 hour and 45 minutes. This is a great thing to access if you are in a rural area and find it difficult to attend our chapter meetings that are in the Salt Lake area.