

WINTER 2023

TN TRACKER

AN HFMA TN CHAPTER QUARTERLY NEWSLETTER



[HTTPS://WWW.HFMA.ORG/CHAPTERS/REGION-5/TENNESSEE/](https://www.hfma.org/chapters/region-5/tennessee/)

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President: Katie Tarr
President-Elect: Chase Wunder
Secretary: Justin Thepthongsay
Treasurer: Kathryn Topper

West District:

Vice President: Clint Jones
Programs/Education: Chad Preston
Certification Chair & CPE Coordinator: Katie Reid

Middle District:

Vice President: Scott Mertie
Member Services: Adam Blackwell
Leadership/Development: Mark Cameron
Scholarship/Community Engagement: Merle Glasgow

East District:

Vice President: Misty Brackett
Communications/Website: Katie Johnson
Sponsorship: Michael Waite

Parliamentarian: Buffy Loveday
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LETTER FROM THE PRESIDENT



Happy New Year! I hope you and yours had a wonderful holiday season.

#GiveLight

Now that we are a few weeks into the new year, how are those New Year's resolutions going? I recently read an opinion piece in the New York Times titled "Forget the Beach Bod. Try These Soul Resolutions Instead". The author states:

"The point of resolutions shouldn't be to add another task to our busy lives or another brick on the crushing and cruel burden to 'do better.' The point is that renewal is always possible, and with a large dollop of grace we can freely try new things; we can continue to grow and change."

I found this perspective refreshing. The members I speak with are dedicated to their jobs, teams, and organizations. They are dedicated to improving the financial success and sustainability of their organization, or that of their clients', so the organization can live out its mission to care for patients.

As a result, they often work long hours and are stretched thin between work and home. They have lengthy task lists and high expectations for themselves. I look forward to trying new things, growing, and changing this year with a heavy dose of grace for myself when I do not measure up to the standards I have for myself or others have for me. I hope you can too.

TN TAILGATE & MORE



#TENNESEETAILGATE AND MORE

It is hard to believe we are halfway through our chapter year. I am proud of all our leaders have accomplished over the first half of the year and very excited about the education, networking, and collaboration to come over the next six months. We have, and continue to, try new things as we focus on our three primary initiatives: being a more welcoming and open place for our members, rethinking our offerings and their delivery, and engaging with students and faculty.

We had one of our most successful Fall Institutes in our chapter's history in Chattanooga in late September. We held our very first #TennesseeTailgate at the Vanderbilt vs Georgia game in October with our friends at ACHE of Middle Tennessee, Tennessee HIMSS, and Nashville MGMA. We will continue to look for ways to partner together and collaborate with these fantastic organizations, their leaders, and members.



MEMBER COURTNEY HAWKINS WITH
HCA AND PRESIDENT KATIE TARR
WITH LBMC AT THE ACHE OF MIDDLE
TENNESSEE HOLIDAY PARTY



PROGRAMS AND EDUCATION CHAIR CHAD
PRESTON WITH MED-METRIX AND
TREASURER KATHRYN TOPPER WITH HCA
AT OUR #TENNESEETAILGATE



SECRETARY JUSTIN "GRILL
MASTER" THEPTHONGSAY WITH
TEAMHEALTH AT OUR
#TENNESEETAILGATE

#JOINUS

As we look to the second half of our chapter year there are many ways to engage with the chapter in person as we take our education and networking on the road these next few months starting in Chattanooga and working our way across the state.

Need to stay home? We will be sending out more information via email and our LinkedIn page, the best ways to stay up to date on all of our events and offerings. See below for ways to get involved!

Event	Date & Time	Location	City
<u>March Madness</u>	March 17, 12-6 PM	Corner Pub	Brentwood

Details: Join us for our annual March Madness watch party! This event will offer the ability to collaborate and build relationships with fellow HFMA of Tennessee members and members of ACHE of Middle Tennessee, Tennessee HIMSS, and Nashville MGMA chapters. The event is free to attend, and guests are welcome. More on this event and how to RSVP is included later in the newsletter.

We are looking for volunteers who are joint members of HFMA Tennessee and ACHE of Middle Tennessee, Tennessee HIMSS, and Nashville MGMA to help with this event.

#JOINUS

Event	Date & Time	Location	City
<u>Half Day Education & Social</u>	Feb. 23	UT Hospital	Knoxville
<u>Half Day Education & Social</u>	March 21	Lipscomb University	Nashville
<u>TN HFMA Golf Event</u>	March 22	Hermitage Golf Course	Nashville
<u>Half Day Education & Social</u>	April 20	Baptist Memorial Hospital	Memphis

Details: Events will feature two educational sessions and a keynote, followed by a social time to collaborate, and build relationships. I will be at all four road shows across the state this Spring and look forward to meeting you! If you attend a road show, please find me and say hello!

EVENTS ARE EXCLUSIVE TO PROVIDERS, CHAPTER SPONSORS, AND EVENT SPONSOR(S)*. PLANNING FOR FEBRUARY, MARCH, AND APRIL'S EVENTS ARE UNDERWAY. WE ARE LOOKING FOR MEMBERS IN THESE MARKETS TO VOLUNTEER TO HELP WITH THESE EVENTS.

*CHAPTER SPONSORS WILL HAVE FIRST RIGHT OF REFUSAL ON SPONSORSHIPS BASED UPON CHAPTER SPONSORSHIP LEVEL

STUDENT INITIATIVE

UNIVERSITY**	CITY	CHAPTER LIASON
<u>BELMONT UNIVERSITY</u>	NASHVILLE	NEEDED
<u>AUSTIN PEA STATE UNIVERSITY</u>	CLARKSVILLE	NEEDED
<u>EAST TENNESSEE STATE UNIVERSITY</u>	JOHNSON CITY	NEEDED
<u>LIPSCOMB UNIVERSITY</u>	NASHVILLE	CLINT JONES
<u>MEHARRY MEDICAL COLLEGE</u>	NASHVILLE	COURTNEY HAWKINS

**ADDITIONAL INSTITUTIONS AND PROGRAMS TO BE INCLUDED AS IDENTIFIED AND/OR A MEMBER VOLUNTEER STEPS FORWARD TO SERVE AS THE LIAISON BETWEEN THE INSTITUTION AND THE CHAPTER

STUDENT INITIATIVE

UNIVERSITY**	CITY	CHAPTER LIASON
UNIVERSITY OF TENNESSEE	CHATTANOOGA	MISTY BRACKETT
<u>UNIVERSITY OF TENNESSEE</u>	KNOXVILLE	JUSTIN THEPTHONGSAY
<u>VANDERBILT</u>	NASHVILLE	MARCUS GREEN
<u>MTSU</u>	MURFREESBURO	ADAM BLACKWELL
<u>NASHVILLE STATE</u>	NASHVILLE	BILL RECTOR
<u>SOUTH COLLEGE</u>	KNOXVILLE	CHASE WUNDER
<u>TENNESSEE STATE UNIVERSITY</u>	NASHVILLE	KATIE TARR
<u>TENNESSEE TECH</u>	COOKEVILLE	NEEDED
<u>TREVECCA NAZARINE UNIVERSITY</u>	NASHVILLE	NEEDED
UNIVERSITY OF MEMPHIS	MEPHIS	NEEDED

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STUDENT INITIATIVE

Initial conversations are being held with administration to identify faculty champions and the graduate programs that best fit with our organization. Examples of programs identified include Belmont's Healthcare MBA (HCMBA) program, Lipscomb's MHA program, among others. We are asking for members to volunteer to serve as liaisons between the institute and the chapter, and interface with the school, faculty, and students.

Please reach out to me at katie.tarr@lbmc and let me know if you are passionate about any of these initiatives and I will get you connected with the right people.

I look forward to serving with you to drive these initiatives forward during the remainder of my year.

#TurnItUP

Finally, I could not be more excited that HFMA's 2023 Annual Conference is to be held right here in our very own state in June. HFMA seeks to take Cost Effectiveness of Health to the next level June 25-28 at Gaylord Opryland. Be on the lookout for the teaser video coming out early February which features a few familiar Tennessee HFMA faces. Those attending one of our Kelly Miller Road Shows will get an exclusive first look! See you on the road!



Kate H. Tarr
HFMA TN Chapter President 2022-2023

#GiveLight

Committed to empowering our members, providers and partners to find a way forward

CHAPTER SPONSORS

PROVIDER SPONSORS



DIAMOND SPONSORS



GOLD SPONSORS



SILVER SPONSORS



BRONZE SPONSORS



ROAD SHOWS & EVENTS

Knoxville -

February 23, 2023 from 1:30 – 5:00pm
UTK Hospital's Wood Auditorium
(Alcoa Campus)
Happy Hour - Location TBD

Central - Nashville

March 21, 2023
Lipscomb University's Shinn Center
Happy Hour – Location TBD

Memphis/Germantown

April 20, 2023
Baptist Hospital's BEC Auditorium
(Germantown)
Happy Hour – Location TBD

March Madness:

March 17th, 2023
The Corner Pub, Brentwood TN
12:00pm – 6:00pm



PROVIDER SPOTLIGHT



YOLANDA MORDUE
CORPORATE DIRECTOR OF
PAYOR STRATEGY
BALLARD HEALTH

Meet Yolanda Mordue. Yolanda is the Corporate Director of Payor Strategy for Ballard Health, handling the contracting and servicing of payor contracts for the professional services under Ballard Health. She also handles the value based contracting and is part of the team that manages the value based programs within the system.

Yolanda has been a member of HFMA for a couple of years; however, has just become more involved in the local chapter. “Healthcare is ever changing which creates challenges to stay on top of those changes. I have found that the ability to discuss how other organizations are handling those same challenges, what worked and what didn’t, is invaluable,” says Yolanda.

Yolanda got involved in HFMA for the community of people who understand the ever-changing landscape of healthcare and who together want to be innovative, collaborative, and successful in providing quality services to patients, clients, and the community.

Yolanda bought a fixer-upper a few years ago, and her free time is caught up in the myriad of DIY projects. She loves looking at the before and after pictures, and knowing ‘I did that!’

SPONSOR SPOTLIGHT



1. What is AccuReg's mission in the healthcare space?

AccuReg provides health systems and hospitals with a single platform that integrates patient access, intake and engagement to combat staffing challenges, consolidate vendors and increase net revenue. Our platform utilizes an advanced rules engine, intelligent automation and intuitive digital tools that allow patients to complete error-free pre-registration and registration, use a digital front door and virtual waiting room at check-in, make payments from price estimates and communicate bi-directionally in real time. We ensure the data integrity required to reduce denials, increase collections and protect net revenue.

2. Why is sponsoring the HFMA TN Chapter important to AccuReg as we head into the 2022 – 2023 year?

The healthcare industry has faced a challenging couple of years. Resignations, rising labor costs, supply chain disruptions, and inflation continually force hospitals to do more with less. Sponsoring the HFMA TN Chapter is important to us because hospitals can't navigate and overcome these challenges alone. The Chapter provides the education, shared best practices and community hospitals need to feel supported.

3. Is there anything unique happening behind the scenes at AccuReg that our readers should know about?

We are thrilled to offer a solution to a long-standing problem in healthcare—prior authorization. Prior authorization processes are time-consuming, expensive and create significant barriers to timely patient care, manually constraining resources hospitals can't afford to lose amid a staffing crisis. Our end-to-end solution applies intelligent automation, RPA, an adaptive rules engine and sophisticated pattern analysis to reduce the time, resources and costs required to manage and obtain authorization.

We simplify the complexity by navigating ever-changing payer portals, rules and requirements, allowing for fully automated auth determination, submission and retrieval that is posted in real time into patient accounts.

4. What makes AccuReg a great fit for providers in the Tennessee market?

Our solutions can help Tennessee hospitals alleviate staffing challenges by automating patient access processes and enabling patient self-service for pre-registration, digital front door and one-touch payments. Shifting pre-service administrative tasks to patients allows hospitals to do more with fewer FTEs and redistribute limited staff resources to higher touch, higher value activities.

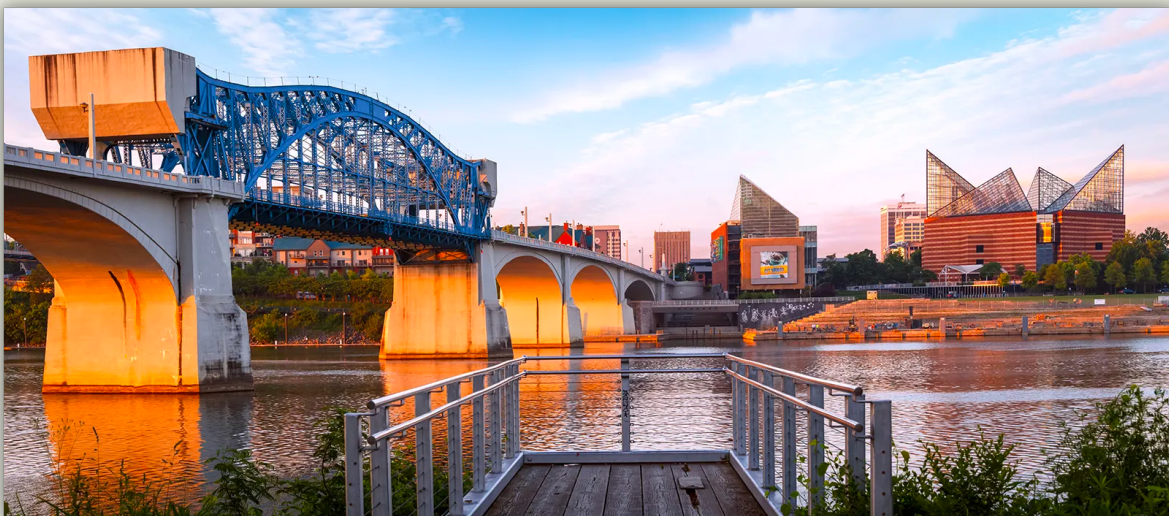
FALL INSTITUTE RECAP



FALL INSTITUTE RECAP

Highlights from Tennessee's 2022 Fall Institute

- New Location – Chattanooga!
- The 2022 Fall Institute was the first conference in recent years that broke even on a \$50K budget
- New Attendance records were set at the 2022 Fall Institute:
 - Only 3% attrition - 177 attendees out of 183 registrants
 - Highest provider participation of any institute in recent years – 30% of attendees were providers!
 - Record representation of any institute in recent years - more than 20 provider organizations across the state and region
- Lipscomb University Exhibit Booth with scholarship promotion
- First session addressing Diversity, Equity, and Inclusion from a provider's perspective
- Over 900 meals were served to the Chattanooga community through No Kid Hungry
- The Annual Kurt Swersky Memorial Barbecue was hosted at Southside Social and featured a Provider Auction that raised thousands for charity!



RESOURCES

REGULATORY & ACCOUNTING
RESOURCES

HFMA NEWS

PHYSICIAN PRACTICE
RESOURCES

HFMA BLOG

HFMA PODCASTS

NASHVILLE HEALTHCARE
COUNCIL

TENNESSEE HOSPITAL
ASSOCIATION

NEW MEMBERS

Brandy Ritchey
Tiffany Kaylor
Carrie Benedix
Abby Story
Sabrina Nino Woodard
Tori Salinas
Devin Namynanik
Rachelle Bialozor
Kimberly Robertson
Brooke Wise
Donnie Franks
Heather Prince-Reed
Clinton Ballew
Carla Cantrell
Heather Putman
Jeff Schneider
Kimberly Brownlow
Jennifer Snead
Bailey Pratt
David Humphries
Lucy Walkup
Morgan Harris-Fielder

Allysceaeioun Britt
Paul Adkins
Ebria Powell
Jamarcus Curry
Austin Gee
Steven Mark
Stephanie Long
Scott Vogelsang
Brad Milner
Ashlee Kubesh
Albert Clark
Beth Gravenmier
Beth Wolters
Tyler Branham
Brandon Daniel
Cristian Zamarripa
Josh Hardy
Vaughan DePillo
Denise Morgan
Phil Shelato
Meghan Mouser
Dewayne Thomas
Kasey Long