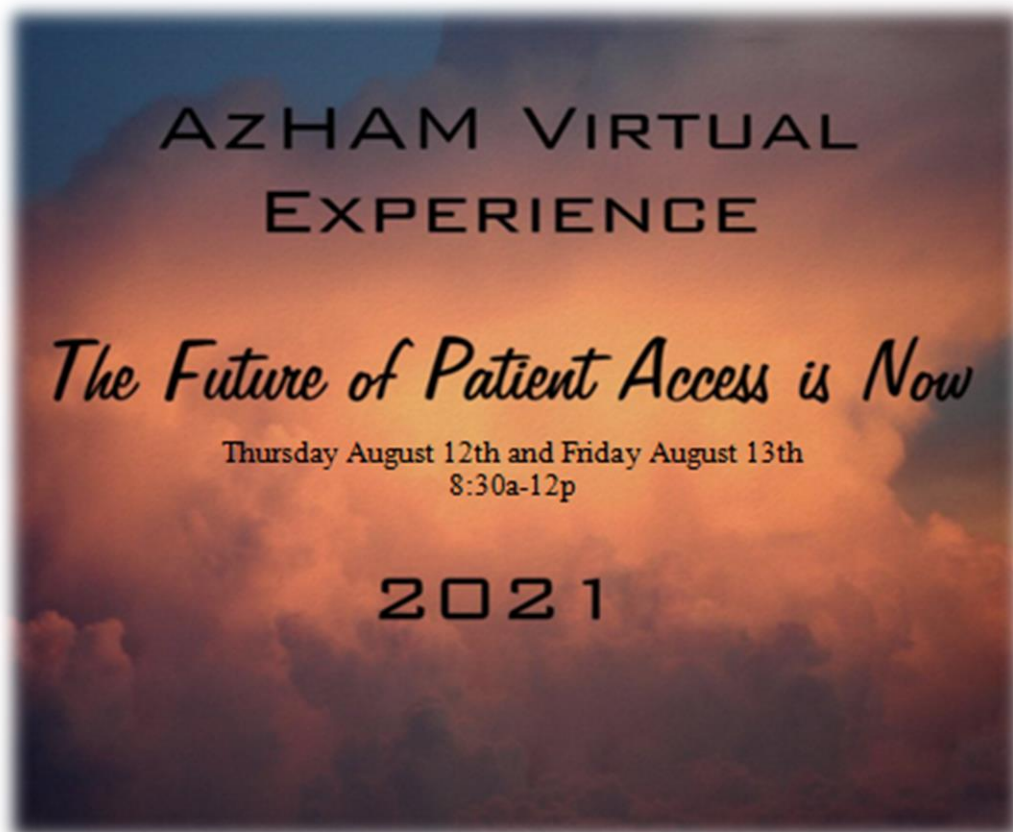


**Arizona Association of
Healthcare Access Management
AzHAM Issue No.37 Summer 2021**

Save The Date!

Thursday August 12th & Friday August 13th



Gold Sponsors:



It is going to be two **GREAT** days of educational information, inspiration and Patient Access fun!

Keynote Speaker

“Great Leaders Help Others Act on Their Best Intentions”



ABOUT SUSAN KEANE BAKER, MHA

I work with healthcare organizations that want to be known for exceptional patient care and with people who want happier patients. I am the author of five books, the first being *Managing Patient Expectations*. A former hospital vice president, I attained the designation of Fellow of the American College of Healthcare Executives and Fellow of the American Society for Healthcare Risk Management.

From 2008-2011, I served as a member of the Board of Examiners for the Malcolm Baldrige National Quality Award. I am a Commissioner on the Connecticut State Commission on Medicolegal Investigations. I teach at Quinnipiac University.

Best speaking tip: One person, one thought. Maintain eye contact with one person until you finish a thought. Repeat.

Motto: If you're going to do something anyway, you may as well be nice about it.



Speaker:

Clint Jones, CHFP (moderator)

Vice President, Business Development
AccuReg

251.609.2206

cjones@accuregsoftware.com

With more than 17 years of healthcare experience, Clint currently leads the Business Development efforts at AccuReg. After eight years working with payers in the benefits market, Clint spent five years on the provider side, where he led efforts to provide health, wellness and primary care services to large self-funded employers. Since joining AccuReg, Clint has led the sales team and is now focused on identifying non-provider opportunities for the company, managing certain vendors and developing strategic partnerships.

A graduate of Faulkner University in Montgomery, Alabama, Clint holds a Bachelor of Science in Human Resource Management. Clint's career includes numerous leadership roles, including COO of a 10-clinic system, Vice President of Sales and Vice President of Business Development. Clint also holds the HFMA certification of Certified Healthcare Financial Professional (CHFP).

Clint enjoys traveling, networking, great food and spending time with his wife and four children.

Agenda Day – 1 August 12, 2021

Welcome/Ground Rules - **8:30a-9:00a**

- Introduction of AzHAM Board
- Review conference agenda
- Ground rules

Keynote: Susan Kean Baker, MHA - **9:00a-10:00a**

Great Leaders Help Others Act on Their Best Intentions

Break - **10:00a-10:10a**

Clint Jones, CHFP **AccuReg 10:10-11:00a**

Integrating Patient Intake, Engagement and Access is Critical for Safety, Satisfaction and Net Revenue

Maxine Wilson - **11:00a-11:30a**

CHAM/CHAA discussion



Break - **11:30a -11:45a**

Becky Peters, Amber Hermosillo, Bianca Moroyoqui & Maranda Maes, Revenue Cycle Education and Quality Sr. Managers - **11:45a-12:25p**

Banner's Modernization Journey & Education Transformation

Close for session **12:25p-12:30p**

Silver Sponsor



Meet Your New 2021 Board Members!



I'm excited to accept the position of President of AzHAM. I've spent the last year serving in the VP role. I'm looking forward to collaborating and sharing knowledge with you during this next year. Banner

Health is a new participant to both AzHAM and NAHAM in the last couple of years. I appreciate the AzHAM membership and board members for welcoming Banner Health into this organization. As you can see in my bio, I'm passionate about mentoring and developing others. Our Patient Access leadership team set a goal to get 25% of our directors and above CHAM certified by the end of 2020. Despite COVID, we ended this year with over 45% certified. We will continue to focus on our leaders to obtain this certification in addition to staff working to become CHAA certified.

I've been in Patient Access for 17 years at Banner Health. I've been in leadership since 2007, serving in director roles at 3 facilities. I'm currently a PAS Sr. Director for 11 of Banner's acute facilities. I enjoy mentoring others and have helped several individuals grow into positions of greater scope and responsibility. I'm a change agent. I like to take on a challenge of improving process, KPI's and/or engagement. I'm currently the President of AzHAM, which is Arizona's chapter of NAHAM.

Jarrod Brown, CHAM

President

Banner University Medical-Acute, AZ Region

Jarrod.Brown@bannerhealth.com

Agenda Day - 2 August 13, 2021

Welcome **8:30a-8:40a**

Doug Fallon & Kelli Brooks **Vecna 8:40a-9:40a**

Opening the Digital Front Door for Patient Intake

Scott Galanos SVP, Healthcare ~ Addison Group
9:40a-10:30a

Next Generation in Patient Experience & Accessibility through Telehealth Solutions

Break **10:30a-10:40a**

Linda Dausend & Trace Puett **10:40a -11:25a**

Connection: How Clarity About Personal Values Increases Productivity and Retention at Work

Breakout Rooms **11:25a-noon**

Close noon-**12:30a**

Become a Member!

If you would like more information about becoming a member...

Please see our website at <http://www.AzHAM.org/> or contact any AzHAM board member. AzHAM is currently offering annual memberships for all Healthcare professionals.

The \$25.00 Conference fee includes an annual AzHAM membership!

Linda Dausend, CPTD



Speaker:

Senior Consultant, Account Manager, FlashPoint

Linda works with clients to become their trusted business partner and is fully committed to seeing them succeed. Linda applies her broad experience to help clients develop strong leaders and build teams that work together well, spending much of her time designing and facilitating training programs with this goal in mind. She's also an experienced coach, with a specialty in helping leaders grow their careers.

Before her work at FlashPoint, Linda spent 20 years applying her business studies to the world of retail, including industry giants Macy's and Simon Property Group. Her academic and applied experience allowed her to look holistically at critical components that impact organizations' success. Through her work she learned that people, and leaders in particular, are vital to achieving organizational objectives, and this launched her journey into leadership and management development.

Linda is currently director-elect of the Arizona State Council of the Society for Human Resource Management and is a past director of the Indiana State Council. She is also a member of the local chapter SHRM of Greater Phoenix, the Association for Talent Development, and the local ATD Valley of the Sun chapter.

Tracy Puett



Speaker:

Director of Learning and Development, Dignity Health Yavapai Regional Medical Center

After serving as a certified paramedic for 18 years, Tracy wanted to have a bigger impact on the world and "go big" in his life's work by developing skilled, compassionate, aware individuals and teams. He began by growing high-performing leaders and teams at T-Mobile USA and Healthways, Inc. He then spent several years in Nashville serving as Vanderbilt University Medical Center's director of leadership and organizational development and later as director of leadership programs at Vanderbilt University.

Currently, Tracy serves as Director of Learning and Development at Dignity Health – Yavapai Regional Medical Center leading a team of seven in providing all aspect of the L&D function.

Doug Fallon - Speaker: Recent Presentations

SEHAM (Southeast Healthcare Access Managers)

March 5th, 2020

Transforming Patient Intake with Mobile App Technology

NAHAM Webinar

June 2020

The "New Normal" of Patient Access: How Virtual Waiting Rooms and Touchless Mobile Self Check-in Will Transform Experience and Safety

MUSE Product Showcase

July & November 2020

Vecna Touchless Mobile Check-in, VGo Robotic Concierge and Virtual Waiting Room for Patient Intake



Submit your ideas for our new AzHAM logo and the winner will be announced at the Conference!

anewell-bauer@yrmc.org



Vice President: Alicia Blanco



I have worked in healthcare for about 13 years in several different administrative support roles. I am a Patient Access Manager at Valleywise Health. I lead the operations of the Patient Assistance Center providing system wide support for scheduling, authorizations, referrals, pre-registration, and financial counseling for 15 different locations for primary and specialty care. I value transparency in the workplace, and enjoy empowering my teams to provide service excellence. I am excited to represent Valleywise Health, and Patient Access state wide as the VP of AzHAM.

Alicia Blanco

Vice President

Valleywise Health-Tempe Diablo

Alicia.Blanco@valleywisehealth.org

Bronze Sponsor



Board of Directors

Here is a current list of the rest of your AzHAM board members, ***Congratulations*** to our new board members, as well as those who have assumed new roles. Please feel free to contact any of them for questions or information.

Secretary



Joy Everson

Treasurer

Mayo Clinic AZ

Everson.Joy@mayo.edu

Michelle Brinkley

Publications Chair

Wickenburg Community Hospital

Michelle.Brinkley@wickhosp.com

Adraine Newell-Bauer, CHAM

Education Chair

Dignity Health - Yavapai Regional Medical Center

anewell-bauer@yrmc.org

Conference Chair



Ian Jensen

Membership Co-Chair

Banner Health

Ian.Jensen@bannerhealth.com

Shannon Whitten

Membership Committee Member

Banner Thunderbird Medical Center

manageupwithme@gmail.com

Tiffany Dick

Membership Committee Member

Banner Baywood Medical Center – Banner Heart Hospital

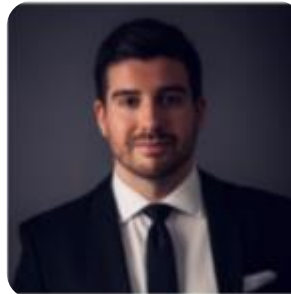
tiffanydick@icloud.com

Yvonne Chase, CHAM

Past President

Chase.Yvonne@mayo.edu

Scott Galanos



Speaker:

SVP, Healthcare

Scott Galanos is a Sr. VP for Addison Group Healthcare where his focus is to network with leaders within a variety of different healthcare organizations. Scott prides himself on being able to build rapport and long-standing relationships with various healthcare leaders to assist with staff augmentation and building their cultures.

During his career Scott Galanos has spoken at various networking groups such as:

AAPC

aIPAM

COHAM

IL-HIMA

Past President of COHAM



Check all that apply				
	Name	Title	Phone #	New/Renewal
1				
2				
3				
4				
5				

Organization Name: _____
 Organization Address: _____
 Referred by: _____

(AZHAM Member/Facility Contact)
Conference & Annual Conference Fee \$25.00

Please RSVP by 8/2/2021

Payments can be made over the phone to Joy or by mail
 Make checks payable to **Arizona Assoc. of Healthcare Access Management**

To: AzHAM
 Attn: Joy Everson – Treasurer
 P.O. Box 12485
 Scottsdale, AZ 85267

Federal Tax ID = 86-0720323
 E-Mail: Everson.Joy@mayo.edu

Speakers of *Banner's Modernization Journey & Education Transformation*

Becky Peters

Banner's Modernization Journey

Amber Hermosillo has over 18 years of experience in multiple Revenue Cycle roles. Amber joined Banner Health PAS in 2006 working in ER registration and quickly moved through various PAS roles before joining the PAS education team. After education Amber advanced through various positions in Revenue Cycle and is now the Revenue Cycle Education and Quality Director for Banner Health.

Amber was one of the original info analysts for PAS and helped define the future of that role. In addition to daily operational support, as an analyst, Amber assisted with the standardization of reports and was integral in conversion and go-lives for new business. She had the distinction of being a Top 10 Leader while leading her pre-reg team to successful outcomes. Throughout her career with Banner, Amber has consistently demonstrated her ability to collaborate to achieve the best outcome and raise the bar for what we can accomplish when we work together.

During her free time, you will find Amber "hanging" with her kids doing what they love. Often this includes many outdoor activities, enjoying camping, sporting events and just being together.

Bianca Moroyoqui began her journey in patient access in 2005 at Banner Health. She worked at one of our oldest facilities, Banner Mesa Medical Center, that facility would eventually be replaced with our state-of-the-art facility, Banner Gateway Medical Center. Bianca began as a part time patient access representative and her love for the process would soon lead her to a full-time roll with Banner Health. After learning PAS across multiple departments Bianca moved into different roles within Revenue Cycle. Including PAS Educator across our acute patient access departments and a PAS Outpatient Supervisor at yet another Banner facility, Banner Baywood Medical Center. Currently Bianca is the Patient Access Education Senior Manager overseeing multiple educators across acute and ambulatory PAS and our Patient Accounting teams. Bianca has been awarded as one of "Banner's Best" for her leadership and awarded for being in the top 10 percentile for her leadership on Banner Voice scores.

Outside of Banner, Bianca is currently working on finishing her education in Communications. She also enjoys being active with outdoor activities- hiking and fishing. She also enjoys traveling and attending sporting events.

Maranda Maes has a Bachelor of Science Degree in Physical Education and a master's degree in Teacher Leadership. Maranda started her Banner career in 2010 as a PFS Rep in the Physician Billing Office. Maranda moved from the billing department to the acute patient access team as an educator in the Western Region in 2013. Maranda quickly learned the ins and outs of PAS, leading multiple training events across our Western Region facilities. Maranda took on multiple opportunities in the department to create standardization with the system and successfully created a structured process. Within 10 months Maranda moved from an educator to the acute WR PFS Education Supervisor overseeing all education and trainings in the WR, and the newly created Quality Assurance team. In 2019 Maranda was promoted to Revenue Cycle PAS Education Sr. Manager, she played a key role in the implementation of our Modernization Tools across the system while successfully transitioning into a new role.

Maranda has been married for 11 years and is a proud mother of 2 beautiful girls, Bella 9, and Haylee 4, who keep her busy! Maranda loves to read, play volleyball and family movie night is a favorite at the Maes house!