

2013-14 Helen M. Yerger Special Recognition Award Winners

ID	Rg	Chapter(s)	Type	Category	Entry Title	Entry Summary
387	5	Alabama Chapter	Single	Innovation	Alabama Chapter Outsourcing Program with Blue Turtle and Demarse Meetings	During the Alabama mini-LTC last May, we recognized key areas where outsourcing could improve our overall processes, sponsorships, communications, website, and event management. Two companies were utilized to help us achieve our goals. Demarse Meetings, an event and meetings company assisted in our 2013 Fall Institute and 2014 Region 5 Dixie. Blue Turtle Creative was utilized to streamline our communications, website, and sponsorships. The two companies under the leadership of our board.
467	5	Alabama Chapter	Single	Education	Alabama 2013 Annual Institute, Destin, FL	The Alabama Chapter strives to update and modify their education sessions by providing innovative ideas in today's modern healthcare environment. The Annual Institute included a focus on provider speakers with various topics. The following narrative outlines how Chapter leadership identified the needs of improved education quality, determined goals and objectives for the education sessions, designed a methodology to achieve those needs, and provided a summary of the results of the Chapter's efforts.
368	10	Arizona Chapter	Single	Member Service	The Conversation Starts HERe: The Inaugural Women's Event for AzHFMA	In 2011 AzHFMA embarked on "The Quest" to drive relevance and sustainability. Innovative ways to enhance overall member satisfaction is a core component. Inspired by the NoCal Women's event and the book, "Lean In" the new Founders Circle created a signature event. Originally conceived as a lunch for 75, the resulting 6 hour conference with 180 registrants, not only earned us ~1000 education hours from members and non-members alike, it created a wave of enthusiasm for the movement we've branded "HERe".
470	9	Arkansas Chapter	Single	Education	60th Anniversary Celebration	The Arkansas Chapter has a history of providing quality and relevant education to its members that began in 1953. In order to commemorate this milestone, we created an exciting 60th anniversary celebration that included an excellent program agenda and a chapter banquet that highlighted chapter accomplishments and changes in the healthcare industry over the last 60 years.
471	9	Arkansas Chapter	Single	Improvement	Electronic Chapter Management System	In 2013, the Arkansas chapter implemented an electronic chapter management system, Constant Contact. By using this system for meeting registrations, quarterly newsletters, chapter communications and speaker handouts, the chapter has been able to reduce waste and cost while increasing organization efficiency.

2013-14 Helen M. Yerger Special Recognition Award Winners

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480	9	Arkansas Chapter	Single	Education	Platinum Award for Education	The Arkansas Chapter wanted to continue the tradition of providing as many education hours per member as possible. We set a goal to provide at least 26.1 hours per member during 2013 by providing quality education and maintaining competitive prices.
341	6	Central Ohio Chapter	Single	Improvement	Membership Communications Enhancement Through Standardization	Recognizing that HFMA emails were coming from multiple sources (national hfma, regional events and a variety of chapter chairpersons) on nearly a daily basis, Central Ohio Chapter leadership addressed the concern of HFMA "email fatigue." The communication would become a reliable mechanism for the chapter members to receive the chapter information of events and happenings. A byproduct of the source would be increased attendance at all educational offerings.
486	6	Central Ohio Chapter	Single	Education	Central Ohio HFMA 2014 Yerger Submission ☐ Medicare Bootcamp (Education)	In April, 2013 the Central Ohio Chapter held a week-long education program ☐Medicare Bootcamp by HCPPro☐By providing the education program, the Chapter earned 1,184 total hours of education and was encouraged by the program participants to provide the Bootcamp again. Assured by survey results and commitments from all of the health systems that sent participants the prior year, the Chapter arranged for the Bootcamp for this year to satisfy a number of important goals.
496	6	Central Ohio Chapter	Single	Education	Central Ohio HFMA Spring Conference	The Central Ohio Chapter hosted its first annual two day Spring Conference in 2013 by combining two single day programs that had achieved success in recent years but were experiencing declining attendance. The leadership team identified the opportunity to increase education and value by creating a signature conference. The Conference was very successful based on the member evaluations and attendance. The Conference was repeated in 2014 with continued improvements and positive results.
498	6	Central Ohio Chapter	Single	Membership Recruitment and Retention	Chapter New Member Engagement	The Central Ohio chapter identified a need to engage members into the various activities throughout the chapter based on a historically small, but dedicated, volunteer base. The Chapter implemented a strategy for engaging new members consistently throughout their early experience as members. With the strategy in place for the only first year, the Chapter has benefited greatly.

2013-14 Helen M. Yerger Special Recognition Award Winners

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373	10	Colorado Chapter	Single	Member Service	CO HFMA NASBA Certification Case Study	National State Boards of Accountancy (NASBA) certification Case Study for Colorado Chapter 2013 to 2014 The Colorado HFMA Chapter made a decision to enhance the four largest annual physical conference events - offering to apply and attain NASBA certification in response to membership requests. Certification was attained in January 2013 and this application represents measured results, achieved goals, and go forward strategy since the case study started in March 2013.
393	10	Colorado Chapter	Single	Collaboration	New Collaboration Committee Case Study	The HFMA Colorado Chapter has created and expanded a new committee to focus on collaboration with other associations. This is in response to HFMA National's estimate in membership decline. The membership, social, and collaboration committees teamed up to explore the opportunity to collaborate with additional prestigious healthcare associations to expand our event attendance and introduce more professionals to the CO HFMA association.
398	1	Connecticut Chapter	Single	Improvement	Membership Satisfaction Improvement	Significant year over year improvement was achieved in the Connecticut Chapter's membership satisfaction scores from FY13 to FY14. This was primarily a result of enhanced messaging through e-mail communications and the President's Message in the quarterly chapter newsletter around how the overall membership satisfaction scores are calculated. As a result, the Connecticut Chapter achieved the highest membership satisfaction score in its history as a chapter.
475	1	Connecticut Chapter	Single	Improvement	Newsletter Improvement	The Connecticut Chapter in recent years experienced newsletter editor turnover in short succession. This, combined with feedback from members and board directors, evidenced a need for improved newsletter quality and stability in order to improve member communication and overall member satisfaction. This process began with the departure of the previous to current newsletter editor following the publication of the October 2012 edition of the chapter newsletter, the "IT Scanner"
362	6	Eastern Michigan Chapter	Single	Improvement	Committee Education In-Person/Webinar Broadcast Solution	Attendance to Committee Education Programs has been waning. When looking at the Chapter survey it was decided that the location of the meetings was a problem. An in-person/webinar solution was proposed to see if attendance would improve and members would still be satisfied with the programming.

2013-14 Helen M. Yerger Special Recognition Award Winners

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377	6	Eastern Michigan Chapter	Single	Education	CIO Panel Event	C-Level events are well attended by our Chapter members and Sponsors. Prior to this event we focused our efforts on Hospital/System CFOs and have experienced consistently strong results. In order to build on this we decided that a CIO panel would be a positive next step in the effort to broaden our reach of future HFMA members and provide a fresh perspective on topics that are both relevant and timely for them (See Exhibit 1).
405	7	First Illinois Chapter	Single	Innovation	Innovating education programs to offer value to members, sponsors and volunteer leaders.	Transition the Chapter from singular isolated events of narrow topics into a two-day Summit format. The Summit was innovatively designed with educational blocks sponsored and delivered by the Presenting Sponsors. This innovation created a unique funding structure for the Chapter and produced an opportunity for the sponsors to showcase talent. Provider participation was encouraged in the sessions and presentations were reviewed by a committee to assure educational requirements with a no selling rule.
408	7	First Illinois Chapter	Single	Member Service	Mobilizing study groups to advance CHFP members.	Building on our successful webinar education implementation concept championed by Adam Lynch, First Illinois created an online certification study group preparing four groups of 54 total individuals for the CHFP examination in less than two years. The initiative resulted in approximately 3,755 hours dedicated to exam preparation in that time. Certification in our chapter grew from a participation of four members in 2010-2011 to approximately 27 in each of the past two years (675
415	7	First Illinois Chapter	Single	Member Communications	Improving Member Satisfaction as a result of reducing the amount of emails sent to the member and aligning the email communication with a communications plan.	Chapter communications are essential to keeping members engaged. With so much cyber noise and pressures on member's time negatively impacting their ability to get out of the office to attend events, HFMA Chapters are challenged with reaching the membership base. Because of the Chapters silo structures and their need to drive members to various independent programs, the First Illinois members were getting bombarded with daily emails. The Chapter needed to streamline its communications to a weekly update.
494	7	First Illinois Chapter	Single	Improvement	Using project management to improve Chapter performance, volunteer collaboration and accountability.	The First Illinois Chapter transitioned from traditional offerings of separate education seminars to a large-scale, two-day education conference format with multiple education tracks. Ensuring this large-scale education Summit was a success required increased collaboration and coordination across a dispersed team of volunteers. Therefore, the chapter introduced and applied project management disciplines to plan, prepare, and orchestrate the summit. The resulting summit was a significant success

2013-14 Helen M. Yerger Special Recognition Award Winners

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418	5	Florida Chapter	Single	Innovation	Provider Event Scholarships	After receiving negative feedback from vendor corporate about low provider representation at events, the Florida Chapter created a highly successful provider-member scholarship program which helped our provider members defray most or all of the cost of attending events. The scholarship program was vetted by Compliance Officers to meet stringent ethic and conflict of interest rules. Provider participation increased at events both in number but also in diversification, and sponsors were more satisfied.
422	5	Florida Chapter	Single	Improvement	Building Successful Chapter Committees	The Florida Chapter developed a process to communicate the need for volunteers and build the number of members for each of the committees in existence two years ago. The Board also collectively decided on additional committees necessary to cultivate future Chapter leaders. In addition, successful committees are those that have enough manpower to spread the duties and tasks therefore improving the quality of performance of the group.
483	5	Florida Chapter	Single	Improvement	Increase Provider Participation by delivering Financially Sponsored and Locally-held events hosted by Hospitals.	The Florida Chapter of HFMA developed a conference format that includes much coveted NASBA Certified A&A hours, which virtually all hospital CFOs and Finance Directors require to maintain their licenses and certifications. Targeting the needs of this segment of our membership incentivized their attendance and provided our chapter's sponsors with increased exposure to hospital executives, while significantly increasing overall provider turnout and delivering valuable CPEs and networking to our membership.
406	5	Georgia Chapter	Single	Member Communications	Technology Strategy - CVENT Implementation	To facilitate more cost effective, robust and flexible management of Educational Events, the Georgia Chapter implemented the CVENT event management system. This process coincided with consolidation of various technology functions into a new Technology Council with oversight of website, surveys, mass electronic mailings and CVENT. As the foundation for future goals of the Council, CVENT implementation represented a significant undertaking with both immediate and future positive impacts for our members.
436	5	Georgia Chapter	Single	Improvement	Enhancing the Membership Experience	Faced with industry changes and budget constraints, the Georgia Chapter Leadership made it a priority to engage the membership and enhance their experience at a new level. By taking into consideration the specific comments on the member satisfaction survey, they undertook to raise the satisfaction of members and sponsors alike, and provide quality education at a reasonable price.

2013-14 Helen M. Yerger Special Recognition Award Winners

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460	5	Georgia Chapter	Single	Improvement	Chapter Accountability Infrastructure	Managing the activities and status updates for chapter TEAMS can be challenging. When organizing a broad volunteer base, communication and alignment towards meeting chapter goals may often be lacking. By establishing a reporting infrastructure for TEAM goals, implementation timelines, and regular project status updates, the Georgia Chapter leadership was better equipped to oversee progress and deploy corrective strategies when needed. Improved oversight and transparency enhanced chapter performance.
478	6	Great Lakes Chapter	Single	Membership Recruitment and Retention	Growing our own ☐ A student member outreach initiative	The Great Lakes Chapter leadership identified that there was a significant student member population in our region that was greatly underserved. Of a chapter comprised of 280 members, we found that we have 67 student members. Though they are not counted in our active chapter membership counts, this is over 20% of our chapter. The opportunity to involve and grow talented individuals in our local area became a major focus for our chapter year.
426	8	Greater St. Louis Chapter	Single	Membership Recruitment and Retention	Young Professional Scholarship	The Greater St. Louis HFMA Chapter (GSL) created a scholarship that will provide young professional in the field to have the opportunity to become/stay involved in the Chapter when they lack the appropriate financial support.
326	2	Hudson Valley NY Chapter	Single	Member Service	Certified Revenue Cycle Representation (CRCR) Study Group	The Hudson Valley NY Chapter's leadership established a strategic goal to promote and support certification to its members. A committee of certified members was established to lead the effort and develop a plan of action. Supporting members with the Certified Revenue Cycle Representative exam was one of the areas the committee focused. A study group was established to support the members and non members of the Hudson Valley in their efforts to achieve CRCR certification.
396	2	Hudson Valley NY Chapter	Single	Education	2013 Annual Institute	The Annual Institute has long been the premier event of our Chapter. It is our way of showcasing the Chapter and reminding participants of the value of HFMA. In order to ensure its continued success we set out to make overall program improvements ensuring financial sustainability while controlling program fees/expenses, increasing member satisfaction and increasing sponsor satisfaction

2013-14 Helen M. Yerger Special Recognition Award Winners

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442	2	Hudson Valley NY Chapter	Single	Member Service	New and Enhanced Chapter Website	One of the Hudson Valley NY Chapter's strategic goals was to bring more consistency to all of our member communications. In the first phase we improved the design of our newsletter. Phase two was to revamp the chapter's website and add further communications improvements. The main goal was to enhance the website navigation experience by providing a new look and feel and offering more content for our members to access.
318	7	Indiana Pressler Memorial Chapter	Single	Improvement	Indiana Pressler Memorial Chapter of HFMA New Sponsorship Recruitment Processes	While the Indiana Chapter has had a great deal of success in landing annual Sponsors, we saw a flattening of dollars and number of new sponsors in 2012-2013. To that end, we set three initiatives in motion; (1) used feedback from 2012-2013 sponsors to revamp benefits, (2) asked for a list of top ten financial vendors from our provider members (to recruit non annual sponsors) and (3) held a webinar to go over the total Sponsorship Benefit package. Our goal was to surpass the 10% growth target of \$88,000.
340	7	Indiana Pressler Memorial Chapter	Single	Collaboration	Combining Clinical and Financial Management in Preparation for Accountable Care	With the Patient Protection and Affordable Care Act being passed in 2010 and the addition of Accountable Care Organizations formalizing in early 2012, the financial, clinical, and quality worlds within healthcare have become more interrelated and important to the success of hospitals and its providers. The Indiana Pressler chapter wanted to provide additional education to its members by offering clinical and quality training within the healthcare realm by approaching the Indiana Rural Health Association.
455	7	Indiana Pressler Memorial Chapter	Single	Member Service	Key Performance Indicators(KPI) Improvement Initiative	The KPI program has been implemented at the Indiana Chapter membership for more than 10 years, but the KPI committee has determined that this appreciated program can only get better with yearly improvements facilitated by provider feedback and continuous reengineering of desired and utilized benchmarks.
394	8	Iowa Chapter	Single	Improvement	Increasing Sponsorship Opportunities Through Expanded Sponsor Fairs	With an increasing number of sponsors supporting our chapter over recent years, our chapter improved upon the sponsorship opportunities offered to our sponsors by expanding upon our sponsor fairs offered during the year at chapter events. This provided our sponsors with expanded opportunities to interact with our members, and also additional benefits to our members to learn about services offered by sponsors, while increasing sponsorship revenue to our chapter.

2013-14 Helen M. Yerger Special Recognition Award Winners

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439	4	Kentucky Chapter	Single	Member Service	Community Service Initiative - Indian Summer Camp	The National HFMA Leadership Training Conference (LTC) provided the Kentucky Chapter Leadership with insights into community service initiatives undertaken by other Chapters. As a nonprofit organization, the Kentucky Chapter of HFMA recognized a need to improve it's member satisfaction by undertaking a project that would benefit a community-based organization. With this in mind, the Chapter collaborated with Indian Summer Camp (ISC), a camp for children with cancer.
440	4	Kentucky Chapter	Single	Member Communications	Newsletter Redesign - "The Old Way Proved to be the Better Way"	The Kentucky Chapter of HFMA received direct feedback from its membership regarding the Chapter's move to an electronic version of its quarterly newsletter several years ago. A number of members requested that the Chapter return to a printed version of the newsletter. This need was supported by evidence that the newsletter was not being read for a number of reasons.
484	4	Kentucky Chapter	Single	Innovation	Eye Candy	The Kentucky Chapter of HFMA relies heavily upon sponsorship revenue to sustain the financial viability of the Chapter. Sponsorship revenue allows the chapter to reinvest in developing better and diverse education programs in order to maximize member satisfaction. To increase sponsorship revenue, Chapter Leadership redesigned its process for acknowledging sponsors at Chapter events through the use of digital frames. Additionally, this method provided the Chapter with substantial long-term cost savings.
488	4	Kentucky Chapter	Single	Improvement	Extreme Home Makeover: Mini-LTC Edition	It is the responsibility of HFMA chapter leaders to promote participation throughout the organization as existing members may leave and new members join the chapter. Moreover, it is important for a chapter to have members who are energized about volunteering their time and who are dedicated to making the chapter successful. As a volunteer-based organization with a continuous growth in membership, the chapter must also prepare future leaders.
409	9	Lone Star Chapter	Single	Innovation	MAD CAT I and II	MAD CAT is an acronym for Member Activation Day with a Chapter Advancement Team member. MAD CAT was envisioned as a way to promote membership activation in a chapter that had, at the time of the first event, approximately 1000 members. We had found that there were a key group of members that tended to be involved and do the majority of the work and a vast majority that were members in name only. The goal was to create a broader membership group that would grow into the chapter leaders of the future.

2013-14 Helen M. Yerger Special Recognition Award Winners

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395	1	Maine Chapter	Single	Improvement	Annual Meeting Attendance	The Maine Chapter of HFMA's (the Chapter) annual meeting attendance has declined over recent years. Each year, the Chapter's leaders would ask "what could be done differently?" Therefore, the Chapter sought to identify the variables potentially affecting the attendance and possible solutions. The goal was to increase attendance, networking and hence membership value.
397	1	Maine Chapter	Single	Improvement	Chapter Leader Resources	The Maine Chapter has developed a restricted website area to house required record retention documents and chapter operational resources. The centralized location will benefit all current and future leaders and facilitate consistency in Chapter operations. Leaders will now be able to focus on continually moving the Chapter forward, rather than wasting time recreating information and researching past practices.
400	4	Maryland Chapter	Single	Education	HFMA Roadshow: Applying the Concepts of Lean to the Healthcare Environment	The lean roadshow resulted in the Maryland Chapter advancing its educational programs beyond its traditional Baltimore Metropolitan meeting sites. Specifically, we built the roadshow around a topic that we believed was universally important to not only Maryland hospitals, but hospitals nationwide. The program was facilitated by a leading industry expert, with a nominal registration fee, to three locations that were unique to Central, Western and the Eastern Shore of Maryland.
479	4	Maryland Chapter	Single	Education	Career Day to Increase Young Professional/Student Education Hours	The Maryland chapter went through a process in 2013 to identify underserved subgroups of our membership to increase educational hours. One of the results of that process was the creation of career day. This event substantially increased our education hours and awareness for individuals age 18-24.
482	4	Maryland Chapter	Single	Innovation	"Strengthening the Pipeline" - Developing New and Future Chapter Leaders	The Maryland Chapter initiated a program to opportunity to a new member (less than 5 year tenure) to participate on the Board as a non-voting "Associate Director". This track has been made available to a new member who had volunteered on at least one committee, and showed the initiative to come a future leader within the chapter. The purpose of this position was to strengthen our leadership pipeline, and also provide a liaison to our other newer members.

2013-14 Helen M. Yerger Special Recognition Award Winners

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432	1	Massachusetts/Rhode Island Chapter	Single	Improvement	Measurably Improving Participation in the HFMA Certification Program	In October 2013, the Massachusetts/Rhode Island (MA/RI) Chapter set a goal to improve the engagement of members in the HFMA Certification Program. The challenge was to build upon the proven success of other chapters that had organized formal study programs to assist members in the examination process. The MA/RI Chapter concluded that the key to success was to use existing data in new ways to identify the optimal target audience and determine the most effective strategy to maximize participation.
465	1	Massachusetts/Rhode Island Chapter	Single	Improvement	Strengthening the Bottom Line of the Annual Revenue Cycle Meeting	The Massachusetts/Rhode Island (MA/RI) Chapter conducts its Annual Revenue Cycle meeting in January at Gillette Stadium, home of the New England Patriots. Historically, the meeting has generated a financial surplus that helped subsidize other educational programs throughout the year. More recently, however, the meeting operated at break-even. As a result, the challenge was to strengthen the meeting's financial results, and consequently, to improve the Chapter's ability to support educational activities.
472	1	Massachusetts/Rhode Island Chapter	Single	Improvement	Location, Location, Location!	The Massachusetts/Rhode Island (MA/RI) Chapter has used the same Westborough location for its events for years. Through our review of HFMA Chapter Survey data, we recognized that location was an area of opportunity for our Chapter. Following a deliberative process, the Chapter began experimenting with different locations in order to be responsive to our membership. As a result of these changes, we have seen definitive gains in survey results indicating that Chapter membership satisfaction has improved.
437	7	McMahon/Illini Chapter	Single	Improvement	McMahon-Illini HFMA Payer-Panel Discussion	In an effort to increase educational hours, and meet membership needs for direct interaction with payers on current topics, McMahon-Illini Chapter developed and executed a one-day payer panel where providers could interact directly with payers.
363	2	Metropolitan New York Chapter	Single	Education	Emergency Preparedness	Superstorm Sandy demonstrated the absolute necessity for hospitals to develop, test and maintain a disaster preparedness program. The New York Metropolitan Chapter of HFMA responded to this need by featuring Superstorm Sandy's Lessons Learned at their Spring Academy. Chapter members learned from both "high ground" and "low ground" hospitals, as well as industry experts, to address interruptions in operations, financial implications, and the challenges of providing shelter and health care for all.

2013-14 Helen M. Yerger Special Recognition Award Winners

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364	2	Metropolitan New York Chapter	Single	Education	METROPOLITAN NEW YORK CHAPTER OF HFMA: CORPORATE SPONSOR WEBINARS	Beginning in Fiscal Year 2011-2012, the New York Metropolitan Chapter of HFMA began discussing a program for our corporate sponsors to present educational webinars to our membership and to the larger Region 2 membership. It was anticipated that the members would benefit from these webinars; the Chapter's educational hours would improve; and, the program would serve as a practical and exciting way to express our gratitude to the corporate sponsors for their continued support.
365	2	Metropolitan New York Chapter	Single	Education	ICD-10-CM	The October 2014 conversion to ICD-10 poses the most significant challenge to acute care providers since the inception of standardized coding classification adopted in 1977. The Metro New York chapter of HFMA sought to proactively assist its members to effectively traverse this transition by presenting educational seminars, articles, and implementation tools to increase the membership's understanding of and required response to the mandated ICD-10 conversion.
357	8	Nebraska Chapter	Single	Education	Finance 101	We believe achieving educational excellence year after year is necessary to accomplish our second Shelton Award. To grow education hours without sacrificing quality we believe we need to offer programs to non-members instead of expecting existing members to find time to attend more events every year. We also realize the current environment provides many opportunities for new attendees given the drive for value in healthcare where finance professionals are only one part of this equation.
358	8	Nebraska Chapter	Single	Innovation	Board Meeting Effectiveness	Our chapter's Board of Directors meets four times/year during our quarterly education sessions. Since Board member's time is valuable we introduced some new tools to make our Board Meetings more effective: Board Meeting Ground Rules, Consent Agendas, Standard Committee Reports, Board Meeting Packet Organizer, and Board Meeting Evaluations. The use of these tools has focused our Board more on discussing short-term and long-range strategies to achieve our operational and scorecard goals.
359	8	Nebraska Chapter	Single	Improvement	The Nebraska Chapter of HFMA Getting Exam Ready	For the DCMS periods ending April 30, 2010, 2011, 2012 and 2013 the HFMA Nebraska Chapter had 9, 4, 1 and 2 passed certification exams, respectively. An award for Excellence for certification was not earned in any of those years. During the Chapter's strategic planning for the 2014 DCMS year the certification committee was tasked with the goal of the DCMS gold award in certification. This was accomplished through an innovative approach by the committee.

2013-14 Helen M. Yerger Special Recognition Award Winners

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491	8	Nebraska Chapter	Single	Collaboration	NE HFMA MAPApp Collaborative Educational Event	In response to members' educational needs and the chapter's desire to promote the MAPApp adoption within the state, the Nebraska chapter and Heartland Health Alliance, a private membership organization affiliated with Bryan Health, jointly conduct periodic revenue cycle educational events to support educational needs and best practice sharing around the topics identified through the MAP App Collaborative.
497	11	Nevada Chapter	Single	Education	Nevada Health Care Forum	The Nevada Health Care Forum (NHCF) is an collaborative education program between the major healthcare professional organizations in Nevada including HFMA, ACHE, HIMSS, MGMA, and others. The event includes national and state speakers on key topics of interest. 384 people attended in 2013 with over 25 sponsors and \$17,000+ in income to each chapter, all of which increased 15% or more over prior year. 77% of attendees rated the 2014 program above average.
424	1	New Hampshire/Vermont Chapter	Single	Innovation	NH-VT HFMA Volunteer Recruitment and Development	The NH-VT Chapter identified a need for active recruitment of new volunteers. The Chapter established the critical goal to add 30 new volunteers over the 3 year strategic plan. The Chapter developed operating goals and objectives to focus awareness on volunteer needs, opportunities, and candidates. By creating a Volunteer Coordinator and establishing Volunteerism as a standing agenda item, the Chapter has met the goals and objectives, recruiting 34 new volunteers over two years.
360	3	New Jersey Chapter	Single	Innovation	The FACT is Location Matters!	The New Jersey chapter recognized the continued need to provide educational sessions that geographically reached our valued members. The physical location of our programs continues to be a key area of improvement based on chapter surveys and program evaluations. The Finance, Accounting, Capital and Tax Committee (FACT) has developed an annual education session that specifically addresses this need by offering one, half-day program in two locations, reaching members in both North and South New Jersey.
383	3	New Jersey Chapter	Single	Education	Creation of the Physician Practice Forum	With healthcare changing, NJHFMA Leadership recognized that new delivery models were emerging, leading to the acquisition of physician practices by hospitals, as well as the advent of large multi-specialty practices. NJHFMA identified the need to establish a committee focused on physician practice management issues for both hospital-owned and independent group practices. We wanted to further the education opportunities for our members through diverse forums and ultimately expand interest in joining HFMA.

2013-14 Helen M. Yerger Special Recognition Award Winners

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446	3	New Jersey Chapter	Single	Improvement	Financial results turnaround for 2013-2014 chapter year	Yerger application for the New Jersey Chapter for improvement of the financial statement results from the 2012-2013 to the 2013-2014 chapter year.
420	4	North Carolina Chapter	Single	Member Service	Celebrating 60 Years - Diamond Anniversary Annual Meeting March 5-7, 2014	The 60th anniversary of the NC Chapter (official date January 19, 2014) was celebrated during the Chapters Annual Winter Meeting with a specific focus on remembering the Chapter's history, recognizing contributions of Past Presidents and other members, and celebrating the promise of an exciting future.
423	4	North Carolina Chapter	Single	Improvement	Leadership Restructure & Planning for the Future	As part of the 2012-2013 NCHFMA Strategic Plan, the Board of Directors set a goal to explore chapter administrative support to provide treasury service support, under the direction and control of the Treasurer. The end resulted in addition of an Assistant Treasurer and change of rotation in Secretary/Treasurer roles for development of a long term strategic plan for chapter administration.
435	4	North Carolina Chapter	Single	Education	Physician Practice Summit	In 2012-13, the NC Chapter initiated its first annual Physician Practice Summit (PPS). A strategic goal of the NC Chapter was to provide education programs specific for the management of physician practices, both hospital-owned and independent. In addition, the PPS encouraged networking and collaboration to leverage best practices in physician practice management.
495	4	North Carolina Chapter	Single	Innovation	Community Service Projects - NCHFMA gives back!	To recognize and celebrate NCHFMA's 60th anniversary, the chapter coordinated and collaborated community service activities with our educational events throughout the 2013-2014 year to give back to the community. As a result we have collaborated with and donated over 820 pounds of food, made a donation of \$1,500 to Habitat for Humanity and Wine to Water, an Angel Tree family was adopted, and \$ 3,200 was raised through an auction for Wine to Water.
337	6	Northeast Ohio Chapter	Single	Improvement	Communications Improvement	The Northeast Ohio Chapter became aware of member complaints of too many emails and other communications from too many different sources. Unfortunately we are all overloaded with information, mailers, emails, newsletters and other such items. Chapter leaders began to search for a way to streamline the means of communicating with our members.

2013-14 Helen M. Yerger Special Recognition Award Winners

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509	6	Northeast Ohio Chapter	Single	Improvement	Chapter Leadership Attendance Improvement	Mid way through the 2012-13 chapter year, it was recognized that Northeast Ohio chapter leader attendance at education programs was sparse. In order to drive positive change in leadership attendance rates the officers voted to allow all board members and officers to attend educational events for free. Since implementing the change, chapter leader attendance has increased by 75% and participation on key committees has increased by 40%.
388	11	Northern California Chapter	Single	Education	Northern California Chapter First Annual Women's Luncheon	At the Chapter's Mini-Board Retreat for 2012-2013, a part of the brainstorming session led by Ramona Hernandez of the Outreach Committee with the HFMA National CAT Team Leader, discussed continued efforts to reach out to members not seen often due to Provider cutbacks and time restrictions, especially Women Executives. Ramona volunteered to create the first Womens' Luncheon to that effort.
389	11	Northern California Chapter	Single	Innovation	Vincent Acquisto Memorial Golf Tournament/The Bili Project Foundation	Vince Acquisto was a Past President and Icon for our chapter who died on 1/19/12 from a rare cancer. The chapter decided to rename the annual golf tournament to the "Vincent Acquisto Memorial Golf Tournament" and support the newly created Bili Project Foundation that is dedicated to early detection and awareness of Hepatobiliary Cancer.
331	6	Northwest Ohio Chapter	Single	Innovation	Free Educational Sessions for Chapter Members	The most vital service HFMA offers its membership is high quality, relevant educational programs. As a small chapter with a more confined area that has had continued economic challenges, we knew we would have challenges meeting our CBSC goals for educational hours as well as membership goals. The officers and board of the Northwest Ohio Chapter realized a creative approach would be required to sustain the viability of the chapter.
328	9	Oklahoma Chapter	Single	Improvement	Enhanced Committee Structure with Greater Provider Participation	The board of directors for the Oklahoma Chapter identified the need to improve chapter operations and further develop the knowledge and skills of the current and future leaders, particularly providers, within the chapter. In addition, the board desired to increase member involvement in the chapter to identify potential future leaders. These needs led to an intense campaign to build our infrastructure by changing our recruiting members to serve on chapter committees and ultimately the board.
333	11	Oregon Chapter	Single	Innovation	Customer Service Key Performance Indicators	The Oregon HFMA patient accounts chapter members worked collaboratively to create a formula and benchmark for assessing performance of customer service patient interactions.

2013-14 Helen M. Yerger Special Recognition Award Winners

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338	11	Oregon Chapter	Single	Improvement	Developing a path to sustained chapter excellence through effective strategic planning	The Oregon chapter leadership team has developed an actionable strategic plan providing the framework of sustained excellence. The plan is based on significant feedback from the membership of the chapter. Our chapter had not revised its strategic plan in several years, accordingly, the efforts of the leadership team lack focus on the future. The following process was employed to develop strategies to sustain excellence. The primary measure of success is member satisfaction.
421	11	Oregon Chapter	Single	Improvement	Investing Oregon HFMA's chapter's financial resources to re-invest in Oregon HFMA members	In 2009 the financial market changed, as a result Oregon HFMA excess cash was no longer providing any returns to invest back in our membership. In an effort to improve the chapter's financial strength, a committee was formed to identify all options for the chapter. From this committee, a new investment policy was created, extra cash was invested per the policy and now Oregon HFMA is making reasonable returns to invest back into our chapter.
481	11	Oregon Chapter	Single	Education	Providing Education through Webinars & Complimentary Lunch & Learn Webinar	In response to needs of membership, the chapter needed to offer more education at a reduced or cost-attractive fee due to travel and education budgets being reduced or eliminated. As well the Oregon chapter's 2012-2013 Strategic Plans primary area of focus was to continue to provide membership with quality educational programs. In September of 2013 the Oregon chapter hosted its first educational webinar with more to come.
351	8	Show Me of Missouri Chapter	Single	Member Communications	Communication is Key - How Newsletter Improvements Increased Satisfaction	After reviewing our chapter newsletter, we decided it was not being used an effective tool to communicate with our members. In addition, since inclusion in the newsletter is one of our sponsor benefits, we thought the newsletter needed to be enhanced to be more beneficial to our sponsors.
399	8	Show Me of Missouri Chapter	Single	Improvement	Ask and You Shall Receive - Listening to Members Increases Satisfaction Scores	Show-Me Chapter leadership decided to target overall chapter high satisfaction score as a measure for improved satisfaction of the members. By using the FY13 membership survey results and comments, they pinpointed areas for enhanced efforts and established several initiatives. These included variety of education offerings, locations, education topics and networking events. Overall the score improved 20% from FY13 to FY14 and is the highest score received in the last 8 years. (attach-FY14 survey page 1)

2013-14 Helen M. Yerger Special Recognition Award Winners

ID	Rg	Chapter(s)	Type	Category	Entry Title	Entry Summary
353	11	Southern California Chapter	Single	Improvement	Successful Member Development Program	This Yerger submission describes a successful endeavor by the Southern California Chapter to increase member involvement in chapter leadership. The desired outcome was to increase and broaden participation at the committee level and to identify and train potential future committee chairs and eventual board members. This Yerger entry will describe the plan created for that purpose and report on its success.
449	11	Southern California Chapter	Single	Improvement	Successful New Directions for Chapter Social Events	The chapter opted to add educational programming to two traditional social events and add a number of new social events. This entry provides background on the process and accomplishments.
458	11	Southern California Chapter	Single	Improvement	Education Programming Organization Improvement	The Southern California Chapter did not have an established and documented process for organizing and managing education outreach committee events. As a result, inefficiencies and essential tasks were frequently missed or managed incorrectly, negatively affecting event quality. To resolve these issues, members from the chapter education leadership team and committee volunteers came together to create a standardized event checklist to improve the organization of education event planning.
429	7	Southern Illinois Chapter	Single	Improvement	"Upping the Educational Game"	How the Southern Illinois HFMA Chapter "upped" the educational program to improve their membership satisfaction scores through better topics and a higher quality of speaker.
469	7	Southern Illinois Chapter	Single	Innovation	Past Presidents Recognition	How the Southern Illinois Chapter made the 55th Anniversary celebration truly special by recognizing the hard work of their past presidents.
381	6	Southwestern Ohio Chapter	Single	Improvement	Increase Level of Certified Members	The 2011 re-design of the HFMA certification exam, along with data analysis of internal certification activity, created an opportunity for the Southwestern Ohio Chapter to re-emphasize its commitment to HFMA certification. The chapter designed a certification coaching program to assist members in preparing for the exam. The ultimate goal of the initiative is to build the percentage of certified members towards National averages over a three-year span.

2013-14 Helen M. Yerger Special Recognition Award Winners

ID	Rg	Chapter(s)	Type	Category	Entry Title	Entry Summary
382	9	Texas Gulf Coast Chapter	Single	Innovation	Student Conversion Pilot Program	The HFMA Texas Gulf Coast Chapter values our local students and universities and has struggled to convert those students to full HFMA members after graduation. Substantial resources were used: scholarships, mentorships, and volunteer opportunities with committees and programs. A personal idea from our Chapter President at the 2013 National LTC developed into a stand-alone pilot program that has the initial promise of encouraging future involvement in HFMA from our upcoming young leaders.
391	9	Texas Gulf Coast Chapter	Single	Improvement	Chapter Committee Reorganization	As our TXGC Chapter has expanded over the years in membership and activities, so has our committee structure. Technological advances lead to social media initiatives, and interest in managed care, physician-hospital relations or special networking created even more committees. Our cumbersome infrastructure with 26 areas of interest became difficult to manage, and without substantial efforts - communications suffered. When our Membership Chapter Survey results suffered, it was time to reorganize.
392	9	Texas Gulf Coast Chapter	Single	Member Communications	Monthly Newsletter ☐ A Timely Solution	HFMA Texas Gulf Coast Chapter understands the value in timely and effective communication with their members. This impacts member satisfaction, participation at monthly meetings, successful symposiums, attendance at social events and our ability to network and bring value to our member's membership. While a useful tool, we found that the quarterly newsletter was unable to meet all our communication needs. With the emphasis on timeliness, we introduced our monthly newsletter.
457	9	Texas Gulf Coast Chapter	Single	Innovation	HFMA Certification Preparation Program	The HFMA Texas Gulf Coast Chapter (Chapter) has faced different challenges in certifying and meeting the CBCS goals for certified members. As we addressed the challenges, we found it was important the Chapter's Certification Preparation Program be robust and easy to access, with multiple teaching methods and various ways of offering encouragement to our interested members. We strove to provide to our members value, through our preparation program, with the means and opportunity to challenge the exam.

2013-14 Helen M. Yerger Special Recognition Award Winners

ID	Rg	Chapter(s)	Type	Category	Entry Title	Entry Summary
464	10	Utah Chapter	Single	Improvement	Show me the money! Improving our chapter by increasing our sponsorship funds.	As our chapter began its quest to be awarded the Shelton award within five years for sustained chapter excellence, we knew there were a number of opportunities for our chapter to improve. The following sections will show how our chapter's "Show me the money" initiative raised additional sponsorship funds and ultimately improved our chapter by increasing our membership, improving our educational seminars, raising our education hours, and increasing the number of certified members.
320	4	Virginia/Washington DC Chapter	Single	Improvement	Membership Satisfaction	The VA-DC Chapter historically provides outstanding programs, education and networking events. However, according to the annual Chapter Member Survey conducted by HFMA, our members were not responding to our efforts and notifying us of their satisfaction. The 2012 Survey found our chapter only achieving 48% of the 55% goal. Chapter leadership felt that the survey results did not accurately reflect chapter performance, and immediately decided to become more proactive with all aspects of the survey.
335	4	Virginia/Washington DC Chapter	Single	Innovation	Provider Sponsorship Program	Facing declines in sponsorship revenue & lower provider turnout at events, the VA/DC Chapter revised its Sponsorship Program, supplementing Corporate Sponsor levels with provider benefits and adding a Provider package, whereby providers "pre-purchase" discounted event registrations. The program improved the number of chapter sponsors by 30%, the dollar value by 19.5% and secured three (3) large provider sponsors in its first year, incentivizing providers with a cost-effective way to attend educational events.
385	11	Washington/Alaska Chapter	Single	Member Service	Building the Foundation for Future Leaders Through Certification	To provide our members with the opportunity to become Certified Healthcare Financial Profession as a foundation to becoming future leaders. The Washington-Alaska Chapter took an innovative approach using a certification program that did not exist in the past and build the model to be sustainable for future leaders, as well as, help members build the skill, through certification, to become HFMA future leaders.
402	11	Washington/Alaska Chapter	Single	Membership Recruitment and Retention	60th Anniversary Celebration	Our chapter's strategic plan for 2013-2014 included three goals pertaining to the social aspects of the chapter and its members. Those strategic goals are to address the members' request for more social events, the need to re-engage with members occupying an e-suite, and developing forums where younger members can interact with more established members of the Chapter. We chose to address these three goals in the context of our 60th Anniversary.

2013-14 Helen M. Yerger Special Recognition Award Winners

ID	Rg	Chapter(s)	Type	Category	Entry Title	Entry Summary
343	4	West Virginia Chapter	Single	Innovation	West Virginia Revenue Cycle Provider Forum	The West Virginia Chapter of HFMA members identified a need for a mechanism to discuss rapidly changing regulations and rules that impact the revenue cycle. A provider based conference call and webinar with a provider presentation on a hot issue with open discussion and forum to follow using a moderator was developed after surveying the revenue cycle members of their preferences and their willingness to participate.
354	2	Western New York Chapter	Single	Innovation	Re-engineering the Certification Study Group Approach	To better serve CHFP certification candidates, the Chapter's CHFP Certification Study Group (Study Group) coaches introduced readily available classroom technologies into the exam preparation courses. This allowed candidates to control the setting most advantageous to their learning preference. This increased access and participation rates.
425	7	Wisconsin Chapter	Single	Improvement	WI Chapter Strategic Plan Development/Improvement	The chapter had not had a strategic plan in over five years. The board employed a comprehensive multi-step process led by a CAT facilitator. In addition to yielding a written plan, several tools and communication strategies were implemented. As a result, the Board operates more efficiently, director engagement has improved, several tactics were quickly implemented, and review tools were developed to track progress toward goals.
329	11	Hawaii Chapter Nevada Chapter Northern California Chapter San Diego/Imperial Chapter Southern California Chapter	Multiple	Education	Meet the MAC: Noridian JE Implementation Education Call	The MAC (Medicare Administrative Contractor) transition for Jurisdiction JE from Palmetto to Noridian was being closely followed. However, there was a lack of information about the audit and reimbursement transition. The States that this transition covers is California, Nevada, Hawaii and the Pacific Islands
330	6	Eastern Michigan Chapter Great Lakes Chapter Western Michigan Chapter	Multiple	Education	2013 Michigan Spring Conference	The Spring Conference of 2013 was an educational and financial success. With a centrally located site, we saw continued levels of participation from all three Michigan chapters in spite of the current economic impact on healthcare education

2013-14 Helen M. Yerger Special Recognition Award Winners

ID	Rg	Chapter(s)	Type	Category	Entry Title	Entry Summary
347	6	Central Ohio Chapter Eastern Michigan Chapter Great Lakes Chapter Northeast Ohio Chapter Northwest Ohio Chapter Southwestern Ohio Chapter Western Michigan Chapter	Multiple	Education	Region 6 - Webinar Series 2013 / 2014	The seven chapters of HFMA Region 6 collaborated to bring a quality webinar series designed to address current happenings in healthcare reform, improve membership proficiency and provide additional access to needed chapter education hours. The past regional webinar process was expanded to incorporate all chapter webinars into the regional webinar and to develop a working committee to support the regional webinar process.
352	5	Alabama Chapter Florida Chapter Georgia Chapter Tennessee Chapter	Multiple	Member Service	Region 5 Multi-State Certification Practicum Webinar	Region 5 was aware of members' concerns regarding the study material for the CHFP certification guide adequately preparing the members for the exam. We wished to provide additional assistance to our membership to better prepare them for the CHFP exam. Additionally, this was an effort to increase the number of certified members and increase education hours. Therefore, Alabama, Florida, Georgia, and Tennessee joined together to provide a CHFP certification practicum webinar series to our membership.
355	2	Central New York Chapter Hudson Valley NY Chapter Metropolitan New York Chapter Northeastern New York Chapter Puerto Rico Chapter Rochester Regional Chapter Western New York Chapter	Multiple	Education	Region 2 Mini LTC	The Region 2 Mini LTC was an educational event jointly sponsored by the seven chapters of Region 2. The event brought components of the National Leadership Training Conference (LTC) held on April 21-23, 2014 in Anaheim, CA to the Chapter and Committee Leaders who did not attend National LTC. In addition to national and regional updates, the leaders shared best practices and ideas to help build stronger chapters, more informed volunteers and a more collaborative region.

2013-14 Helen M. Yerger Special Recognition Award Winners

ID	Rg	Chapter(s)	Type	Category	Entry Title	Entry Summary
361	6	Eastern Michigan Chapter Great Lakes Chapter Western Michigan Chapter	Multiple	Education	60th Annual HFMA MI Chapters' Fall Conference	This annual conference has been held for 60 years to meet the educational needs of the members of the Eastern Michigan, Great Lakes, and Western Michigan Chapters of HFMA. The Conference also provides networking opportunities among healthcare professionals and vendors. The 60th Annual Fall Conference provided the opportunity to network with members of the MHEGA (Midwest Healthcare Executives Group & Associates) who help plan the panel discussions that are of interest to both memberships.
371	5	Alabama Chapter Florida Chapter Georgia Chapter South Carolina Chapter Tennessee Chapter	Multiple	Education	2014 Region V Dixie Institute Located in Mobile, Alabama...hosted by the Alabama Chapter	The Region V Dixie Institute is a traditional meeting that rotates annually throughout the five states that are included in Region 5. Those states are Alabama, Florida, Georgia, South Carolina, and Tennessee. The 2014 Dixie Institute made its way to Mobile, Alabama in the middle of Mardi Gras Celebration, the oldest Mardi Gras in the country. The Alabama Chapter team of volunteers put together a great agenda with multiple networking opportunities as well. Welcome to Mobile, Alabama!
376	2	Central New York Chapter Hudson Valley NY Chapter Metropolitan New York Chapter Northeastern New York Chapter Puerto Rico Chapter Rochester Regional Chapter Western New York Chapter	Multiple	Education	2013 Annual Region 2 Fall Institute	The seven chapters of Region 2 held their Annual Region 2 Fall Institute featuring keynote speakers, breakout sessions, and representatives from National HFMA. With representatives from all the chapters, we selected a central location that was affordable and provided a set-up conducive to learning and having space for our exhibitors. By making changes to last year's program, we were able to attract a larger membership, while meeting the educational needs of an expanded target audience.
404	2	Central New York Chapter Hudson Valley NY Chapter Metropolitan New York Chapter Northeastern New York Chapter Rochester Regional Chapter	Multiple	Innovation	Region 2 Certification Study Group	Region 2 responded to the need to increase certified members by establishing a region-wide CHFP study group. A regional committee involving Northeastern, Hudson Valley, Central and Metro NY was established to lead the effort and develop a plan of action. An eight session study group was established to support member's efforts to become certified.

2013-14 Helen M. Yerger Special Recognition Award Winners

ID	Rg	Chapter(s)	Type	Category	Entry Title	Entry Summary
414	9	Arkansas Chapter Lone Star Chapter Louisiana Chapter Mississippi Chapter Oklahoma Chapter South Texas Chapter Texas Gulf Coast Chapter	Multiple	Education	2013 HFMA Region 9 Annual Conference	For the past 10 years, HFMA Region 9 has conducted an annual conference to provide educational value in addition to programs offered by each chapter. The Region 9 Conference Committee continually explores methods for increasing value, particularly for members, to sustain and improve attendance. This year, the committee focused on an effort to increase provider attendance relative to vendor attendance.
419	11	Hawaii Chapter Nevada Chapter Northern California Chapter Oregon Chapter San Diego/Imperial Chapter Southern California Chapter Washington/Alaska Chapter	Multiple	Education	Region 11 Healthcare Symposium	The 2014 Region 11 Symposium, held January 19 - 22, 2014 at the Manchester Grand Hyatt in San Diego, delivered an educational program covering policies and trends affecting the healthcare industry. Our seven-chapter collaborative goal was for participants to gain insight into current issues and developments. After 15 years in Las Vegas, the Symposium took a bold step to move the conference to San Diego, a change that was well received by conference participants.
427	1	Maine Chapter New Hampshire/Vermont Chapter	Multiple	Education	Education Program - Medicare Cost Report Training	Responding to members' needs, the Maine and NH/VT Chapters collaborated to develop and present a comprehensive focused 1½ day Medicare Cost Report Training Program. The case-study approach presented practical knowledge in cost report preparation and the application of Reimbursement Principles. The Program afforded members in similar geographic areas opportunities for networking and idea exchanges. This joint Program resulted in efficient use of the Chapters' resources in Program planning and preparation.
430	8	Iowa Chapter Minnesota Chapter Nebraska Chapter South Dakota Chapter	Multiple	Collaboration	ICD 10/RAC Symposium (Joint IA, MN, NE, SD Meeting)	The Iowa, Minnesota, Nebraska and South Dakota chapters collaborated with AHIMA and AAHAM in an event focused on ICD-10 and RAC Denials. These topics are timely and relevant to all 3 professional organizations. The meeting location provided easy access and the event setting provided an environment that encouraged the sharing of ideas and strategies between attendees. Attendance by state and profession was extremely diverse. Attendance increased this year from chapters with historically lower attendance

2013-14 Helen M. Yerger Special Recognition Award Winners

ID	Rg	Chapter(s)	Type	Category	Entry Title	Entry Summary
445	8	Greater St. Louis Chapter Iowa Chapter Minnesota Chapter Nebraska Chapter North Dakota Chapter Show Me of Missouri Chapter South Dakota Chapter	Multiple	Collaboration	Mid America Summer Institute	Seven chapters of Region 8 held its first Regional Conference. This being the first Regional event, we put together a break even budget utilizing input from other regions. By consolidating efforts and amazing support from vendors, we were able to secure well renowned speakers and a great location. This attracted a larger membership audience than any single chapter could accomplish independently. Multiple educational tracks were offered including revenue cycle, compliance and financial leaders.
448	4	Kentucky Chapter Maryland Chapter North Carolina Chapter Virginia/Washington DC Chapter West Virginia Chapter	Multiple	Education	Mid-Atlantic Region IV's Provider-led Education	Mid-Atlantic conferences have had difficulty drawing attendees from across the region, as opposed to only the host state, and provider participation has declined. The 2013 Region IV event was planned by a diverse committee with representation from all chapters and sought active participation by provider presenters to improve meeting draw and satisfaction. Collaboration among the Mid-Atlantic chapters generated 19% improvement over the prior year's provider attendance.
451	3	Metropolitan Philadelphia Chapter New Jersey Chapter	Multiple	Improvement	New Jersey-Philly 2013 Annual Institute: Make-A-Wish!	The New Jersey-Philly 2013 Annual Institute fundraising efforts exceeded our goals in fundraising dollars and broad participation across our membership. The 2013 total fundraising efforts provided two children's wishes, as compared to 1 wish for 2012. Chapter member donations increased from 40 people to 70 people. Fundraising dollars increased over 25% to over \$11,800. A tremendous success on all counts!
456	11	San Diego/Imperial Chapter Southern California Chapter	Multiple	Education	Successful SOCAL San Diego-Imperial Chapters Fall Conference - 2013	This entry describes the successful development of a Southern California and San Diego-Imperial Chapters joint Fall Conference.
459	9	Lone Star Chapter South Texas Chapter Texas Gulf Coast Chapter	Multiple	Innovation	Texas State Gold Sponsor Luncheon with C-suite Executives	Chapter sponsors are the backbone of our chapters, providing the means and connections to offer strong and affordable educational sessions. In turn, their business is driven by relationships and being at the right place at the right time. The three Texas Chapters offer statewide sponsorships to our corporate partners. We were in disbelief last year when three Gold Sponsors elected to not renew their sponsorships for the upcoming year, requiring quick action on our part. Our challenge became opportunity.

2013-14 Helen M. Yerger Special Recognition Award Winners

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462	5	Alabama Chapter Florida Chapter Georgia Chapter South Carolina Chapter Tennessee Chapter	Multiple	Collaboration	Region 5 Webinars	As time away from the office becomes more difficult for healthcare leaders, webinars have become an efficient method of offering education. The five chapter presidents in Region 5 agreed to host quarterly webinars in order to provide additional education opportunities, both convenient and time-saving for additional value. Planning and coordination to deliver regional webinars resulted in successful educational programs for Region 5 members while also contributing to chapter education goals.
476	3	Metropolitan Philadelphia Chapter New Jersey Chapter	Multiple	Improvement	2013 Annual Institute	The 2013 Annual Institute was a collaborative event hosted by the New Jersey and Metropolitan Philadelphia Chapters in October 2013 which allowed over 500 industry executives to network, increase the expertise around industry hot topics and participate in fundraising efforts for our charity, Make-A-Wish.
477	1	Connecticut Chapter Maine Chapter Massachusetts/Rhode Island Chapter New Hampshire/Vermont Chapter	Multiple	Improvement	Region 1 Conference ☐ Track 3 Senior Executive Attendance	The senior executives within the healthcare industry are vital to the success of HFMA at a national, regional, and Chapter level. Increasing the senior executives☐ participation benefits HFMA at every level, and can often make or break a Chapter or an event. The Region 1 Conference leaders focused on designing a 2013 Conference Track with senior executives in mind, and were immensely successful as this application will demonstrate.
490	8, 9	Oklahoma Chapter Show Me of Missouri Chapter	Multiple	Innovation	Increasing Awareness of and Attendance to the New Joint Conference Through Video Promotions	The HFMA Oklahoma and Show-Me Chapters challenged ourselves to bring new and different programming and education partners in 2013-14. A Joint Winter Conference with a football theme entitled, ☐What☐s in Your Playbook?☐ was the product. To be innovative in education endeavors, OK/SM felt we should be progressive in marketing efforts of the conference. We chose video promotion to gain attention of attendees, promote the new partnership, motivate attendance and introduce the new venue to audiences.

2013-14 Helen M. Yerger Special Recognition Award Winners

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500	11	Hawaii Chapter Nevada Chapter Northern California Chapter Oregon Chapter San Diego/Imperial Chapter Southern California Chapter Washington/Alaska Chapter	Multiple	Collaboration	Region 11 Fall Certification Webinar Series	In response to the needs of membership, all seven Region 11 Chapters collaborated to provide additional education on the certification process through four webinars as another way to increase learning and the understanding of the industry. As well, the chapters wanted to increase the numbers of exams taken and percentage of certified members for each of the chapters.