Chapter Title

**Needs Identification (200 words)**

**Submission Type**

- **South Texas Chapter**
- **Arizona Chapter**
- **Chapter Name** Conference

This has become a session that campaigns and strategies in which systems are facing. OHFMA’s April conference events are driven by disruption of business partner opportunities and the ability to carry on communication and passion. Even before COVID, successfully engaging in a virtual environment, but getting interaction from the members was also important to the Chapter to engage as many people as possible. It was also important to the Chapter to engage and educate students and future leaders on their career development and the importance of financial services and managed care. However, the pandemic halted in-person educational programs and networking activities was born. However, the new approach had to also be affordable to members and vendors alike.

Since face-to-face meeting restrictions and social distancing guidelines were in place, the ability to engage members and encourage them to get certified became a priority. In addition, we sought to decrease the costs of providing the program for members and vendors alike.

The events are typically held in-person in the Dallas/Ft. Worth area, but the pandemic forced us to adapt and offer virtual options. The Patient Accounts Problem Solving session became valuable throughout the pandemic while organizations were facing unprecedented challenges.

Oregon HFMA set the following goals when opting to live-stream the Patient Accounts Problem Solving session.

1. Offer the Patient Accounts Problem Solving session on (at minimum) a bi-monthly basis
2. It was important to the Oregon HFMA chapter to offer this session at free of charge as healthcare organizations were facing financial challenges due to the pandemic.
3. Monthly or semi-weekly joint planning meetings for educational services
4. Chapters were encouraged to partner with each other within normal chapter programs in addition to the regional event series.
5. FREE. Since face-to-face meeting restrictions and social distancing guidelines were in place, the ability to engage members and encourage them to get certified became a priority. In addition, we sought to decrease the costs of providing the program for members and vendors alike.
6. Chapters were encouraged to partner with each other within normal chapter programs in addition to the regional event series.

The format of the Patient Accounts Problem Solving session is an open discussion. To ensure the conversation is meaningful and relevant, the format includes a 60-minute roundtable discussion. This allows for attendees to share their experiences and challenges, and for the facilitators to guide the conversation towards actionable insights and solutions.

Attendees are provided with a link for a Zoom meeting when they register for the session. This ensures accessibility for members who cannot attend in person.

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Our chapter has provided continuous communication to members informing them of the event and its importance. We also ensured that all members were included in the communication to make sure that everyone was aware of the opportunity to engage and be part of the experience.

We try to ensure all members in our chapter are valued and represented. Some of the specific feedback comments we received back on question 4 included, “Loved the Magic Show, Gov Stitt speak, and the networking opportunities.” On question 5, the following comments were noted, “Keep it interactive!” “Continue to get meaningful engaging content that is relevant and useful.” And “This was my first virtual event and I enjoyed it.”

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<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>1</td>
<td>Had very high standards, including a virtual environment, for the 2020 Summer Institute.</td>
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<td>2</td>
<td>The event was well-organized and effective in delivering high-quality content and networking opportunities.</td>
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<td>3</td>
<td>The event exceeded our expectations and was highly appreciated by our members.</td>
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<td>4</td>
<td>The format of the Patient Accounts Problem Solving session was well-received, with attendees finding it informative and engaging.</td>
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<tr>
<td>5</td>
<td>The feedback was mostly positive, with attendees expressing interest in future events and recommending them to others.</td>
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First, Illinois, Nebraska and the pandemic. Engagement during the Pandemic.

The Pandemic. Engagement during the Pandemic.

HFMA collaborated in the pandemic for Region 10. Camaraderie became impacted by Covid 19 in the Midwest and NSDI.

HFMA's membership business model was at risk. We were uncertain if our annual partners and Region 10. HFMA's membership business model was at risk. We were uncertain if our annual partners could go on with the chapter connected and to allow us to deliver on our mission of their annual partners could go on with the chapter connected and to allow us to deliver on our mission of advancing our chapter.

During our virtual strategic FY21 planning meeting, committee members connected amongst members, for example an increase of 25% from FY19 to FY20. Reviewing the FY19 and FY20 Chapter Survey a concentration of networking events that also provided a way to support an organization was noted. Amongst members, networking events that also provided a way to support an organization was noted. Amongst members, networking events that also provided a way to support an organization was noted. Amongst members, networking events that also provided a way to support an organization was noted.

Dollar that would be raised would provide 3 meals to those in need. The chapter agreed to focus on increasing awareness of those facing food insecurity. Throughout the event, attendees were able to opt in to a chance to help those in need.

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The First Illinois Chapter has had a great deal of success in recruiting and former Chapter President and CFO of Northwestern North, Rich Franco (Partnership Chair). Rich, Bart and Eileen Crow, our former Chapter President were instrumental in helping build the outreach pipeline that led to a number of candidates attending the Practicum or pursuing the CHFP certification. With the partnership of the South Dakota Office of Rural Health with the allocation of grant funds, SD HFMA was able to offer the Practicum at a reduced cost of attendance. 

The education committee committed to provide SD HFMA members an excellent, low-cost opportunity to attend the Practicum with 28 attending the event. We retained all but a couple of our registered attendees as well as added to our registration totals with our extensive marketing.

As the Practicum is one of our cornerstone events each year in generating new certified members, we closely track the number ofregistrants and the number of attendees. Certification goals and providing opportunities to network with other Chapter and Region members. Certification goals and providing opportunities to network with other Chapter and Region members. Certification goals and providing opportunities to network with other Chapter and Region members. Certification goals and providing opportunities to network with other Chapter and Region members.

The program consisted of nine courses presented in five two-hour virtual sessions. Active participation of attendees was promoted and encouraged through live Q&A and chat. The more sessions can seem like a dialogue with an engaged and informed audience.

To support the conference, we engaged a local artist to provide an interactive entertainment that would align to our theme “Camaraderie.” Speakers, attendees, sponsors, and any other participants went to interact with each other. The Remo virtual platform was selected as it provided an easy avenue for engagement with Q&A and chat. The more sessions can seem like a dialogue with an engaged and informed audience.

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