

## FROM THE CHAIRMAN



**David P. Canfield,**  
FHFMA  
Chairman, HFMA

# reaching out in time of need

Some HFMA members touch the lives of others every day through their leadership, support, and enthusiasm. Gloria Adams, a member of HFMA for more than 20 years, was such a member.

Carolyn Moffitt, FHFMA, compliance officer at the University of Tennessee Health Science Center in Memphis and a past president of HFMA's Tennessee Chapter, relates Gloria's HFMA story.



**Carolyn Moffitt**

"My story is not about me, although I could discuss how HFMA has enhanced my life. My story is about someone else who is not here today to write about the personal affection she had for the Association—Gloria Adams," Carolyn says.

A provider service representative for Blue Cross Blue Shield of Tennessee and an enthusiastic volunteer, Gloria was devoted to HFMA. She was actively involved with the Tennessee Chapter, serving in many leadership positions and making many friends in the process. Gloria passed away in 1999 from complications resulting from injuries sustained in an automobile accident.



**Gloria Adams**

"When news of Gloria's accident spread, her many friends in HFMA were concerned and wanted to know how she was doing. I sent daily e-mail updates about her condition to chapter officers and to National HFMA staff who had come to know her through her HFMA participation. Those who initially received the messages forwarded them to others until hundreds of HFMA members and other friends were included in the daily correspondence. If I delayed in sending the message, my telephone would ring with inquiries about the latest developments," Carolyn says.

"After Gloria passed away, I received condolences from HFMA members throughout the country

and from National HFMA Board members and staff," Carolyn continues. "Many Tennessee Chapter members and the president of another chapter in our region, as well as a representative from the National office, attended her funeral in Memphis. Hoards of floral arrangements from HFMA members across the country were placed on her gravesite."

Tennessee Chapter members initiated a fund to provide assistance to Gloria's family during her hospital stay. Her family and friends are still grateful to the many people who contributed to the fund. After her death, the chapter used the money left in that fund plus other chapter money to create the Gloria Adams Memorial Scholarship to honor and preserve her memory and her dedicated service to HFMA's Tennessee Chapter. The first scholarship award was announced at the chapter's Fall Institute in October 2003.

"To Gloria Adams, her family, those of us who suffered with her through her illness and death, and the HFMA members and staff whose personal efforts provided encouragement and consolation to the victims of a personal tragedy, HFMA was and remains indeed personal," Carolyn says.

That's a heartwarming account of how deeply HFMA can affect our lives on a personal basis. The acts of kindness shown by members during a time of need touch the lives of many people, both members and nonmembers alike. This story shows once again that HFMA is personal. ■

**This month's shirt is courtesy of HFMA's Georgia Chapter.**