

#BelieveTogether

# TENNESSEE TRACKER

HFMA TN CHAPTER MONTHLY NEWSLETTER

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## A Letter from our President

**Hello fellow HFMA Tennessee Chapter members.**

April showers.... Well they bring on the Spring Institute. I want to use my space of the newsletter to thank the Spring Institute committee that has planned a stellar event at such an amazing venue. It is only through our incredible team and awesome sponsors that this event has come together, and an **in-person** event at that!

Continue reading to find tons of highlights and details on what is to come May 19-21 at the Spring Institute in Nashville. We have some incredible sessions, networking opportunities, and a chance (or two) to give back!

Thank you again for your confidence and trust in me to serve with this wonderful organization. I will not let you down.

**#BelieveTogether,  
Buffy Loveday  
HFMA Tennessee Chapter President**

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# Our Leadership

## Officers

- Chairman - Tina Minnick**
- President - Buffy Loveday**
- President-Elect - Rodney Adams**
- Secretary - Kathryn Topper**
- Treasurer - Chase Wunder**

## West District

- Vice President - Pam Jones**
- Leadership Development - Carmen Voelz**
- Programs/Education - Christine Crowley**
- Scholarship- Merle Glasgow**

## Middle District

- Vice President - Steven Bauer**
- Certifications - Scott Mertie**
- Member Services - Adam Blackwell**
- Projects/Yergers - Stephanie Akin**

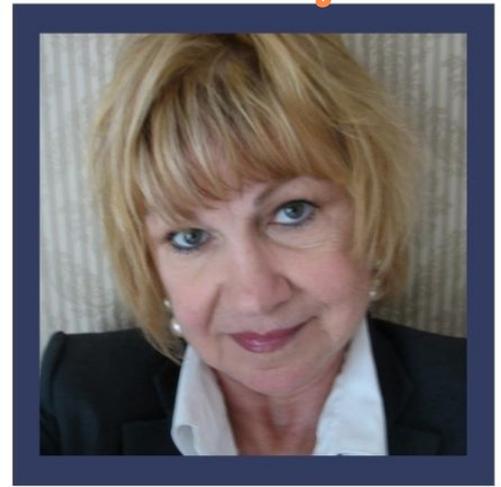
## East District

- Vice President - Katie Tarr**
- Communications - Clint Jones**
- Sponsorship - Michael Waite**
- Website - Brad Arnold**
- Parliamentarian - Martha Calfee**
- CPE Awards - Lee Ann Burney**
- Founders Points - Brad Adams**

# CHRISTINE CROWLEY

**CHAIR, PROGRAMS/EDUCATION**

SENIOR DIRECTOR, REVENUE CYCLE SERVICES,  
NASHVILLE GENERAL HOSPITAL



With over 35 years of experience, Christine has experience in hospital positions and in interim and consulting roles. She has published and frequently speaks on healthcare topics related to finance and operations. Her awards include Follmer Bronze, Reeves Silver, Muncie Gold, Medal of Honor; national speaker of the year 2001, and has earned status of FHFMA as well as CHE through the American College of Health Executives. She holds a Bachelor's in Healthcare Administration, Masters in Business Administration, and Doctorate of Management-Leadership Studies. Christine is married, lives in Brentwood, Tennessee and works for Nashville General Hospital.

What does TN HFMA mean to you?

This chapter is like family to me! To me, HFMA is necessary for me to excel in my career.

My furbabies are Winnie and Pooh. Winnie is a Shih Tzu and Pooh is a Llasa Apso.

Do you have any pets?



What do you enjoy doing outside of work?

I enjoy Golf but my favorite part of the year is February where I take a week off and go skiing in Breckenrige.

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**Hindsight is 2020**  
*The Challenge of Change*

COVID

**Spring Institute**  
May 19-21, 2021  
*The Virgin Hotel*  
Nashville, TN

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UPCOMING  
EVENTS



**Zoom fatigue? Click [here](#) to let us know how we can better serve you moving forward. We want to hear your thoughts on what our members think is relevant so that we can adapt to meet those needs!**

**Integrated Planning Suite:  
Improving Accuracy and Agility**

Tuesday, April 27th | 11:00 a.m. CT



**Jerry Jorgenson**  
Master Principal  
Solution Engineer  
Oracle Healthcare



**Joe Tengel**  
Senior  
Solution Engineer  
Oracle Healthcare

REGISTER



**SOUTH  
EASTERN  
SUMMIT  
NASHVILLE  
BOUND  
SKIPPED A  
YEAR BUT  
NOT A BEAT**



**April 2-6, 2022  
Nashville, TN**

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TNHFMA.ORG

# Hindsight is 2020

*The Challenge of Change*

C O V I D

tnhfma.org



**Spring Institute**

May 19-21, 2021

*The Virgin Hotel*

Nashville, TN

## Calling all Providers!

We are less than a month away from the first HFMA TN Chapter in-person event in over a year! In order to keep in line with the recommended social distancing safety protocols, registration has been limited to provider only at this point. So to all of our provider friends, check out what we have in store and get registered today! (Space is limited. Registration is on a waitlist for non-providers, to be added to the waitlist, please email [mallie@blueturtlecreative.com](mailto:mallie@blueturtlecreative.com))

## SESSION HIGHLIGHTS

- **Revenue Cycle Panel: Revenue Growth and Retention**
- **The Anomaly (or Not) of Eroding Hospital Finances through the Pandemic**
- **Legislative/Government Updates**
- **Select/Unselect**
- **Healthcare Cybersecurity in 2021**
- **CFO Panel: Margin Growth**
- **Keynote: Becoming the Patient... When Provider Leaders Experience Healthcare**
- **Data-Driven ERP Cloud to Drive Financial Operation Decisions**
- **And More!**



# NETWORKING OPPORTUNITIES

There will be many opportunities to connect with chapter friends new and old throughout the entire duration of the event, but some designated times have been built-in specifically to allow time for you to network with other members!

- **Breakfast featuring New Membership Q&A**
- **Opening Reception with Singer, Songwriter Ryan Kinder**
- **Second Night Reception including The Challenge of Change Silent Auction and Marketplace**

# HFMA TN CHAPTER GIVES BACK

After a year that impacted so many in unforeseen ways, attendees will be given the opportunity to give back to those in our great state of Tennessee.

- **A breakfast benefitting Faith Family Medical Center**
  - **Their Mission:** Driven by faith, we provide hope and healing to our hardworking neighbors in need.
  - **Their Vision:** All Middle Tennesseans have the healthcare home they need to lead a fulfilling life.
  - **Their Values:** Love First, Inspire Hope, Serve with Grit, Set the Standard, Believe Always.
- **A silent auction benefitting Faith Family Medical Center and the HFMA TN Outreach fund.**
  - **Visit our page [here](#) for more information.**

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# THANK YOU TO OUR SPRING INSTITUTE SPONSORS!

It is because of our incredible chapter and event sponsors that we are able to put on events like Spring Institute, we truly could not do it without them!

## Exhibitors



## Event Sponsors



**REGISTER NOW!**

Due to CDC guidelines, space is limited. Registration is currently only available for providers only at this time. If you are a non-provider/business partner, please email [mallie@blueturtlecreative.com](mailto:mallie@blueturtlecreative.com) to be added to the waitlist.

PROVIDER  
SPOTLIGHT



## **An HFMA Tennessee Chapter interview with Tommye Rena Wells of Cookeville Regional Medical Center.**

**Tommye Rena, we have seen the end of the first quarter of 2021? What are some insights your organization is seeing into this new year?**

March 2021 is the first month our Facility has started to see upward trends in volumes at the Facility. The Facility is scrambling to find space to accommodate the backlog of elective surgeries while taking care of the urgent and emergent cases. The pandemic accelerated the facility's decision to increase beds due to capacity issues we had been facing. We look forward to the challenges ahead and hope we have learned from some mistakes in the past.

**There is a lot of talk about remote workers. Has the pandemic changed any of that for your organization?**

The pandemic did not have a lasting change regarding our policy of working remotely. In March and April 2020 during our workforce reduction, our Facility did allow some employees to work remotely. Once all employees were brought back, the Facility discontinued employees working remotely.

**What are some ways that you and CRMC has leveraged to stay the course during all the turmoil of the past year?**

At the onset of the pandemic in March 2020, our Facility had just experienced a tornado that devastated our community and 19 lives were lost. Our Facility came together to meet the needs of families unlike any time precedent in our history. This began our journey into a very long and unusual year. Once the pandemic outbreak began, our facility found ourselves scrambling for supplies and equipment like every other facility. Our facility began daily COVID huddle calls and daily COVID communiques because things were changing every hour. These played a major role in the key to our success as a facility. During the height of the pandemic, our facility even had an afternoon huddle call to plan for the next day. This enabled the Facility to stay abreast of all of the changes in a real-time manner. During the pandemic, our Facility worked closely as a team more than ever before. Teamwork has been our key to success during this trying time. Our facility remained focused on putting the patient first. Our Facility was also one of the front runners in administering the monoclonal antibody bamlanivimab. We feel this has been a tremendous help to our community and surrounding counties in helping to turn the corner in decreasing the severity of the cases.

**"During the pandemic, our Facility worked closely as a team more than ever before. Teamwork has been our key to success during this trying time."**

**Statistics show that adults will continue to struggle with the isolation of the pandemic, the global changes made to travel, employment, etc... What are your thoughts about how we move forward and to help your team move forward from the fear of what's next....**

As with any major event there are always lessons to be learned. Isolation is of great concern as we continue to see a large number of mentally ill patients. We have to continue to be innovative with ideas on how to reach the public and help them feel safe in the community. Communication whether good or bad has proven to be the best resource to help ease the fear of the unknown.



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# VOLUNTEERS NEEDED!



## WE WANT YOU!

The 2020-2021 leadership team needs your time and talents. We are recruiting now for committee members to support key areas within the chapter.

**Interested in joining us?**

Click [here](#) to begin your journey with us.

[WWW.TNHFMA.ORG](http://WWW.TNHFMA.ORG)



## **An HFMA Tennessee Chapter interview with one of our sponsors, Softek.**

**Tell us a little bit of what makes Softek unique for our healthcare and finance audience.**

Softek has been specializing in Cerner® Millennium for over 25 years. We work with clients to help optimize their EHR systems and give them visibility into their revenue cycle management. We give clients unprecedented visibility into their Cerner EHR systems to see where the breakdowns are occurring and where revenue is getting lost.

**It is the end of Q1, 2021. So many had hoped that 2020 and the aftermath would just disappear. It hasn't. Can you share some of the ways that the pandemic is still affecting you and your business at Softek?**

Softek offers Cerner-specific consulting to our potential and current clients where we go onsite to help them understand our software and train them on how to use it. We had hopes to be traveling to see our clients and prospects in early 2021 but most were still locked down to visitors. We missed being on the road and seeing our clients! However, as vaccines roll out we've seen hospitals more open to consulting.

**What are some of the strategic goals Softek has for this year? Did these change due to 2020 and how?**

Our goals were to grow our business and seek out other business-to-business opportunities, as well as get Softek's name out there as a partner and a vendor. They didn't change due to 2020.

**"HFMA has connected us to so many potential clients and other individuals and resources in the healthcare finance world.."**

**There are so many organizations and opportunities to support them. Can you tell me why you choose to continue to support HFMA TN Chapter?**

HFMA has always been a great resource for Softek. It has connected us to so many potential clients and other individuals and resources in the healthcare finance world. We see this partnership as very valuable to help achieve our sales and marketing goals.

2020 - 2021  
TN HFMA Chapter

**SPONSORSHIP  
AVAILABLE!**

Click [HERE](#) for more details

## 2020-2021 HFMA TN Chapter Sponsors

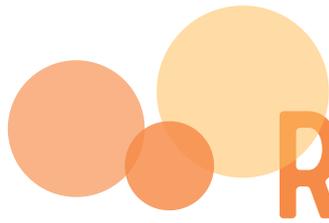
**Diamond:** AccuReg

**Gold:** CarePayment

**Silver:** LBMC, MSCB, Olive, PYA, Fifth Third Bank, EnableComp, Wakefield and Associates

**Bronze:** Oracle, Penn Credit, Softek

**Honorary:** Bill Matheney



# RESOURCES

Regulatory &  
Accounting  
Resources

HFMA  
News

HFMA  
Podcasts

HFMA  
Blog

Physician  
Practice  
Resources

HFMA  
Coronavirus  
Resources

Tennessee  
Hospital  
Association

Nashville  
Healthcare  
Council

## A special welcome to our new HFMA TN Chapter members!

**Cristina Mitra**

**Jason McPherson**

**Patricia Kresch**

**Javier Ochoa**

**Ye Tian**

**Lisa Fix**

**Brannon Andrews**

**Christy Bishop**

**Jessica Beshear**

**William Tedder**

**Michelle Denny**

**Mary Mcfadden**

**Antonio Woods**

**Elena Jolly**

**John Menard**

**Marca Barr**

**Amy Graham**

**Teresa Allen**

Interested in becoming an HFMA member? Join [HERE](#)