

# The NorEaster

FALL 2022



## President's Message

Hello chapter members, and welcome to the Northern New England chapter of HFMA! I am honored to serve as your president this year. We officially made it through the first full year of the chapter, and what a year it was! We hosted the first in person event since the chapter's formation, saw an increase in member engagement, generous sponsor support, and plenty of relevant educational content provided.

I strongly believe we will continue to grow as a chapter this year and look forward to seeing how that growth unfolds. Some of our priorities for this year are increased communication with chapter members, broadening the scope of educational content, development of more opportunities for volunteer recognition, and continued collaboration with our members to maximize membership value.

We will continue to utilize our committee structure established during our initial chapter year to plan everything from social events to educational content. To stay up to date on everything we're planning, be sure to check out our website at <https://www.hfma.org/northern-new-england>, follow us on LinkedIn and Twitter, read our quarterly newsletters and monthly highlight emails, and watch out for emails from Jeff Walla at [jwalla@berrydunn.com](mailto:jwalla@berrydunn.com) related to upcoming events.

Lastly, I want to encourage you to consider taking on a volunteer role within the chapter. Volunteers are the backbone of our chapter, and there are so many benefits to engaging in this way with this amazing community of professionals. For additional details on volunteer opportunities within the chapter, please visit our volunteer page at <https://www.hfma.org/chapters/region-1/northern-new-england/about.html> and take a look at the current committee descriptions on our Leadership page at <https://www.hfma.org/chapters/region-1/northern-new-england/leadership.html> or feel free to reach out to me at [wgallon@stroudwater.com](mailto:wgallon@stroudwater.com).

Look forward to working with you all!

Sincerely,

**Wade Gallon**

President, Northern New England Chapter, HFMA

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## NEWSLETTER POLICY

EDITOR: Thomas Jabro, CTP

The editor strongly encourages the submission of material for publication. The editor reserves the right to edit material and accept or reject contributions whether solicited or not. Send all correspondence to:

THOMAS JABRO, Newsletter Committee Chair  
InstaMed, a J.P. Morgan company  
215-251-7504  
[thomas.jabro@instamed.com](mailto:thomas.jabro@instamed.com)

Chelsea L. Desrosiers, CPA, MBA  
Chief Financial Officer  
Cary Medical Center  
207-498-1140  
[chdesrosiers@carymed.org](mailto:chdesrosiers@carymed.org)

## NEWSLETTER COMMITTEE

Carol Barrett, Diane Blaha, Emily Anne Nolte,  
Kimberly Spaulding, Eric Walker, Gerri Provost,  
Jane Kapoian, Erin Cutter, Judi Deavers, Rob Gilbert,  
Robin Fisk, Chelsea Desrosiers, Mike Whitten

The Newsletter is published four times a year. Our objective is to provide members with information regarding chapter activities as well as ideas to help the individual in the performance of his/her duties.

Opinions expressed in articles or features are those of the authors and do not necessarily reflect the views of the Healthcare Financial Management Association, Northern New England Chapter or the editor.

## Thank You to Our Sponsors

We are fortunate as both the New Hampshire-Vermont and Maine chapters to have the following sponsors who have been steadfast in their support of our respective chapters and wish to acknowledge them for their ongoing support.

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## A reminder for all CPA's, CMA's, etc. regarding record retention

Please make sure that you print and save your certificates of attendance from any programs you attend that are NNE HFMA chapter events (whether webinar or in-person), especially if you are required to maintain any sort of professional certification. The chapter is not responsible for maintaining these records for its members beyond providing you with the email immediately following the webinar or distributing the certificate the day of the in-person event. We are unable to reproduce historical records for members, therefore, you will need to maintain such records personally.



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## Four Tips for Helping a New Grad Transition to your Office

So you've hired a new grad to join your team. She graduated from a great program, she had a high GPA, and she interviewed with enthusiasm and knowledge about the field - you and your team are looking forward to her coming on board. How do you make sure she makes a smooth transition from school to work (the school-to-work transition, or STWT)? It's important to remember that there is a difference between onboarding someone with work experience onto your team, and onboarding someone who is going through the STWT. [Research shows](#) that there are a few things recent grads need, and they are often neglected.

To help your new grad with the STWT, consider these tips:

1) Over-communicate role expectations. Experienced workers know that job descriptions rarely accurately describe role expectations and know how to adapt around this; new grads are experiencing this for the first time. It is imperative to communicate the specific expectations the organization has of the person in the new grad's role and to help her understand how her role supports the work of the organization and reinforce those expectations multiple times.

2) Over-communicate task expectations. New grads are used to a high degree of clarity about task requirements and deadlines. You might feel you are being nice by giving an assignment and saying, "get it to me when you can". However, the new grad won't know if you mean the assignment is due by the end of the day or the end of the month. Be nice, but give some thought about what you want, and be clear.

3) Give frequent and direct feedback. With experience in the workforce, we learn to pick up on subtle work-place feedback. Most new grads do not know how to interpret subtle work-place feedback and they will likely miss social cues that are meant to praise or redirect them. Most of us are uncomfortable with direct feedback, but it is essential to give it frequently to new grads - both positive and negative.

4) Find them a peer mentor. New grads are going to want to impress you, so they may be reluctant to ask for help when they should. Peer mentors can be invaluable for gaining an understanding of the subtleties of organizational life. Peer mentors usually emerge organically, but if your work unit does not have any other recent graduates, you might need to help your new grad connect to someone a year or two ahead of her outside of your unit, but within the organization.

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## Annual Meeting Photos and Captions V1



Rob Gilbert (left) and Denis Houle received the HFMA Founder's Medal of Honor, which recognizes an individual who has been actively involved in HFMA for at least three years after earning the Muncie Gold Award, has provided significant service at the chapter, regional and/or national level in at least two of those years, and remains a member in good standing.



Former chapter President Barbara Lynch shows off her award for Outstanding Leadership and the New Hampshire-Vermont chapter Award of Excellence for Member Value, Platinum Certification, and Membership Growth.



Former chapter President Erin Cutter (left) and former chapter President Greg Knight (right) show off their new awards with current President Wade Gallon (center).



Winners of our Social Networking Cornhole Event: Ryan Werling of AblePay Health and Jake Schooler of Cloudmed.



New leadership is sworn in during the Annual Meeting. Pictured here are some of the chapter's new board members and chapter leadership: Mark Bonica, Board Director; Chris Mouradian, Board Director; Andrew Murry, Board Director; Artem Maksutov, Board Director; Michelle Smith, Treasurer; Zachary Colby, President-Elect; Wade Gallon, President; Erin Cutter, Past President

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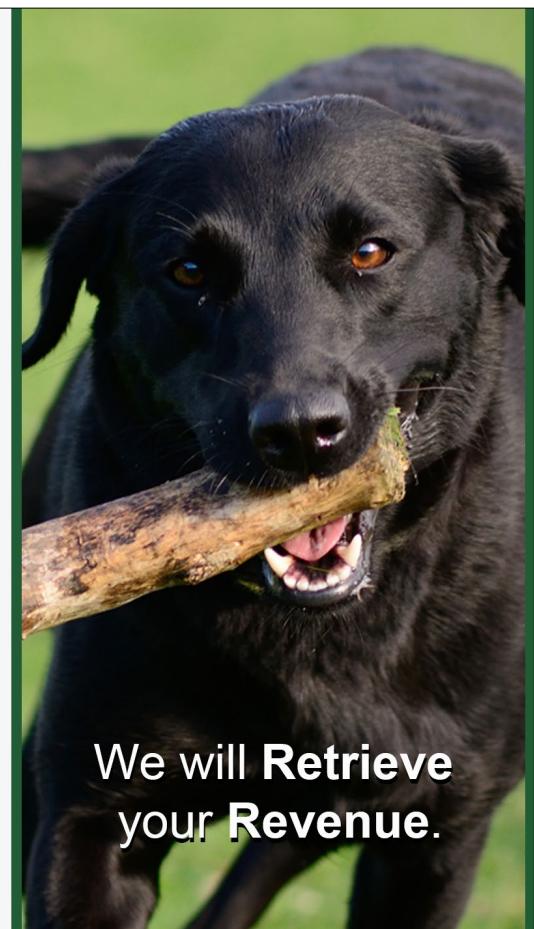

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# Chapter Committee Chairs

Visit our webpage for more information about volunteering to be on one or more of our Committees.

## Chapter Quality Committee

### **Zachary Colby, CRCR**

President-elect  
Manager, Patient Financial Services  
North Country Healthcare  
(603) 788-5359  
[zachary.colby@northcountryhealth.org](mailto:zachary.colby@northcountryhealth.org)

## Corporate Sponsorship Committee

### **Tige Monacelli, MBA FHFMA**

Sr. Director of Financial Planning  
Maine Medical Center  
(207)662-4898  
[tmonacelli@mainehealth.org](mailto:tmonacelli@mainehealth.org)

### **Jeffrey D Walla, CPA, FHFMA**

Principal, BerryDunn  
1000 Elm St., 4th Floor  
Manchester, NH 03101-1715  
Phone: (603) 518-2643  
[jwalla@berrydunn.com](mailto:jwalla@berrydunn.com)

## Education Committee

### **David Kennedy, CPA**

Vice President - Finance,  
Northern Light Mercy Hospital  
Office: 207-879-3363  
Cell: 207-228-5649  
[dkennedy@northernlight.org](mailto:dkennedy@northernlight.org)

### **Jeffrey D Walla, CPA, FHFMA**

Principal, BerryDunn  
1000 Elm St., 4th Floor  
Manchester, NH 03101-1715  
Phone: (603) 518-2643  
[jwalla@berrydunn.com](mailto:jwalla@berrydunn.com)

## Membership/Certification Committee

### **Robert M. Gilbert, FHFMA, COC**

Senior Manager, Healthcare Consulting,  
Baker Newman Noyes  
100 Arboretum Drive, Suite 204,  
Portsmouth, NH 03801  
Phone: (603) 436-8200 x4407  
Fax: (603) 436-7756  
[rgilbert@bnncpa.com](mailto:rgilbert@bnncpa.com)

### **Wade Gallon, CPA, FHFMA**

Consultant, Stroudwater  
1685 Congress St, Suite 202  
Portland, Maine 04102  
(207) 221-8270  
[WGallon@stroudwater.com](mailto:WGallon@stroudwater.com)

### **Brandon Reed**

[bmreed@gmail.com](mailto:bmreed@gmail.com)

## Newsletter Committee

### **Thomas Jabro**

Regional Vice President, Business  
Development  
InstaMed, a J.P. Morgan Company  
(215) 251-7504  
[thomas.jabro@instamed.com](mailto:thomas.jabro@instamed.com)

### **Chelsea L. Desrosiers, CPA, MBA**

Chief Financial Officer,  
Cary Medical Center  
207-498-1140  
[chdesrosiers@carymed.org](mailto:chdesrosiers@carymed.org)

## Nominating Committee

### **Erin Cutter**

Past-President  
Manager of Revenue Integrity  
Concord Hospital  
(603)230-7370  
[ecutter@crhc.org](mailto:ecutter@crhc.org)

## Scholarship Committee

### **Jeffrey D Walla, CPA, FHFMA**

Principal, BerryDunn  
1000 Elm St., 4th Floor  
Manchester, NH 03101-1715  
Phone: (603) 518-2643  
[jwalla@berrydunn.com](mailto:jwalla@berrydunn.com)

### **Andrew Murry, CPA**

Baker Newman Noyes  
280 Fore Street  
Portland, ME 04101  
Ph: 207.791.7584  
[AMurry@bnncpa.com](mailto:AMurry@bnncpa.com)

## Social Event/Social Media Committee

### **Eric F. Walker, CPA**

Manager, Finance,  
New Hampshire Healthy Families  
2 Executive Park Drive,  
Bedford, NH 03110  
(603) 263-7116  
[ericwalker@cpa@gmail.com](mailto:ericwalker@cpa@gmail.com)

### **Gregory Knight**

Manager, Baker Newman Noyes  
280 Fore St., Portland, ME 04101  
(207) 791-7147  
[gknight@bnncpa.com](mailto:gknight@bnncpa.com)



# Meet the Leadership Team



## **Wade Gallon, CPA, FHFMA, President**

[WGallon@stroudwater.com](mailto:WGallon@stroudwater.com)

I'm really looking forward to continuing to serve the NNE chapter this year! I've found that engaging in this community has better prepared me for my professional roles and has allowed me to make great connections in the healthcare finance space. Outside of work, I enjoy spending time with my family and getting outdoors whenever possible. Paddling, fishing and running are the current frontrunners out of a long list. Looking forward to hopefully meeting many of you throughout the year!



## **Zachary Colby, President Elect**

[Zachary.Colby@northcountryhealth.org](mailto:Zachary.Colby@northcountryhealth.org)

It is exciting to see all the great things happening in the Northern New England HFMA chapter. I know there is more to come as this new chapter continues to evolve and grow. I am proud to be the President-Elect for this chapter. I am the Patient Financial Services Manager for North Country Healthcare (NCH) which consists of Androscoggin Valley Hospital, Upper Ct Valley Hospital, Weeks Medical Center and North Country Home Health and Hospice. When not working for NCH or HFMA I enjoy fishing and camping with family and friends. I also enjoy gardening and cheering on the Patriots, Bruins and Red Sox. I look forward to seeing everyone in the near future."



## **Chelsea Desrosiers, CPA, MBA, Secretary**

[chdesrosiers@carymed.org](mailto:chdesrosiers@carymed.org)

I'm excited to see the expansion of educational opportunities for our members with the Northern New England HFMA chapter. As a CFO at a rural hospital in Northern Maine I also look forward to the enhanced networking opportunities that will be available to our members with the merge of the two chapters. The networking component is a key resource to working through the many challenges of our ever changing healthcare environment. When I'm not at Cary Medical Center, you can find me with my two adorable (but very active!) children, Livia and Raymond. My husband and I are working on our dream home, renovating our latest purchase of an old white farmhouse and making walking/skiing/snowshoeing trails on our land.



## **Michelle Smith, Treasurer**

[Michelle.smith@mdihospital.org](mailto:Michelle.smith@mdihospital.org)

I am excited to be the Chief Financial Officer for the newly created Northern New England Chapter of HFMA! I look forward to seeing the wonderful educational and networking opportunities we will deliver to the Northern New England and beyond for HFMA in the upcoming year. I am currently the Director of Finance at Mount Desert Island Hospital in Bar Harbor, ME. When I'm not busy at my day job, I enjoy spending time with my family at camp, horseback riding with my youngest and supporting my community in many volunteer ways.



## **Erin Cutter, Past President**

[ecutter@crhc.org](mailto:ecutter@crhc.org)

I'm honored to be serving as President for the inaugural year of the Northern New England Chapter. I've worked in some capacity of hospital Revenue Operations for the past 13 years, and I've always gotten so much out of my HFMA membership. In my spare time, I enjoy spending time with friends and family, reading, traveling, and DIY home improvement projects.

# Board of Directors

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## Artem Maksutov

[artem.maksutov@mdihospital.org](mailto:artem.maksutov@mdihospital.org)



## Mark Bonica, PhD, MBA

[Mark.Bonica@unh.edu](mailto:Mark.Bonica@unh.edu)

I am an associate professor in the University of New Hampshire's Department of Health Management and Policy where I teach and oversee the undergraduate internship program. I am also the host of the Health Leader Forge Podcast (<http://healthleaderforge.org>) and I write a weekly newsletter for healthcare leaders (<https://markbonica.substack.com/>). When I am not preparing the next generation of healthcare leaders, you can usually find me paddling my kayak on the Oyster River or somewhere else around Great Bay.



## Andrew Murry, CPA

[AMurry@bnncpa.com](mailto:AMurry@bnncpa.com)

I am excited to be a part of the Northern New England HFMA! I work for Baker Newman Noyes as an audit manager. Outside of BNN and HFMA, I spend most of my time running road races and golfing. I love going on golf trips to see unique courses while losing a lot of golf balls. I look forward to meeting many of you in person this year!



## Chris Mouradian, CPA

[cmouradian@berrydunn.com](mailto:cmouradian@berrydunn.com)

I am so excited to be a part of the Northern New England HFMA chapter and can't wait to meet many of you in person this year. I work for BerryDunn, a Top 50 accounting firm headquartered in New England. When I'm not working at BerryDunn or HFMA, I enjoy being on the lake, at the beach, with friends and family. Over the next few years, my father and I will be travelling to horse racing tracks around the country.



## Jeff Walla CPA, FHFMA

[jwalla@berrydunn.com](mailto:jwalla@berrydunn.com)

It is very satisfying to be part of this new HFMA chapter formation and see nothing but benefit for our members combining forces more formally. When I'm not working at BerryDunn or on HFMA, I have some hobbies and they have evolved over time shifting to woodworking (once the price of lumber returns to something approaching normal), time on the race track (but not often enough), and gardening. Let's just say I'm taking a break from golf for the time being, but it will be back in the line up some day.

## Board of Directors, continued



### Tige Monacelli

[TMonacelli@mainehealth.org](mailto:TMonacelli@mainehealth.org)

I am honored and excited to be a part of the newly combined NNE chapter leadership. When I am not working at Maine Health or on HFMA, I enjoy playing softball, as well as watching football and baseball. I have been known to play cards occasionally and was once kicked out of a casino in Vegas for counting cards at a \$5 blackjack table.



### Tom Jabro CRCR, CHFP, CSAF

[Thomas.jabro@instamed.com](mailto:Thomas.jabro@instamed.com)

I am excited for what the Northern New England HFMA chapter will achieve together! I work for InstaMed, J.P. Morgan's enhanced patient financial experience platform. Outside of J.P. Morgan and HFMA, I enjoy being up in the mountains skiing or hiking, swimming whenever I can, and traveling. I have been to every single US state and I hope to tackle every Major League ballpark. I look forward to meeting many of you in person this year. Cheers!



### Terri Herrington

[tharrington@mainerecoveryservices.com](mailto:tharrington@mainerecoveryservices.com)

I am extremely excited to be part of the Northern New England HFMA. Being involved with multiple chapters in the past I was able to see what each chapter could bring to the table. It will be a wonderful opportunity to work with the amazing talent each chapter has. My hobbies include running sporting camps with my husband , and a restaurant with my brother. Best time is spending time with my family and friends



### Andrew Garami CHFP, CRCR

[Andrew.Garami@mahc.org](mailto:Andrew.Garami@mahc.org)

I'm thrilled to be part of the new Northern New England HFMA chapter. We are growing bigger and better with each passing year, and I feel fortunate to be a part of such a great group of knowledgeable and experienced healthcare finance professionals. I am the Senior Financial Analyst for Mt. Ascutney Hospital and Health Center based in Windsor, VT. I enjoy boxing, cryptocurrencies, ceramics, and travelling. I have been fortunate/crazy enough to take a few year-long sabbaticals to travel abroad. Now that remote work is here to stay (for some of us), I'm looking forward to doing it again soon!

### Wendy Dumais, CRCR

[wdumais@crhc.org](mailto:wdumais@crhc.org)

I am really looking forward to working with the new Northern New England HFMA Chapter. I am the Administrative Director for Revenue Cycle a t Concord Hospital and am celebrating my 20th anniversary with the hospital this month. Outside of work, I enjoy traveling, spending time on the water and eating really good food!

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