

# TENNESSEE TRACKER

HFMA TN CHAPTER MONTHLY NEWSLETTER

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## A Letter from our President

**Hello fellow TNHFMA members. Happy New Year!**

2021 seems to be lining itself up to be one of continued change. As Johnny Cash said, "I hear the train a comin', it's rolling round the bend". That is a little of how I feel about 2021. Yes 2020 is behind us but COVID-19 isn't. The vaccine is available but so much controversy about if, who, when, and how it should be done. Our country is changing our leaders but so much more needs to change. There do seem to be some constants. Healthcare and its workers are tired. Our front-line staff continue to give all they have. Our doctors are pressed on all sides. Our administrations are preparing for legislation changes and preparing for what is to come. It would seem with all that seems to change much stays the same. As is with life for us all.

HFMA Tennessee Chapter, too, is charging ahead. We are planning our first in person event for May of this year in Nashville. We will do it safely and responsibly. We are seeking speakers for the event so if you are a provider who would like to share then please let us know. If you are a business partner and have content that is relative to today's landscape, then we want to hear from you as well. We will address legislative updates, accounting and audit, CEO, CFO, Revenue Cycle panels, and more.

The changes continue as we announced that the Southeastern Summit scheduled for 2021 has been moved to 2022. This is our Region 5 event and all the states agreed that it may be better to simply push everyone a year and Tennessee will host in 2022. More to come throughout the year.

As we are forced to face the challenges in our industry it also helps us to seek new ways to deliver care more effectively. New ways to do some things better and more efficiently. Seek changes that in the past may have simply been dreams but can become a reality. 2020 forced us out of our comfort zones. May 2021 keep us seeking new ideas to do some old things and stretch us to improve the quality of life for our employees, our patients and the communities we serve.

May we and those of our industry have a happy and prosperous 2021.

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 TN 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**

# CLINT JONES

COMMUNICATIONS CHAIR

VP, BUSINESS DEVELOPMENT, ACCUREG



Clint currently leads the Business Development efforts at AccuReg. He has over 17 years of experience which consist of 8 years working with payors, 5 years working as a provider, and now 4 years at his current company, AccuReg. Clint is a graduate of Faulkner University in Montgomery, Alabama, and holds a Bachelor of Science in Human Resource Management. He is a dad of 4 kids age 18, 20, 20, and 22, and hopes to travel the world after their college graduations.

What does TN HFMA mean to you?

As the hub of healthcare in the US, Tennessee is poised to also be the leading HFMA chapter in the country.

Hosting Virtual Happy Hours on Zoom and fighting Cabin Fever.

How have you spent your time during COVID-19?

What was the last thing you read?

The American Odyssey of George Herbert Walker Bush (by Jon Meacham).

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# Hindsight is 2020

*The Challenge of Change*

C O V I D

## Spring Institute

May 19-21, 2021

*Nashville, TN*

Details to come

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SAVE  
THE  
DATE

UPCOMING  
EVENTS



## 2021 MIDSOUTH INSTITUTE

Virtual Event  
January 27-29, 2021

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REGISTER

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WEBINAR:  
**POST-ELECTION TAX  
CONSIDERATIONS**

JANUARY 26  
11:00 A.M. CT

PRESENTED BY ALAN KING

LBMC

UPCOMING  
WEBINARS

REGISTER

**HFMA  
CERTIFICATION  
WEBINAR**

PRESENTED BY SCOTT MERTIE,  
KRAFT HEALTHCARE CONSULTING

February 9th, 2021

11:00 a.m. - 12:00 p.m.

REGISTER



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



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

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## **An HFMA Tennessee Chapter interview with West Tennessee Healthcare's Bart Teague.**

### **We are entering into 2021: What have you found to be the biggest challenge this early into the year?**

I would say dealing with competing priorities after the lull of the holidays. It seems activity was put on hold during the holiday season in some cases, and now it's time to hit the ground running with lots of high priorities. This is really nothing new for this time of year, but it presents challenges for prioritization and time management.

### **What do you predict may be the biggest opportunity in healthcare finance in 2021?**

One of the biggest challenges is likely to be difficulty in planning, forecasting, and budgeting due to uncertainty about what the future holds, particularly relative to the COVID-19 pandemic. Our patient volumes ranged from very low to very high in 2020, making it difficult to predict going forward. I'm hopeful we will see some stabilizing over the next few months.

## **Are there strategies that you will have this year that vary significantly from 2020? Why or why not?**

It depends on how you look at it, but I think our strategies will be somewhat different in 2021 compared to 2020. I hope, and expect, that less of our attention and resources will need to be directed toward the pandemic as the year moves along. In 2020, the pandemic and Public Health Emergency accelerated some of our initiatives, like telemedicine, working remotely, and remote patient monitoring; and it caused us to delay or slow down on some of our other initiatives. With a great deal of uncertainty still about what the future holds, we need to be nimble and able to adjust quickly. To help with that we've established a shorter term approach to budgeting and evaluating financial performance, to allow opportunity for quicker adjustments.

**"We can benefit greatly by exchanging ideas and information with our peers in other organizations on how we're responding to these changes."**

## **How important is it to network with other systems? What are the pros/cons of doing so?**

I think it's vitally important, especially during these uncertain times. We can learn a great deal from each other. By sharing and communicating our successes and lessons learned we can all achieve more. In healthcare, and specifically revenue cycle, we encounter change continually - new services, technologies, laws and regulations, payer requirements. We can benefit greatly by exchanging ideas and information with our peers in other organizations on how we're responding to these changes.



**WTH represents a large part of the care in your area. What do you see from your communities as their top needs from your system?**

Access to high quality care, especially primary care, is vital to our rural communities. Chronic health conditions, such as hypertension and diabetes, and also behavioral health needs, are prevalent in these communities, so we are working to provide primary care and behavioral health services through alternative models, such as telehealth as quickly as possible. During 2020, with the introduction of COVID-19 into the community, the system accelerated implementation of telehealth services and remote patient monitoring at home to enhance services where access to care was limited.

**What are the top 3-5 goals for 2021 both personally and for your system?**

One of our top goals is to improve the patient experience, including the way we engage and interact with patients from a billing and revenue cycle perspective. Another is to continue to optimize and refine systems and processes, particularly related to new technologies we've recently implemented. Also, for Revenue Cycle, we will focus on maintaining and improving revenue cycle key performance indicators, especially indicators of revenue leakage. Also, we have a major system implementation planned for this year. It's certainly an important goal to have a successful implementation and a smooth transition overall.

**Is there anything else you would like our audience to know?**

We remain focused on our mission – To improve the health and well-being of the communities we serve while providing exceptional and compassionate care. We're here to serve our patients and communities and we strive every day to do that in the best way possible.



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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)

2020 - 2021  
TN HFMA Chapter

**SPONSORSHIP  
AVAILABLE!**

Click [HERE](#) for more details

## 2020-2021 HFMA TN Chapter Sponsors

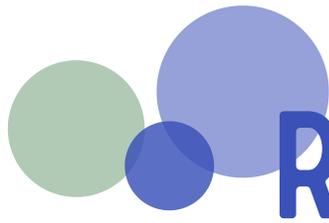
**Diamond:** AccuReg

**Gold:** CarePayment

**Silver:** LBMC, MSCB, 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!

**Steven Ulshafer**

**Lisa Matthews**

**Hunter Adams**

**Shai Ruscussen**

**Jean Lyle**

**Jeanna Fitzgerald**

**Julie Alexander**

**Tia Dawn Alley**

**Abi Brace**

**Nicola Church**

**Sarah Elizabeth Cotton**

**Geanie Fentress**

**Lorie Gombash**

**Dawn Kelly**

**Diona Leonard**

**Sandra Carol Stone**

**Lisa Belter**

**Brandy Coleman**

**Branda Cook**

**Tammy Davis**

**Tammy Gibson**

**Pamela Jean Kovzelove**

**Harlie Lee**

**Duana Northcote**

**Adam Stevens**

**Tyson Taylor**

**Tom Vickery**

**Erika Long**

**Kelly Williams**

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