

what's up?

NEWS FOR WESTERN HEALTHCARE ALLIANCE



WHA and AVEC attendees at ANI Conference which was held June 22–25 in Las Vegas. From left: Jessica Taylor, Katie Kennedy, Simon Hughes, Ryan Anderson, John Evensen, and Steve Hubbard.

WHA Partners with AVEC Health Solutions to Expand Centralized Business Office Solutions for Rural and Community Healthcare Providers

Western Healthcare Alliance is pleased to announce a new partnership with AVEC Health Solutions. Together, they bring specialized cost-effective and patient-friendly Centralized Business Office programs and services to rural and community hospitals and physician clinics.

“AVEC can create custom programs catering to our member hospitals as well as physician offices in our rural communities.”

— **Steve Hubbard, CFO**
Western Healthcare Alliance

WHA members and the leadership team selected AVEC Health Solutions as a partner for expanding our Centralized Business Office after a ten-month due diligence process vetting possible vendors and partners. AVEC was chosen for their balance of responsiveness and cost effective strategies, as well as their focus on assisting small- to mid-size hospitals of 10-250 beds and physician clinics.

“AVEC can create custom programs catering to our member hospitals as well as physician offices in our rural communities,” said Steve Hubbard, CFO of WHA. “Needs of our members are unique because while their volume is smaller than in urban medical centers, they face the same compliance, process and systems integration as larger facilities.”

Programs and services available through WHA powered by AVEC provide complete and *a la carte* Centralized Business Office operations including eligibility, coding, insurance billing, follow-up, self-pay billing, and collections.

AVEC manages an offshore staffing pool of more than 800 coders and 1,200 insurance billing professionals in the Philippines and India, respectively, to meet those temporary and permanent staffing needs. “Clients and members are located in areas where employee resources are challenging, and often find their business office operations short-staffed either temporarily or long term. In our blended program, AVEC provides the billing and coding talent, while WHA controls operations and client services out of our Colorado office,” elaborates Steve.

WHA operates a health network with more than 80 employees based in Colorado and California providing over 52 programs and services to optimize hospital management and health delivery. Contact **Craig Deehring** for more information about the WHA CBO or any WHA program or service at **866.986.3652** or **Craig.Deehring@wha1.org**.

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Upcoming Events



Western Healthcare Alliance

Celebrating 25 Years!

Care delivery data key to lowering supply chain costs.

Hospitals, Physician Clinics and Other Organizations Can Access 15%+ Savings on Supply Costs through WHA Group Purchasing Program

Because healthcare spending accounts for almost 10 percent of the world's GDP and costs continue to skyrocket, providers are looking at all possible ways to save money while continuing to boost efficiency and optimize clinical outcomes. One key area for cost savings exists in lowering supply chain costs.

Healthcare supply chain costs are also on the rise – second only to labor costs. Hospitals often find it difficult and time consuming to conduct their own comparative effectiveness studies in analyzing the costs to deliver care, including how much is being lost due to waste. However, if data could be collected by a third party such as WHA, health organizations quickly have information available to understand costs and how supply chain costs can be reduced.

WHA's Group Purchasing program through Premier has reduced supply-chain costs for members by an average of 15 percent since the program began in 2012. WHA acts as the third party data collection agent and liaison between the healthcare organization and the GPO, ensuring comparisons are simple. Collaborative group purchasing provides the economies of scale necessary for small and rural hospitals to negotiate discounts from manufacturers. Independent research estimates this type of collaborative purchasing saves the healthcare system in the billions of dollars each year.

Through the Premier program, members can collect the essential data needed to assess supply chain costs, thereby enabling them to compare important clinical, quality, and safety data on devices and supplies and make critical decisions in the care delivery model.



Contact **Tom Lake** today to learn more about the group purchasing options available to hospitals, physician offices and other organizations. The GPO program is available exclusively to members of WHA and N2N Strategies, and clients of Healthcare Management for revenue cycle solutions.

877.986.3586 or Tom.Lake@wha1.org

WHA Bulletin Board

Financial Counselor Ron Celebrates 19 Years with Healthcare Management

We are very pleased to congratulate Financial Counselor **Ron** as he recently celebrated his **19th anniversary** with A-1 Collection Agency. Thank you for your tenure, talent, experience, and mentorship that continue to greatly contribute to the success of our company. Celebrating an anniversary and showing appreciation for our wonderful team is a special day for us – when it's an anniversary like this there's extra reason to be proud. Thank you Ron, we appreciate you very much. What a phenomenal accomplishment!

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Lowering Supply Chain Costs



Operational Efficiencies

Aspen Valley Hospital Announces Kathleen Killion Hired to Lead Valley Health Alliance

Kathleen Killion is the new Executive Director of the Valley Health Alliance. This coalition of Aspen Valley employers and healthcare providers enlists the help of doctors, hospitals, and other health-related professionals to help employers bring down skyrocketing costs while making sure employees get better care than before.



Kathleen Killion

The Alliance includes the area's five largest self-insured employers: Pitkin County, City of Aspen, Aspen School District, Aspen Skiing Company, and Aspen Valley Hospital. Healthcare providers are represented by the Clinical Integration Committee and Aspen Valley Hospital's Medical Executive Committee.

Killion is founder of KKillion Solutions, a consulting firm focused on large-scale health-management initiatives. She will move from St. Louis to Aspen to begin work at the end of July and will lead the organization toward accomplishing three goals: improve population health, enhance quality healthcare, and reduce healthcare costs.

"In addition to a wealth of relevant experience, Kathleen is a high-energy person with a strategic approach to the job," said Dan Bonk, Aspen Valley Hospital CEO. "She presented the interview team with 30-, 60-, and 90-day plans. We were impressed with the amount of homework she did and with her grasp of the Alliance and its mission."

Valley Health Alliance partners worked together to create a pilot project to test for the most effective ways to control costs and support quality sustainable healthcare in the valley. Using aggregate claims data from the five employers' health plans, they identified the leading controllable health issues and are now working on evidence-based practices to prevent and treat them in a cost-effective way.

Yampa Valley Medical Center Gives Patient New Way to Access Medical Records

Read the story at SteamboatToday.com, posted on 09 July 2014

Just a few months ago, the wife of an emergency room patient handed doctors a tablet of records when her husband was seeking treatment. The move saved some precious time. "The doctors didn't have to go making phone calls and getting faxes" to get the patient's medical records, YVMC applications analyst Michael Peilet said.



Yampa Valley Medical Center

The case of the iPad at the emergency room is a small example of a larger nationwide movement away from paper medical records. And YVMC is on board with the trend. Starting this month, all hospital patients here will be able to access their own medical records online via myChart, an online service that allows patients to view lab results, keep track of appointments and access their medical histories. Hospital officials hope the move will make it more convenient for patients to keep up with their health records via a secure online portal and get them more involved in their own care. Having the records readily available online also will allow patients to ensure their allergies and list of current medications are accurate and up to date.

"We're improving the quality of care," Mark Clark, the hospital's vice president of information systems, said Friday as he and Pieret showed off the new system in a conference room. "Having a portal like this also helps to ensure we're not duplicating services that have already been done or ordering that same test somebody already has gotten."

Upcoming Events

Rehab Peer Network Meeting	Wednesday, July 23rd St. Mary's Hospital & Regional Medical Center, Saccomanno Education Center 2635 North 7th Street, Grand Junction 10:00 am–2:00 pm
CNO/QIRM Peer Network Meeting	Thursday, July 31st Delta County Memorial Hospital, Grand Mesa Oncology Building 1501 East 3rd Street, Delta 10:00 am–2:00 pm
IT Peer Network Meeting	Thursday, August 7th Mind Springs Health, Training Room A236 515 28 3/4 Road, Building A, Grand Junction 10:00 am–2:00 pm
HR Peer Network Meeting	Friday, August 29th HopeWest 3090B North 12th Street, Grand Junction 10:00 am–2:00 pm

For more details regarding the **WHA Peer Network Meetings**, contact **Tracy Luster** at tracy.luster@wha1.org or **866.986.3585**



Strategic Leadership



Financial Strength



Operational Efficiencies



Clinical Excellence



Workforce Development

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**Collaborating to Support and Sustain
Quality Healthcare in All Our Communities**

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Upcoming Events

888.828.0011 **wha1.org**