

Cooperative Connections

2014: A Bright Future

By Robert Cuoio, Executive Director

In late 2013, The Hospital Cooperative Executive Board approved the strategic plan for the upcoming year. This is an important step as it lays out the foundation for goals and metrics to be achieved during 2014. I feel as if it is appropriate to share some of the highlights of the strategic plan as we look ahead to some of the future plans for your network. THC will continue its work on bringing valuable programs and opportunities to member hospitals in the following key areas: member services, education, member support, networking, and organizational development. Here is a brief review of goals and some examples within each:

MEMBER SERVICES-The Hospital Cooperative will provide quality services that are needed and wanted by members.

- Develop group purchasing contracts for membership
- Implement regional health information exchange for membership

EDUCATION-The Hospital Cooperative will provide education programs that are specific to the needs of members.

- Develop ICD-10 training programs for clinicians and non-clinicians
- Create board member training opportunities

MEMBER SUPPORT-The Hospital Cooperative will support the needs of members through timely technical assistance.

- Provide financial and operational benchmarking and comparative services
- Provide technical assistance to membership

NETWORKING-The Hospital Cooperative will provide networking opportunities for facility staff and the board on a scheduled basis.

- Support peer networks goals
- Foster member involvement in community-based programs

ORGANIZATIONAL DEVELOPMENT-The Hospital Cooperative will evaluate processes and activities to ensure financial and operational success.

- Support THC staff growth through education and new network activities
- Maintain compliance and build financial strength as an organization

I look forward to an incredible and exciting year. If you have any suggestions on THC activities, please feel free to contact me at robert@hospitalcooperative.org.



The Hospital Cooperative

1st Place Winner of Idaho Rural Health Association National Rural Health Day Photo Contest

Tina Akins (Human Resources Director at Lost Rivers Medical Center) was named the winner of Idaho's Rural Health Association National Rural Health Day photo contest. The winning photo (below) was taken at Lost Rivers Medical Center of her grandson watching a life flight crew early one evening. Her note that accompanied the photo submission stated: *"As the flight crew prepared to receive their patient, this child's innocent observation is in direct contrast to the reality that someone would soon board this vessel while fighting for their life. Moments like these serve as a reminder of the importance of rural hospital facilities."*



Minidoka Memorial Hospital

Annual Caring and Sharing Tree Festival

Recently, Minidoka Memorial Hospital held its 15th annual Caring and Sharing Tree Festival. The tremendous amount of generosity that the community has to offer has been amazing. Talented people who take their time to prepare trees and Christmas items and then donate them to the festival are such an inspiration to the staff. At the festival, attendees even shared their musical talents for others to enjoy. Events like this couldn't happen without the many volunteers that take their time to help set-up and decorate the civic building for this community to enjoy. The Rupert Rotary Club and the Kiwanis Club of Rupert helped deliver the trees and Christmas items. Local businesses sponsored events during the four-day celebration. Even during times of financial burden, the businesses stepped up and helped make events like this happen for all to enjoy. The money raised at Caring and Sharing is used for health related causes in Mini-Cassia.



Thirteen Years of Lunch Buddy Training in Minidoka County

Twenty-five Minico High Schools students graced the halls of the Minidoka County School Districts elementary schools in December as Lunch Buddies. For the past thirteen years, Minidoka Memorial Hospital and Minidoka County Schools have teamed up to provide the opportunity for high school students to mentor younger students during their lunch time at the elementary schools, helping to build positive relationships, build self-esteem and give service to their community are a few of the goals that are accomplished through the Lunch Buddy Program.

In years past, there have been as many as 125 students trained for the school year, but with staffing cuts and budget constraints this years mentors are being held to twenty five. Tammy Hanks, the facilitator for the Lunch Buddy program, was concerned about Lunch Buddies continuing this year, mainly because the site supervisor retired at the end of last year and finding someone to replace her and her passion for Lunch Buddies was nearly impossible. However, they were able to find a great replacement in someone who was previously involved in the Lunch Buddy Program.



In the past thirteen years, Minidoka Lunch Buddies have trained approximately 1200 students that became Lunch Buddies to 1200 more students.

Probably the most encouraging thing that Tammy Hanks has seen during the past years is the elementary students that had a Lunch Buddy when they were younger that became Lunch Buddies once they reached Minico High School. You know you have really reached someone when they experienced something that they in turn wanted to do for another as they grew up. "My hat is off to our high school Lunch Buddies that took or are taking the time to really make the difference in someone's life. They make me proud," said Hanks.

Portneuf Medical Center

Cutting Edge Surgery: PMC Patient is First in Idaho to Get New Heart-Valve Procedure

A recent patient can't explain what a trans-apical transcatheter aortic valve replacement, or TA-TAVR, is, but she knows it saved her 93-year-old life. Just two days after undergoing surgery performed by Dr. Jacob DeLaRosa at Portneuf Medical Center, the patient was looking forward to being at home.

"I feel wonderful," she said with a big smile. "It's a wonderful thing to have a doctor like Dr. DeLaRosa in a town this small."

This patient became the oldest patient that DeLaRosa has performed heart surgery on and she became the first patient in Idaho to ever have a TA-TAVR.

Dr. DeLaRosa said it was the patient's spirit and love of life that made her a good candidate for the less intrusive form of heart surgery. He said even a spry 93-year-old woman would have not been able to handle the open-chest type surgery that was once standard for aortic valve replacement. DeLaRosa stated that two years ago the technique he used to mend the patient didn't exist in U.S.

Dr. DeLaRosa was able to access the patient's heart through a two-inch incision in the woman's upper chest and the operating time was only about 40 minutes. The fact she was sitting up in her room and joking with staff less than three days after the procedure speaks to the short recovery time.

The surgeon said each patient is different and their attitudes and outlook on life help determine if they are good candidates for any serious surgery.

"As soon as I spoke to her I knew I had to do something for this lady," DeLaRosa said. As for the patient, the outcome is "wonderful." "It's hard to realize I'm 93 years old and I have the body of a 60-year-old," she quipped. "I'm happy as a lark."



Teton Valley Health Care

TVHC and U of U Sign Agreement

Officials from Teton Valley Health Care have announced a new partnership with Salt Lake City-based University of Utah Health Care that will extend the resources of the region's only academic medical center to the residents of Driggs and surrounding communities in Idaho.

"Developing strategic affiliations that enhance our ability to provide high quality health care is a top priority for our community," said Keith Gnagey, CEO of Teton Valley Health Care. "University of Utah Health Care is a partner that brings both breadth and depth in terms of resources and access to specialty services. Our community members have asked us to develop alliances that provide excellence in health care, and University of Utah Health Care is known nationally for their commitment to accessible, high-quality, coordinated, and cost effective care – which are qualities we're looking for in a partner."

The agreement sets the stage for Teton Valley Health Care to provide enhanced access to medical specialties like adolescent psychiatry, advanced heart care, stroke, trauma, and transplant services. These efforts may include expanded use of telehealth services, as well as regular clinic visits from University of Utah specialists.

"Our patients want access to medical specialties in their community and this agreement sets the foundation for enhanced access to services from the region's only academic medical center," said Dr. Chad Horrocks, Chief of Staff at Teton Valley Health Care. "The University has an excellent track record of providing services via both their secure telehealth network, as well as regular visits from specialists to this part of the state."

The agreement also offers Teton Valley Health Care the opportunity to benefit from the work the University of Utah is doing around staff development and business efficiency, according to Angela Booker, Chief Nursing Officer at Teton Valley Health Care. "Running a great hospital requires a significant commitment to training and education of staff. As a teaching hospital, the University of Utah has resources already in place to help our staff stay on top of the latest advances and best practices in medicine. The partnership will also allow us to take advantage of operating efficiencies associated with a large, academic medical center."

University of Utah Health Care officials are optimistic the partnership will position both organizations for success in a rapidly evolving health care environment. "Inherent in our mission as a teaching hospital is our responsibility to share clinical best practices, research advances, and provide our community partners with the educational resources we've developed as a university," said Dr. Sean Mulvihill, CEO of the University of Utah Medical Group. "We want to be a resource to improve the health and well-being of residents from across the Intermountain West."

David Entwistle, CEO of University of Utah Hospitals and Clinics, says the partnership makes sense because both organizations share a commitment



providing high quality care. "We recognize that no one wants to leave his or her community when they get sick. The goal of this partnership is to enhance Teton Valley Health Care's ability to serve its community high quality care and access to specialty care not currently available," he said.

Both organizations emphasize the affiliation does not change ownership, local control and governance, or restrict patient choice in providers.

Hospital Granted \$145,000 for X-Ray and New Community Paramedic Service

Teton Valley Health Care received confirmation from two granting organizations that funds would be awarded for two separate projects. TVHC had submitted a grant request last August to the MJ Murdock Charitable Trust requesting assistance with the purchase of a new digital X-ray and fluoroscopy unit to be installed in early spring 2014. Murdock Charitable Trust responded with a grant total of \$125,000.

"In 2005, the MJ Murdock Charitable Trust gave our hospital \$200,000 toward a new mammography unit and a 3D ultrasound. This year, they're continuing to help us provide essential medical imaging services for our community. We're very grateful," says Angela Booker, Chief Nursing Officer.



TVHC also initiated a collaborative grant effort with Teton Valley Ambulance and Teton County Fire & Rescue, requesting \$20,000 from the State Office of Rural Health & Primary Care Flex grant committee.

Flex grants must show effectiveness in at least one out of two specific primary care areas: Support CAH (critical access hospital) quality initiative efforts to improve patient care, quality and safety; Support health system development and community engagement in CAH areas including emergency medical services and trauma system development.

For this team project, TVHC and the other agencies have recommended a pilot exploratory program featuring a community paramedic concept. The agencies will work together to develop a program that would allow paramedics to offer home visits for specific county residents, offering assistance with following appropriate medical treatment plans, performing wellness checks, and serving as an additional member of the individual's health care team. "What a great opportunity for everyone. We're looking forward to designing a program for the valley," says Chief Bret Campbell, Teton County Fire & Rescue.

Teton Valley Ambulance Director Rob Veilleux agrees, "Other counties have successfully rolled out a Community Paramedic program. We can do it too, and plan it in a way that fits our community."

"It was very important to replace our current X-ray unit, which is an invaluable diagnostic tool for our patients and providers. We also want to offer more preventive services for our community to help them avoid the emergency room, enjoy better overall health, and hopefully lower their health care costs. Starting a community paramedic program could be one big step in that direction. Fortunately, we have two outside organizations that believe in TVHC and believe in our community. Their funding helps all of us," says Keith Gnagey, CEO.

Star Valley Medical Center

Star Valley Medical Center Adds Two More Recognitions

Star Valley Medical Center has been recognized as a Top 20 Critical Access Hospital for 2013 by the National Rural Health Association. This ranking compares the hospital's strength in areas of finance, quality, patient satisfaction, market competitiveness and value of 1,400 Critical Access Hospitals in the nation. This comes after Star Valley Medical Center was recognized as a top 100 hospital in March by Ivantage Health Analytics.



"I have to admit that I was somewhat surprised," said Charlie Button, CEO of Star Valley Medical Center. "There are a lot of good hospitals in the nation and to be ranked in the top 1.4% is amazing. You would have to drive by 70 hospitals to get to another hospital ranked in the top 20. This is truly a reflection of the great providers and staff that we have at Star Valley Medical Center."

The health system has also been awarded the "Women's Choice Award for 2014" from WomenCertified, Inc. Star Valley Medical Center will be one of 241 hospitals throughout the U.S. that will be honored through national and regional initiatives based on emergency department performance. Star Valley Medical Center was selected based on measures women feel are most important in emergency care. "I am very proud of our staff for achieving this award," Button added. Improvements in the ER have been a focus this last year and the hospital is seeing exceptional patient satisfaction scores.

The hospital is pleased for the recognitions but is also on the path of further improvements. "Our goal is to be the #1 hospital in the nation because we want that for the community," Button added.

Lost Rivers Medical Center

Bond Passage

In November the citizens of the Lost Rivers Medical Center (LRMC) hospital district (all of Butte County and the southern portion of Custer County) were asked to pass a general obligation bond in the amount of \$5.6 million to be paid over a 20 year period. While those working at Lost Rivers Medical Center understood the importance of the passage of the bond, CEO Brad Huerta made sure that the community understood as well. Mr. Huerta and several of his staff members hosted or attended several meetings in an effort to educate the tax payers on the absolute need of the funding in order to keep LRMC's doors open. "We had to have a 66 percent majority to pass this bond and we crushed it, frankly, with 80 percent," stated Huerta, reminding his staff that "Now the work really begins." This show of support from LRMC's communities and what it represents will allow the facility to continue to make the necessary changes needed in order to continue providing affordable and accessible healthcare for the residents of the Lost Rivers Medical Center's hospital district for the next generation.

Grant Awarded

The CHC Foundation has awarded Lost Rivers Medical Center

(LRMC) with a \$50,175 grant to be used for the purchase of new X-ray equipment at their facility. The grant application was submitted to the CHC Foundation requesting either a replacement tube for existing equipment (valued at approximately \$8,000) or a new x-ray machine which would cost in excess of \$50,000. While hopeful that the \$8,000 would be awarded, LRMC was absolutely astounded to receive notice that they had been awarded funds to purchase the new equipment. The new x-ray machine will allow LRMC to continue providing quality care at affordable prices to their patients. LRMC appreciates the support and generosity of the CHC Foundation.

New Physician on Board

William Eder, MD, returned to Lost Rivers Medical Center in December of 2013 bringing with him over 27 years of experience. He is a graduate of the Oregon Medical School and did his post graduate training at the Naval Regional Medical Center. Having served as an officer at duty stations around the world he has had the good fortune of receiving awards for service from the Navy and the American Academy of Family Physicians during his many years of practicing medicine.

During his medical career he has treated thousands of patients, delivered hundred of babies and treated almost every imaginable fracture, laceration and contusion. "In fact, if a body part can be injured then I have treated it," states Dr. Eder.



Business of the Year

In January 2013, Lost Rivers Medical Center (LRMC) found itself in a precarious situation. Following years of financial struggle (which included a declaration of bankruptcy), in December 2012 LRMC's CEO was terminated and the facility closed the doors on their long-term care center. January 2013 delivered the resignations of the majority of their Board of Trustees. At that point, the remaining Board Trustees joined with newly appointed Trustees, designated a new Chairman and met weekly to begin repairing the damage. In April, they hired Bradley Huerta as the new CEO and under his leadership Lost Rivers Medical Center has regained its footing.

BUSINESS
of the **YEAR**
2013

The efforts of the Board of Trustees, Mr. Hueta and all employees at LRMC (who experienced a 20% furlough for several months) were recognized in November when the Butte County Chamber of Commerce awarded LRMC as their 2013 Business of the Year winner. Between the months of April and November, LRMC was able to make significant improvements that allowed them to be in the running for this award. The criteria Butte County used for designating a winner are as follows:

- Customer Service
- Business Growth
- Bringing New Money and Opportunities into the Community
- Business Support of Community Activities
- Use of Technology

Madison Memorial Hospital

Brake for Breakfast

In October, Madison Memorial Hospital and Teton Radiology combined with local businesses to take action against breast cancer by sponsoring their annual Brake for Breakfast. With the help of volunteers, sponsors, and donations they were able to provide awareness information, breakfast, and a gift to over 1500 women. During the event, there were over 22 volunteers helping distribute the items. Madison Memorial and Teton Radiology enjoy participating in this awareness campaign each year. They are passionate about helping the women in their community to stay healthy by encouraging them to get their annual screenings.



Legislative Tour

In September 2013, Madison Memorial Hospital hosted 65 Idaho State Legislators during their recent tour to Madison County and the surrounding areas. Because Madison Memorial did not have capacity to house them all in one location internally, a large gathering tent was provided in the parking lot for the event. Flags lined the entrance to the facility to welcome their guests. During breakfast Dr. Rachel Gonzales, Madison Memorial CEO, addressed the legislators by saying, "I believe that we all agree that the health care system in our country is broken. Nonetheless, we are optimistic and will go forward to improve health care for our patients." Madison Memorial was also honored to have Toni Lawson, IHA Vice President of Government Relations, and Doug Crabtree, CEO EIRMC address the legislators as well. One of the main points emphasized was the importance of building collaborative efforts among all constituents in working together. Following breakfast, the legislators were taken on a tour of the facility. Madison Memorial was privileged to host them and felt they were able to give valuable information regarding the impact on health care this new environment is presenting.



Baby Grand Piano

Madison Memorial announced a new feature found in the front lobby of their hospital. Music is often the best therapy to help patients and visitors to heal. This Baby Grand can be either play music on its own or with a piano musician. Madison Memorial recognizes the many contributors for this Baby Grand Piano by being fully funded through generous donation of the Madison Memorial Hospital Foundation, Employee Gift Fund, and hospital fundraisers. Also, a special thanks to Kyle Loveland, Volunteer Services / Gift Shop Manager in coordinating these efforts. It sets a peaceful and calming mood for those who visit the facility.



Affiliation Agreement Announcement

On December 17, 2013, Madison Memorial made a public announcement of an affiliation agreement with Salt Lake City-based University of Utah Health Care. This affiliation does not cause a change of ownership, local control, or restrict patient choice in providers. The purpose of this affiliation is to extend resources to Madison County and surrounding communities in southeastern Idaho. It is an opportunity for Madison Memorial to build collaborative relationships, establish stronger referral networks, and expand service lines. Further benefits include enhanced medical education, and most importantly, to enhance Madison Memorial's ability to treat patients in their home community. Madison Memorial realizes that it is difficult for patients to leave the area when they need specialized medical treatments. This affiliation will aid Madison Memorial in treating these patients locally. This is an innovative approach to health care and Madison Memorial is looking forward to the heightened patient care and services it will allow them to provide.



Bear Lake Memorial Hospital

New Staff

Bear Lake Memorial Hospital is pleased to welcome Joseph P. Dayton, PA, to our Bear Lake Orthopaedics to work along with Dr. Kerry Jepsen. Dayton was born in Price, UT and delivered by his OB/GYN father. His mother is also in the medical field and has since retired from the nursing field. He comes from a large family and is number 10 of 12 kids, 11 boys and one girl on the end. He enjoys playing and watching sports. Dayton has spent many summers working on the family ranch in Cokeville. He graduated from Mountain View High School in Orem in 1998. Dayton served a LDS Mission to Argentina. Once he returned, he met his wife Buffy when they were both playing soccer for Utah Valley University in Orem. There he got his degree in business and returned later on to finish two years of pre-requisites before continuing his education at a physician assistant school in Albuquerque. Joe and his wife live in Cokeville and they have five children together. Other than spending time with his family, he enjoys sports, hunting, fishing, and good movies. To schedule a consultation with Joe Dayton, PA call Bear Lake Memorial Orthopaedic Clinic at (208) 847-4359.



Bobbi Kelsey, MSW, LCSW, is a 2006 graduate from Bear Lake High School. After spending three years on the eastern coast, she has returned to the Bear Lake Valley to continue her career closer to her family. In 2010, Bobbi graduated magna cum laude from Utah State University with a bachelors of science in social work, minors in sociology and human development, and a certificate in law and society studies. She earned her masters of social work from the State University of New York at Buffalo in 2011.



A licensed masters social worker, Ms. Kelsey also holds certification in trauma-focused cognitive behavioral therapy and child and adolescent needs and strengths. She has previous experience working with families, adolescents and children at the Cache Valley Youth Center in Logan, Utah, at Hillside Children's Center in West Seneca, New York and at Carlbrook School in South Boston, Virginia. She is happy to be back in the area and is looking forward to joining the team at Bear Lake Memorial Hospital.

Winner Chosen for Car Raffle

In October, the Bear Lake Valley Health Care Foundation held their annual "We're Grateful Banquet." That evening was also the drawing for the winning raffle ticket for the 1967 Volkswagen Beetle. Patricia Talcott, who donated the car, drew the winning ticket of Gary Martin, who lives in Texas. He purchased the ticket at a car show in Heber City, UT. When told of his good fortune, he said, "Get out of here!" with all of the banquet listening over the sound system. The raffle raised over \$21,000 toward the funding of the private patient room project at Bear Lake Memorial Hospital. The remodel is set to break ground ceremony is set for Thursday, April 3, 2014.



Power County Hospital District

Grant for Beautification

The unsightly terrace in front of Power County Hospital is going to receive a facelift in the spring. Spreading evergreen junipers, which were purchased with a \$6,500 IFFT Foundation (Idaho Community Foundation) beautification grant awarded to the PCHD Foundation in October, will be planted across the hill, covering the unevenly spaced gray rocks to create a more pleasing vista.



Scarecrow Auction

The Foundation also netted nearly \$4,800 at the fifth annual Scarecrow Auction and Chili Cook-off held on October 10. Twenty-five scarecrows and fall craft items were donated by members of the community. Proceeds will be applied to the purchase of a hematology analyzer and other medical equipment. The Foundation would like to thank community and its sponsors: FMC Corporation, Chivaroli and Associates, Kruse Insurance, Northwest Farm Credit Services, Healthland, and NAPA Auto Parts of American Falls.

The Hospital Cooperative
Continuing Education Series - 2014
Presented by the Health Care Administration
Program
Idaho State University

As part of THC’s Lunchtime Education Series, the following list of programs are free, one-hour sessions for THC members using their video-conferencing equipment at their hospital. These start at 12:15 p.m. To RSVP, e-mail Jamie Pehrson at jamie@hospitalcooperative.org.

Supervision & Management Skills

- Leading and Managing Change - Using the Kotter Approach (January 16)
- Conflict Management - Crucial Conversations II (February 13)
- The Art and Practice of Decision Making – Using EBMgt. (March 20)

Human Resource Issues

- Coaching and Mentoring Others (April 17)
- What it Means to be a Magnet Hospital (May 15)
- The Fortune 100 Best Places to Work - Why Aren’t We There? (June 19)

A Healthy Organizational Culture

- Developing Self-Awareness and Self-Mastery (July 17)
- Customer Service I (August 21)
- Customer Service II (September 18)

Contemporary Ethical and Legal Concerns

- Key Provisions of the Accountable Care Act (October 16)
- Issues and Trends in Health Care Compliance (November 20)
- The Fundamentals of Health Care Law and Ethics (December 18)

Calendar of Events

January 2014

THC Executive Board Meeting
January 9

Lunchtime Education Series
“Leading and Managing Change-
Using the Kotter Approach”
January 16

Information Technology
Peer Network Meeting
January 31



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February 2014

THC Executive Board Meeting
February 6

Foundation/Marketing
Peer Network Meeting
February 7

Lunchtime Education Series
“Conflict Management-
Crucial Conversations II”
February 20

CFO
Peer Network Meeting
February 21

Human Resources
Peer Network Meeting
February 28

Idaho State Office of Rural Health and Primary Care and Idaho Hospital Association



Moving the Needle!

Idaho CAH Quality Improvement Peer Learning Series Save the Dates!

What? Idaho State Office of Rural Health (SORH) and Idaho Hospital Association (IHA) are providing an educational series focused on improving core measures and HCAHPS. Aggregate MBQIP data is the basis for measuring improvement.

Who? All Idaho CAHs are invited; Medicare Beneficiary QI Project (MBQIP) participation encouraged but not required.

When?
February 28, 2014, Noon-1:30 PM Mountain/11:00 AM-12:30 PM Pacific: *Webinar - Benchmarking Inpatient, Outpatient, HCAHPS and Introduction to Phase 3 Pharmacist Measures*
April 2, 2014, 8 AM-5 PM, at The Riverside Hotel, Boise: *Workshop - MBQIP Phase 3 Measures*
June 27, 2014, Noon-1:30 PM Mountain/11:00 AM-12:30 PM: *Webinar*
November 4-5, 2014, The Riverside Hotel, Boise: *Swing Bed Workshop and Annual Conference*

Why? SORH and IHA are partnering to "move the needle" on core measures and patient satisfaction scores in Idaho CAHs. The educational series is provided by Mary Guyot, RN, BS, CRRN, of Stroudwater Associates, and includes proven steps for improving quality and opportunities for peer learning.

Questions?



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ICD-10 Training Update

The Hospital Cooperative and several of its member hospitals are working collectively on an "ICD-10 Boot Camp" geared for coders and billers. We are working with the vendor, Nuance, on a four-day conference in Spring 2014. Several hospitals received assistance from the Idaho State Office of Rural Health and Primary Care to help pay for the training for their staff.



Cooperative Connections

Robert Cuoio, Editor

The Hospital Cooperative Executive Board

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Robert Cuoio, Executive Director
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John Murphy, Volunteer

Telehealth Update

The Hospital Cooperative and Eastern Idaho Regional Medical Center (EIRMC) are teaming up to offer additional clinical services to member hospitals in the upcoming months. We will be utilizing Cisco video-conferencing technologies in services such as tele-ICU and tele-neonatology. Star Valley Medical Center will be pursuing tele-ICU and Madison Memorial Hospital will be pursuing tele-neonatology. In other news, THC has been working with Optum (third-party administrator for Idaho Medicaid behavioral health) to resolve some reimbursement issues. Under the previous model, THC hospitals would not be able to bill patients for tele-psychiatry when contracted with a psychiatrist. This should be resolved in January 2014.