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**The 18th Annual
Employee of the
Year Luncheon
April 22, 2014**



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Steve Love

President/CEO
Dallas-Fort Worth
Hospital Council

Accomplishing our mission

The phone rang in my office recently and the voice on the other end said, "You can count on my support in the **2014 March for Babies.**" He went on to tell about contracting polio in 1949, at age 12, in San Angelo, Texas, and receiving treatment in an iron lung. He said the March of Dimes clinicians were very supportive of his treatment and brought comfort to his family.

It still amazes me that this organization fulfilled its initial mission of eradicating polio in the U.S. Rather than close down an organization started by **Franklin D. Roosevelt** in 1938, the leaders decided in 1958 to focus on preventing birth defects and infant mortality. Through extensive research, the March of Dimes has discovered the genetic causes of birth defects, promoted newborn screening and developed best practices for a healthy pregnancy.

In North Texas, we still experience over 12 percent preterm birth rates. A healthy delivery costs an average of \$4,000 versus more than \$54,000 for a preterm infant. We all know a family member or friend whose infant needed treatment in the neo-natal intensive care unit (NICU). The March of Dimes supplies NICU family support specialists to assist these families.

We look forward to the day when all babies are born healthy. The March of Dimes can achieve this goal if we work together to educate our society on the importance of good pre-natal care. We must also continue the extensive research on birth defects and infant mortality just as **Jonas Salk, MD** and **Albert Sabin, MD** developed their vaccines for polio. I still remember as young boy standing in line at the American Legion building in my hometown of Virginia for a sugar cube soaked with the polio vaccine.

This mission is personal to me and I am honored to serve as the 2014 Chair of March for Babies in Dallas and Fort Worth. My family has been blessed with healthy babies and my son and daughter-in-law are expecting another child in July 2014. Thanks to the March of Dimes, the research and health habits over the years have positively impacted all newborns.

Please join us in Dallas at Norbuck Park, White Rock Lake or the Panther Island Pavilion in Fort Worth on **Saturday, April 12**, as we March for Babies! They represent our future and we need to do our part to ensure preterm births and birth defects continually decrease in Dallas, Fort Worth and in Texas.

Let's help the March of Dimes accomplish another mission. ■

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DFWHC INTERLOCUTOR

EDITORIAL

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INTERLOCUTOR

1: one who takes part in dialogue or conversation

2: man in the middle of a line who questions the end men and acts as a leader



Walk & Roll!

March for Babies gearing up for upcoming April walks

The March of Dimes Dallas and Fort Worth divisions are gearing up for their annual March for Babies on **Saturday, April 12**. In Dallas, the walk will take place at White Rock Lake's Norbuck Park, while Fort Worth's event will be held at Panther Island Pavilion. More than 30,000 North Texas residents are expected to participate. March for Babies starts at 9 a.m., rain or shine.

In August, **W. Stephen Love**, president/CEO of the Dallas-Fort Worth Hospital Council, was announced as the 2014 March for Babies Chair.

"We have had several meetings in preparation for March for Babies and it has been an honor to serve as chair," Love said. "We hope everyone can take the time to set up a team to participate in the event. The Dallas-Fort Worth Hospital Council plans to have a team participating in both Fort Worth and Dallas on April 12 and we welcome everyone to join us."

Love selected **Pam Stoyanoff**, Executive Vice President/Chief Operating Officer for **Methodist Health System**, and **Joseph DeLeon**, President of **Texas Health Harris Methodist Hospital Southwest Fort Worth**, to co-chair the Dallas and Fort Worth events, respectively.

Sign up to walk or donate to the Dallas team by going to: <http://www.marchforbabies.org/eventsite.asp?EventSiteID=1351>.

Sign up to walk or donate to the Fort Worth team by going to: <http://www.marchforbabies.org/eventsite.asp?EventSiteID=1350>.

For more information on March for Babies, contact **Eva Lavine** in Dallas: elavine@marchofdimes.com, 972-232-1346; or **Kimberly Robinson** in Fort Worth: krobinson@marchofdimes.com, 682-201-3037. ■

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April 12
2014

Norbuck Park at White Rock Lake • Dallas
Panther Island Pavilion • Fort Worth

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Pictured Left to Right:

Steve Love, Dallas-Fort Worth Chair
President/CEO Dallas-Fort Worth Hospital Council
Pam Stoyanoff, Dallas Co-Chair
EVP/COO, Methodist Health Systems
Joseph DeLeon, Fort Worth Co-Chair
President, Texas Health Harris Methodist
Hospital Southwest Fort Worth

Around DFWHC




Dr. Dan McCoy (l to r), JoAnn Brumit, Daniel Sessa, Marjorie Petty and Steve Love.

Love moderates North Dallas Chamber event

W. Stephen Love, president/CEO of the Dallas-Fort Worth Hospital Council (DFWHC), moderated a panel during the North Dallas Chamber of Commerce’s health care conference, “Affordable Care Act, Health Insurance Marketplaces & Where We Stand,” January 14 at **Texas Scottish Rite Hospital for Children** in Dallas. **Dr. Dan McCoy**, chief medical officer of **Blue Cross Blue Shield of Texas**, opened the conference with a discussion on the changes inspired by the Affordable Care Act. He joined the panel of experts including **Marjorie Petty**, regional director of the U.S. Department of Health & Human Services; **Daniel M. Sessa**, executive vice president of Lennox International; and **JoAnn Brumit**, chief executive officer of KARLEE. The North Dallas Chamber of Commerce provides a unified voice for local businesses to affect positive change in the community. **Pat Cowlshaw** of Jackson Walker L.L.P. serves as chairman of the board. **Bruce Bradford** is the president/CEO. ■

Reginald Coopwood, MD, president and CEO of Regional Medical Center at Memphis, will lead the American Hospital Association’s (AHA) Section for Metropolitan Hospitals as chair of its 24-member governing council for 2014. The section is a forum for suburban and urban hospitals to discuss common interests and concerns and to participate in the AHA policy process. **W. Stephen Love**, president and CEO of the Dallas-Fort Worth Hospital Council, will serve with Dr. Coopwood as the Conference on Metropolitan and Regional Hospital Associations liaison. ■



American Hospital Association



Dr. Frederick Cerise named finalist for Parkland CEO

Parkland Health & Hospital System’s Board of Managers on February 3 named **Frederick P. Cerise, MD** (left) to serve as **Chief Executive Officer**, subject to contract negotiations. Dr. Cerise has worked extensively in large public hospital systems that serve patient populations similar to Parkland. Most recently he was associate dean for clinical affairs at **Louisiana State University**. He also served as Secretary for the **Louisiana Department of Health and Hospitals**. Among his many responsibilities, he supervised Louisiana Medicaid. ■

Hawthorne to step down

Texas Health Resources' CEO **Douglas D. Hawthorne** (right) will step down from his role by the end of this year, the health system announced January 14. Hawthorne has served as CEO of Texas Health Resources (THR) since its inception in 1997, when he orchestrated the consolidation of **Presbyterian Healthcare Resources, Harris Methodist Health System** and **Arlington Memorial Hospital**. THR has been a long-standing member of the Dallas-Fort Worth Hospital Council (DFWHC). Hawthorne served as chair of the DFWHC Board in 1983 and was the recipient of its Boone Powell, Sr. Award of Excellence in 1997. Hawthorne said Texas Health is ready for the challenges that lie ahead, and that he will work closely with the Board of Trustees as they name a successor. Board chair **Anne T. Bass** is leading a board committee in the nationwide search that will include internal and external candidates, with the intention of having the new leader in place by the fall of 2014. ■



Shaw selected as CEO of Texas Hospital Association



The Texas Hospital Association (THA) announced in November the selection of **Walter "Ted" Shaw** (left) as the association's next president and chief executive officer. Shaw assumed his new role February 1, 2014 and will serve as THA's key strategist and spokesperson on behalf of THA's more than 430 member hospitals. Shaw will be called upon to foster increased collaboration among the diverse groups that comprise the THA membership and will ensure that THA's policy positions are understood by policymakers at all levels of government. Shaw previously served as the interim executive vice president and chief financial officer for **Parkland Health and Hospital System**. He replaces **Dan Stultz, M.D., FACP, FACHE**, who announced his retirement in 2012. During Stultz's time at THA, he oversaw the implementation of the Texas Center for Quality & Patient Safety while also increasing the THA member base and expanding services to those members. He had served as THA's CEO since 2007. ■

BSW Luncheon

The Annual Best Southwest Partnership Luncheon was held December 14 at the Hilton Garden Inn in Duncanville. Key participants included **Stephen L. Mansfield, PhD, FACHE, Methodist Health System** president/CEO; **Jonathan Davis, FACHE, Methodist Charlton Medical Center** president; **Zachary Thompson**, director, **Dallas County Health and Human Services**; and Lancaster Mayor **Marcus Knight**. Mansfield and Thompson served as guest speakers in a discussion to assist organizations better understand new healthcare regulations. ■



Stephen Mansfield (l to r), Jonathan Davis, Zachary Thompson and Marcus Knight.

DFWHC announces 2014 Board of Trustees

The Dallas-Fort Worth Hospital Council (DFWHC) has announced its Board of Trustees for 2014. The Board of Trustees consists of the following individuals:

- Chair **Daniela “Dany” Decell**, CEO, HCA’s Las Colinas Medical Center
- Past Chair **Rick Merrill**, President/CEO, Cook Children’s Health Care System
- Chair-Elect **Dr. John Warner**, VP/CEO, UT Southwestern University Hospitals
- Trustee **Doug Hock**, EVP, Chief Operating Officer, Children’s Medical Center Dallas
- Trustee **Lillie Biggins**, President, Texas Health Harris Methodist Hospital Fort Worth
- Trustee **Audra Early**, Executive Director, Kindred’s DFW Hospitals
- Trustee **Tom Trenary**, President, Baylor Medical Center at Garland
- Trustee **Brett Lee**, CEO, Tenet’s Lake Pointe Medical Center
- Trustee **Cindy Schamp**, President, Baylor Medical Center at Irving
- Trustee **E. Kenneth Hutchenrider**, President, Methodist Richardson Medical Center
- Trustee, **Debbie Paganelli**, President, Texas Health Harris Methodist HEB
- Trustee **Ashley McClellan**, CEO, HCA’s Medical Center of Lewisville
- Ex-Officio **Robert Walker**, President/CEO, Texas Scottish Rite Hospital for Children
- Ex-Officio **Xavier Villarreal**, CEO, Navarro Regional Hospital
- Ex-Officio **Robert L. Smith**, Interim CEO, Parkland Health & Hospital System



**E. Kenneth
Hutchenrider**



**Debbie
Paganelli**



**Ashley
McClellan**



**Cindy
Schamp**



**Robert
L. Smith**



**Xavier
Villarreal**

Completing their terms are **Jay Fox**, president, Baylor Medical Center at Waxahachie; **Jonathan Davis**, president, Methodist Charlton Medical Center; **Robert Earley**, president/CEO, JPS Health Network; **Caleb O’Rear**, CEO, HCA’s Denton Regional Medical Center; and **Brett McClung**, operations leader, North Zone, Texas Health Resources. New DFWHC Board Members include Schamp, Hutchenrider, Paganelli and McClellan. Villarreal and Smith will serve as new ex-officios.

“Our 15-member board represents a far-reaching group of North Texas healthcare executives,” said W. Stephen Love, president/CEO of DFWHC. “They have a vast array of talent and experience, but all share something in common -- their commitment to helping lead North Texas healthcare in 2014. We would also want to thank Jay Fox, Jonathan Davis, Robert Earley, Caleb O’Rear and Brett McClung for their dedicated work over the past years.” ■



Educational event on workplace violence

March 13

[http://
dfwhcmarchmeeting.
eventbrite.com](http://dfwhcmarchmeeting.eventbrite.com)

The Dallas-Fort Worth Hospital Council (DFWHC) will host a special educational event on workplace violence, **March 13** at **Texas Scottish Rite Hospital for Children**. The complimentary breakfast session is from **8:00-10:00 a.m.** and parking is free.

Titled "**Challenging Patients... Challenging our Patience,**" the special session will include guest speakers **Kelly Naumann**, vice president of business development at **Entrust One Facility Services, Inc.**; and **Mike Owens**, program manager **Watch House International** and **The S.A.F.E. Approach**.

This event will be beneficial to:

- Nursing staff;
- Security personnel;
- Janitorial staff;
- Human Resources.

With recent numbers from the U.S. Bureau of Labor Statistics stating that 60 percent of all private industry assaults occur in healthcare, with 75 percent of those assaults committed by patients, the session will focus on effective methods in avoiding and minimizing conflict in healthcare settings and how to recognize the potential at its earliest stages.

To register, please go to <http://dfwhcmarchmeeting.eventbrite.com>.

The event is sponsored by GroupOne HR Solutions, a background screening company specializing in healthcare. For additional information, please contact **Kristin Alexander** at kalexander@dfwhc.org. ■

The U.S. Bureau of Labor Statistics states that **60%** of all private industry assaults occur in healthcare, and **75%** of those assaults are committed by patients.

Challenging PATIENTS... Challenging our PATIENCE

Thursday,
March 13
8-10 a.m.
Texas Scottish
Rite Hospital
for Children

Speakers



Kelly Naumann
VP of Business Development
Entrust One Facility Services, Inc.



Mike Owen
Program Manager
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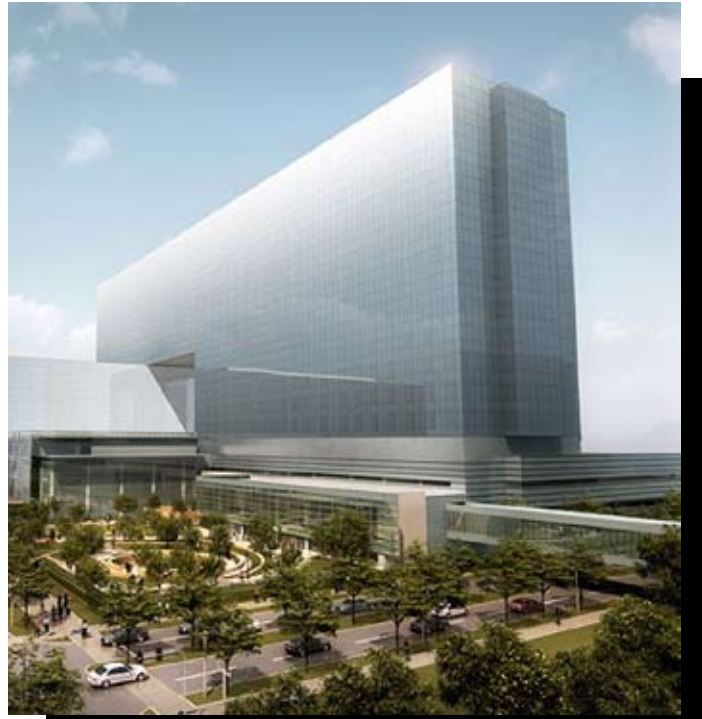
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DFWHC employees tour new Parkland

Employees of the **Dallas-Fort Worth Hospital Council (DFWHC)**, the **DFWHC Foundation** and **GroupOne HR Solutions** were given a hard-hat tour of the new Parkland hospital, the nation's largest healthcare construction project, on Dec. 11.

Parkland staff led tours of the hospital, scheduled to open in 2015. The new Parkland boasts innovative patient-centered healing concepts incorporating the latest research into the design. All rooms in the facility are private and feature large windows with pleasing views of nature or the cityscape.

The new Parkland hospital is an expansive 2.5 million square feet comprised of 862 inpatient beds, 108 emergency treatment rooms, 24 operating rooms and 96 neonatal intensive care unit beds, with more than 30,000 people expected to pass through its doors each day. To learn more about the project, visit <http://newparkland.parklandhospital.com>. ■



DFWHC, Foundation and GroupOne employees touring the new Parkland included (l to r) Isaac Carrasco, Kristin Alexander, Gwen Spencer, Jan Cavender, Kristin Jenkins, Harmona Epps and Eric Scott.



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DFWHC participates in **TEXAS LEFT ME OUT**

On February 5, more than 40 Texas healthcare advocacy organizations, faith and community groups launched **Texas Left Me Out**, a campaign in English and Spanish to collect stories from uninsured Texans left in the coverage gap and connect them with available healthcare options and advocacy efforts.

While thousands of Texans living above the poverty line are successfully purchasing health plans on the Marketplace and getting help to pay for them, more than one million of Texas' poorest adults are still being left out due to Texas' choice to refuse billions of federal dollars to extend coverage to them.

"All of us know the people being left out of coverage; they are the working poor and we work with them every day," said Sister **JT Dwyer** of **Seton Healthcare Family**. "It's the veteran and his wife, the construction worker who helped build your neighborhood, the person that takes care of your child at the nursery and the health attendant that helps you care for your aging parents."

Irma Aguilar is just one of more than one million Texans left with nowhere to turn for affordable health coverage. A 28-year-old mother of four from San Antonio, Aguilar is an assistant manager at Pizza Hut but still does not make enough money to qualify for financial assistance in the marketplace. She has damaged disks in her neck and suffers from high blood pressure that makes her dizzy, but she's unable to afford treatment.

"I need to be able to keep working and providing for my family, but every single day I worry about what would happen if I had to stop working because of my health conditions," she said.

Healthcare navigators and certified application counselors at in-person enrollment sites all over the state are turning away hardworking Texans hoping to get health insurance because they make too little to qualify for financial assistance. **Elizabeth Colvin** with **Insure Central Texas** and her staff are having those tough conversations every day.

"We have been left with an awkward situation—a single parent of two earning \$17,000 a year will receive no financial assistance for health coverage, while a second uninsured parent of two earning \$20,000 a year will qualify for full health coverage for \$33-per-month or less," Colvin said. "We have to tell people that they have no options and there is no worse



TEXAS LEFT **ME OUT**

THE STATE OF TEXAS LEFT:
1,000,000
WITHOUT AFFORDABLE
HEALTH COVERAGE

feeling when you know someone desperately needs a surgery or medical attention. We have to deliver the news that our society has left them out."

Supporting organizations including the **Dallas-Fort Worth Hospital Council** have presented a letter to the Texas Legislature, highlighting the urgency of this problem and alerting them to the Texas Left Me Out campaign.

More than 640 Texans have already signed on through Texas Left Me Out, which is available in English and Spanish. Uninsured Texans can also call **866-697-3155** or text "Leftout," or "Cobertura" in Spanish, to 30644 to connect to the campaign. ■

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Kristin Jenkins

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Improving healthcare quality

If you have not been following the work of the **Texas Institute for Healthcare Quality and Efficiency** (Institute) over the last two years, I encourage you to view their website at www.ihcqe.org. The Institute Board is populated by expert health quality and efficiency policy makers appointed by the Governor.

The Institute was created by the 82nd Legislature to “**improve healthcare quality, accountability, education and cost containment.**” The Institute’s work is independent of any state agency. The Institute is studying and issuing recommendations in three areas:

1. Improving quality and efficiency of healthcare;
2. Improving reporting, organization and transparency of healthcare;
3. Implementation of innovative healthcare payment and delivery systems under Chapter 848, Insurance Code.

The 2014 priorities include:

- Issuing recommendations for the 84th Legislature in 2015;
- Establishing a project to support patient engagement/health literacy;
- Supporting the State Health Innovation Plan (SHIP);
- Developing partnerships to pursue grants for quality improvement.

Since 2012, the Institute has made 25 recommendations and reports on such topics as health data resources, an all-payor claims database, consumer-driven healthcare, transparency and exemplary performance by healthcare providers.

These recommendations resulted in the allocation of millions of dollars in state funds to improve business capabilities, expand the collection of emergency room visit information and share existing data across state agencies. The Institute used an evidence-based approach to support its recommendations utilizing experts from different Institute workgroups meeting more than 30 times over two years.

The work of the Institute and the voice of leaders are persuasive in Austin. Please consider this work and share your thoughts with members to enhance your own efforts. Please do not hesitate to contact us should you have any questions. We appreciate your support. ■



How to contact us

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To serve as a catalyst for continual improvement in community health and healthcare delivery through education, research, communication, collaboration and coordination.

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Nurse Preceptor Academy

May 22-23

workforce@dfwhcfoundation.org

The Dallas-Fort Worth Hospital Council (DFWHC) Foundation's Workforce Center will be hosting a two-day educational event for registered nurses interested in learning more about precepting, **May 22-23** at **Texas Woman's University (TWU)** in Dallas. Sessions have been designed to help the beginner as well as the experienced preceptor.

Preceptors serve a vital role by promoting competence, familiarity and confidence in new nurses. Learn the responsibilities, communication skills, critical thinking, objectives and best practices for precepting. Nursing contact hours will be offered for each day.

Registration will begin in March. Advanced registration is required with a minimal cost. Additional details will be coming soon.

This event is possible due to a partnership between the **North Texas Nursing Consortium**, the **DFWHC Foundation**, **North Texas Nursing Resource Center**, **Texas Woman's University** and **VA North Texas Health Care System**.

The program will be held in TWU's **T. Boone Pickens Institute of Health Sciences**, located on 5500 Southwestern Medical Avenue, Dallas, Texas, 75235.

For more information, please contact **Sally Williams** or **Danette Tidwell** at 972-717-4279 or workforce@dfwhcfoundation.org. ■

NORTH TEXAS Preceptor Academy
May 22-23, 2014
Texas Woman's University
T. Boone Pickens Institute of Health Sciences
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Save the date!

Join us for an **educational event** for RNs interested in learning about **precepting**. Sessions designed to help the beginner and the experienced preceptor. Preceptors serve a vital role by promoting competence, familiarity and confidence in new nurses. Learn the responsibilities, communication skills, critical thinking, objectives and best practices for precepting.

Nursing contact hours will be offered for each day.

Registration starts in March!
Advanced registration required with a minimal cost. Details coming soon.

This event is possible due to a partnership between the North Texas Nursing Consortium, Dallas-Fort Worth Hospital Council Foundation, North Texas Nursing Resource Center, Texas Woman's University and VA North Texas Health Care System.

For information contact: Sally Williams or Danette Tidwell at **972-717-4279** or workforce@dfwhcfoundation.org

Honoring the best hospital
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www.dfwhcfoundation.org

Benefiting the
DFWHC Foundation
Workforce Center



**Great Employees
bring **MAGIC**
to Healthcare**

**The 18th Annual
Employee of the
Year Luncheon**

April 22, 2014

Reception 11:00 a.m.

Luncheon 12:00-2:00 p.m.

Irving Convention Center



**With special guest
Illusionist David Hira**

For information:

Chris Wilson, chrisw@dfwhc.org

Danette Tidwell, Dtidwell@dfwhcfoundation.org

Sally Williams, swilliams@dfwhcfoundation.org



The Drum Cafe and nominees at the 2013 luncheon.



18th Annual Employee of the Year Luncheon set for **April 22** in Irving

A celebration of North Texas hospital employees, the Dallas-Fort Worth Hospital Council Foundation's (DFWHC Foundation) **18th Annual Employee of the Year Luncheon** is set for **April 22** in the main ballroom of **Irving Convention Center**. The 2014 winners will be announced at the event from a pool of more than 100 nominees. This year's theme is "Great Employees Bring Magic to Healthcare," with popular Illusionist **David Hira** serving as keynote speaker.

Hira's love for magic began when he was a child in Chicago when he saw his first live magician at the McCormick Place Convention Center. He instantly fell in love with magic and began performing shows in school. Watching master magician **David Copperfield** on television inspired his performances and he began to see that his magic was more than entertainment - it was proof that anything is possible! Hira's performances across the globe have displayed his ability to inspire lives through magic.

For 17 years, the Employee of the Year Luncheon has been an opportunity to salute the North Texas hospital workforce, a crucial group of employees making a difference in the health of our residents. In the fashion of an awards show, recipients will be announced and asked to come to the stage to receive their honor.

Nominees are separated into four categories including hospitals between 0-99 beds, hospitals between 100-250 beds, hospitals between 251-499 beds and hospitals with more than 500 beds. Two recipients are selected from each category. Additional honors include the Community Service Award, Physician Award, the Hospital System Award, the Volunteer Award, the Preceptor Award and the Rex McRae Scholarship.

"We're very excited about this year's luncheon and we hope it can serve as a tool for area hospitals to inspire great employees," said **Kristin Jenkins**, president of the DFWHC Foundation. "This event can make a difference by helping to build morale in our hospitals. It boosts spirits within the workforce, improves quality of care, quality of life and recognizes the importance of each individual."

Nomination forms have been distributed to hospitals. They can also be downloaded at www.dfwhcfoundation.org/about/special-events/employee-of-the-year. Executive and Hospital sponsorship packets are now available. Tickets will go on sale in March. For information, contact Kristin Alexander, Danette Tidwell or Chris Wilson at **972-719-4900**. ■

**David
Hira**

Employee of
the Year

Physician of
the Year

Community
Service

System
Employee

Volunteer of
the Year

Preceptor of
the Year

Rex McRae
Scholarship

Around DFWHC Foundation



NTREC witnesses historic signing in Washington, D.C.

Richard Howe (middle) and Harmona Epps (right) represented NTREC while in Washington, D.C.

U.S. Department of Health and Human Services (HHS) Secretary **Kathleen Sebelius** and U.K. Secretary of State for Health **Jeremy Hunt** signed a bi-lateral agreement January 23 for the use and sharing of health IT information and tools.

The historic agreement between the U.S. and U.K. strengthens efforts to increase the use of health IT tools and information designed to help improve the quality and efficiency of the delivery of health care in both countries. The two Secretaries of Health signed the agreement at the **Annual Meeting of the HHS Office of the National Coordinator for Health IT** at the Washington Hilton Hotel in Washington, D.C.

North Texas Regional Extension Center (NTREC) representatives were present including **Richard Howe, PhD**, director, and **Harmona Epps**, grants compliance administrator.

“I was honored to be present for this historic occasion,”

said Howe. “This agreement signals a formal commitment by both countries to collaborate to advance the applications of data and technology to improve health.”

Originally identified at the June 5, 2013, bilateral summit meeting between the U.S. and U.K., the collaboration focuses on four key areas for health IT and innovation including sharing quality indicators, liberating data, adopting digital health records systems and priming the health IT market. Howe and Epps will be present throughout the two-day event.

NTREC was established as a program by the Dallas-Fort Worth Hospital Council Foundation in 2010. The primary purpose of NTREC is to promote the adoption and meaningful use of Electronic Health Records in the practices of primary care providers. NTREC covers a 42-county area centered on the Dallas-Fort Worth metroplex. For more information, please go to www.ntrec.org. ■

DID YOU KNOW?

DFWHC Foundation supports APCD initiative

When it comes to an **All-Payer Claims Database (APCD)**, the future is now. You may be scratching your head and asking “What is an APCD?” Simply put, it is a large-scale database that collects healthcare data from many payer sources. It includes claims from hospitals, physician offices, pharmacies and labs. It is typically created under a state mandate and in Texas that would be Senate Bill (SB) 7.

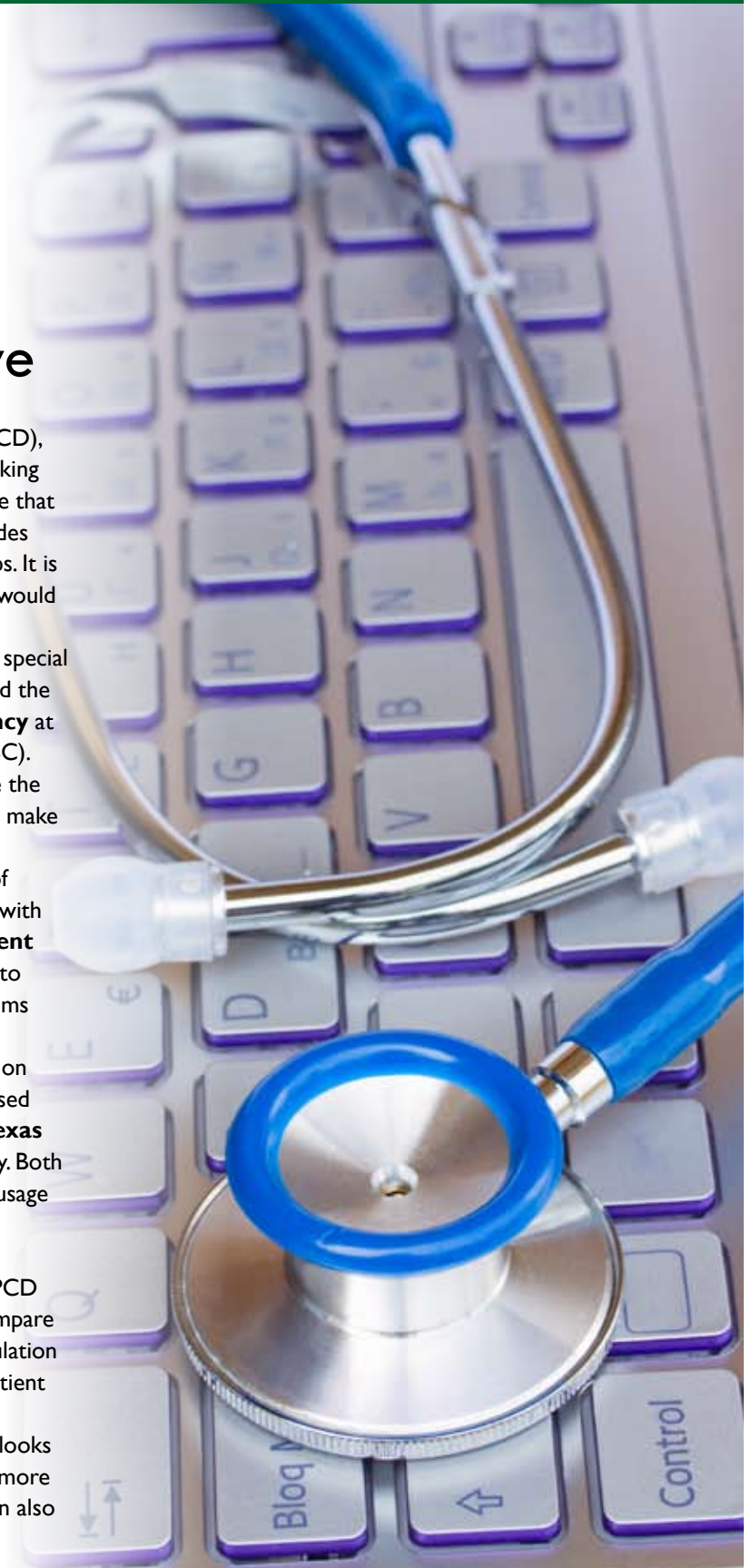
The Texas Legislature passed SB 7 in 2011 in the first special session of the 82nd Legislature. Article 3 of the bill created the **Texas Institute of Health Care Quality and Efficiency** at the **Health and Human Services Commission (HHSC)**. The Institute is required to create a state plan to improve the quality and efficiency of healthcare delivery, and study and make recommendations on various issues.

One of these issues is the feasibility and desirability of establishing an APCD. The Institute is required to consult with HHSC (state Medicaid agency) and the **Texas Department of Insurance** in developing recommendations to submit to the legislature on the establishment of the centralized claims database.

The APCD is unique because it provides information on charges in the outpatient setting, but should not be confused or meant to replace existing data programs such as the **Texas Health Care Information Collection (THCIC)** agency. Both databases complement each other and can enhance data usage for market and policy uses.

One of the motivations for the APCD is to increase transparency for consumers. Other states that have an APCD publish hospital charge information so consumers can compare prices for procedures. This data can also be used for population health, tracking hospital acquired conditions, improving patient safety, transitions of care and research.

The Dallas-Fort Worth Hospital Council Foundation looks forward to the opportunity to support this initiative. For more information, please go to: www.apcdouncil.org. You can also e-mail info@dfwhcfoundation.org. ■





Eric Scott

Vice President
GroupOne Services, inc.

Good customer service

Here at GroupOne HR Solutions, **good customer service is the lifeblood of our business.** We can offer promotions and slash prices to bring new customers, but unless we can get those customers to come back, our business won't be profitable for long.

Good customer service is what inspires us at GroupOne. We hope to send you away happy - happy enough to pass positive feedback about our business to others. A good salesperson can sell anything to anyone once, be it a bad car or a house with a leaky roof. But it's our approach to customer service that determines whether or not we'll ever be able to sell that person anything again. The essence of GroupOne's customer service is forming a relationship with customers.

How do we go about forming such a relationship? We do this by remembering the true secret of good customer service: **"We will be judged by what we do, not what we say."**

Perhaps this verges on the kind of statement that's often seen on a sampler, but providing good customer service at GroupOne is not a simple thing. These are some of the rules we follow:

Answer the phone

We make sure someone is picking up the phone when someone calls our business.

Keep your promises

Reliability is a key to good relationships, and good customer service is no exception.

Listen to customers

We can't let the product babble and let customers talk.

Deal with complaints

No one likes hearing complaints, but we try to please all the people all the time. Perhaps this is not a perfect world, but we give all complaints our full attention.

Be helpful, courteous and knowledgeable

On a daily basis, we talk to our staff about good customer service and what it is (and isn't). We give every staff member the power to make customer-pleasing decisions.

Take the extra step

Whatever the extra step may be, at GroupOne we want to provide good customer service no matter the cost.

We appreciate your support of GroupOne and we are looking forward to serving you in the future. ■



Eric Scott: erics@gp1.com

Kim Hines: khines@gp1.com



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Around GroupOne

February participation available for HR Surveys

FEBRUARY IS SURVEY TIME AT GROUPONE. Three annual HR surveys are conducted from February 1-28.

The annual Pay Practices Survey and Benefit Practices Survey provide valuable benchmarking data across the State of Texas. Participation is free and reports are available to participants at a reduced price of \$200 a survey. Non-participating healthcare partners may purchase the results for \$600 a survey. Survey links will be sent to GroupOne clients and other healthcare entities in Texas Friday, Feb. 1. Please pass the link on to your HR, Benefits and Compensation area.

The third survey is the Annual Vacancy & Turnover Survey for North Texas. This provides benchmarking information for hospitals and education partners. The survey is generally completed by the employment or nursing department. All hospitals in North Texas will receive a link to participate in this on-line survey in early February. Participants will receive the Vacancy & Turnover Survey results report free of charge.

PAY PRACTICES SURVEY – key compensation measures, certification pay, differential and shift pay, call pay, charge and preceptor pay, critical shortage pay plans.

http://surveys.azl.qualtrics.com/SE/?SID=SV_9GZm6ptA6aC1P7f

BENEFITS PRACTICES SURVEY – time off, retirement plans, medical, dental, vision, prescription plans, wellness programs, short and long term disability, life insurance, tuition assistance, and professional development.

http://surveys.azl.qualtrics.com/SE/?SID=SV_3fleZvBjo77CEDP

VACANCY & TURNOVER SURVEY – (North Texas region only; results free to participants) – vacancy rates for nursing and allied health positions; turnover for staff, nursing and PRN.

http://surveys.azl.qualtrics.com/SE/?SID=SV_acat2FTJSu33hTT

For more information on the specific areas covered by the surveys, contact Suzanne Smith, SPHR, CCP, CBP at 972-719-4900 or e-mail surveys@gpl.com. ■



2014 Schedule HR Surveys and Compensation Committee

JAN. 1-15 - GroupOne Salary Survey - All Jobs Update (Required)

FEB. 1-28 - Pay Practices/Benefit Practices/Vacancy & Turnover Survey

MARCH 6 - Compensation Committee @ DFWHC 10:00am-11:30am

APRIL 1 - GroupOne Salary Survey results published

MAY 1 - Pay Practice/Benefit Practices Survey results available

MAY 8 - Compensation Committee @ DFWHC 10:00am-11:30am

JUNE 1 - Vacancy & Turnover Survey results available

JULY 1-15 - GroupOne Salary Survey - All Jobs Update (Required)

SEPT. 4 - Compensation Committee @ DFWHC 10:00am-11:30am

OCT. 1 - GroupOne Salary Survey results published

DEC. 4 - Compensation Committee @ DFWHC 10:00am-11:30am

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