

Lordy Lordy Look Who's 40



IN THIS ISSUE

- + LOOK WHO'S 40!
- + TO 2012 AND BEYOND!
- + EMPLOYEE OF THE MONTH
Abigail Quiroz
- + THANK YOU
From Support Services
- + HR CORNER
- + DENTAL ASSISTANT OF THE
MONTH
- + SPECIAL DATES
Birthdays and Events

CBHA turns 40 this year! Take a look back at some of our milestones and what made us who we are today.



1972 - CBHA opens the Othello Family Clinic, with one physician. The original location of Othello Family Clinic was on Cedar Street.

1976 - The Othello Family Clinic and administrative offices moved into it's current location.

1995 - Original Othello Family Dental Clinic opens with 4 chairs on Cedar Street.



1998 - Wahluke Family Dental Clinic opened in Mattawa, Washington with 2 operatories in a single-wide trailer.

1999 - Wahluke Family Clinic opened at its current location.



2002 - CBHA became Joint Commission Accredited (and has remained accredited since).



2004 - 14th Avenue Medical Center merged with CBHA and underwent a complete remodel. Original Othell EyeCare opens in the basement of 14th Avenue Medical Center.



2008 - The new Wahluke Family Clinic celebrated it's Grand Opening.

2008 - Connell Family Dental Clinic opened with a modular unit.



2010 - Connell Family Dental Clinic celebrated the Grand Opening of its brand new building.



2011 - Ang Clinic in Connell, Washington merged with CBHA and reopened as Connell Family Clinic.



TO 2012 AND BEYOND!

A MESSAGE FROM GREG BRANDENBURG, CEO

CBHA turns 40! On March, 26, 2012, CBHA will officially reach this milestone. Some see the Big 4-0 as the entry to middle age and one step

closer to old age. But let's hope that 40 is the new 30. As CBHA celebrates our 40th birthday, consider that we are old enough to have learned from our mistakes, yet young enough to chart a new direction in our organizational life. 2012 will be a pivotal year for CBHA— with issues ranging from the budgets of our State and Nation, the Presidential Election, and the Supreme Court decision regarding the legality of the healthcare reform law. Many consulting groups are projecting that health care organizations must cut operating costs by 10 to 20 percent in the next three to five years in order to survive. They are also predicting that the healthcare market will continue to consolidate and are estimating that with healthcare reform, as many as one of every 20 acute-care hospitals could close by 2020. The stagnant economy and high unemployment rate will restrict growth but not costs. We will continue to deal with flat or decreasing Medicaid and Medicare payments and rising wage, benefit, supply and drug costs. Patient-Centered Medical Homes, Meaningful Use, ICD-10 and several other innovations and health IT issues are certain to be at the forefront of what we face in 2012.

In 2012, we will look to expand our services by successfully growing the Connell Family Medical Clinic, assuring for a smooth lab outsourcing transition, and implementing orthodontic services at the Connell Family Dental Clinic. Also on the horizon is the roll out of an effective and innovative patient portal, a pharmacy interactive voice response system for prescription refills, blister packaging of pharmacy medications for the elderly population, and internet prescription refill capability.

Our quality initiatives include attaining Patient-Centered Medical Home level 2 and 3 certification, maximizing available Meaningful Use dollars, implementing a nationally recognized referral process and utilization review program,

improving diabetes care thru the Beacon Communities Project of the Inland Northwest, increasing our focus on pain management and deploying a state-of-the-art business intelligence model to help us better manage our organization.

People initiatives include developing a "Best Practices" compensation model, expanding staff and supervisor training opportunities, rolling out a new organizational wide intranet communication tool, ensuring for effective and efficient use of systems and personnel for timely and accurate payroll and benefit processing, and improving overall staff satisfaction by at least 10% in the Best Companies to Work For in Health Care Survey.

Revenue Cycle Redesign, Patient Navigator with online bill pay and electronic statements, automated eligibility verification, ICD 10 preparation, automated charge retrieval from the EMR to our PM (electronic fee slip), a lean focus on all projects, successful managed care contracting and as always, assuring for a positive bottom line are a few of the resources that we will be implementing in 2012 to ensure our financial well-being.

Growth initiatives include expanding eye care services to the Wahluke and Connell Family Clinics, researching dental expanded capacity opportunities for Othello, trailblazing the use of mobile health devices helping reduce the cost of healthcare to our customers, implementing a generic drug savings plan for our pharmacy customers, and developing a grassroots outreach and community involvement strategy.

The changing health care environment will demand more from each of us, but we are determined to not only persevere, but succeed from the lessons we have learned to make access to affordable, quality health care a reality for our patients. As CBHA enters into its 40th year, I extend to each of you both thanks for all we've accomplished and the expectation for a wonderful 2012. I'm going to close with a quote from Charles M. Schulz, the author of the famous Peanuts cartoon "Just remember, once you're over the hill you begin to pick up speed"

MISSION STATEMENT:

The purpose of Columbia Basin Health Association is to provide equal access to quality health care to all persons regardless of age, sex, color, ethnicity, national origin, or the ability to pay.

ABIGAIL QUIROL

NOVEMBER EMPLOYEE OF THE MONTH

2011



Work Bio:

Abby is a Cashier. She assigns appropriate ICD-9 and CPT codes for the day's encounters and balances the batch. She assists in the check-in and check-out processes. Abby also reviews patient accounts for payment and the collection of payments.

Fast Facts:

"I'm currently getting ready for a half marathon on Feb 26th, which I'm super excited for."

Why She Won:

"Abby is a long-time employee of CBHA and she is also a Certified Coding Specialist – Physician based (CCS-P). Her coding knowledge makes her valuable to CBHA because she is utilized as a resource by her co-workers and

at times by supervisors. Abby is also very efficient in utilizing her work time and is able to complete a substantial amount of work while being employed on a part-time basis," said Carlos Ruiz, Abby's supervisor.

The Scoop:

A hard worker and a great attitude to boot. Her co-workers say she is never not smiling, and in this business a smile goes a long way as far as improving someone else's day.

Totally Ridiculous Questions:

What have you been most proud to be a part of? *My niece, Kailyn's life even if she drives me totally bonkers I love her!*

The last thing you would want to be

doing right now... *Reminiscing over the untimely death of most of the animals I've had.*

How many animals have you had in your life time? *I've had four; they have all been strays that my family and I have taken in.*

What is the furthest place you've been from Othello? *In terms of exact distance I'm not too sure but it would have to be between Chile and Ireland.*

When are you happiest? *During my morning runs.*

Who would you most want to be stuck in an elevator with? *Anyone?? Well I've always been a fan of Edgar Allan Poe. He was a fascinating yet disturbed individual. If he were alive I think that brief elevator ride would be an interesting Q&A moment. Or the guy that plays Dr. Spencer Reid on Criminal Minds.*

THANK YOU - From Support Services

Your gifts and financial donations made it possible for us to have another successful Toy Drive this year. With everyone's help, we were able to provide gifts to 228 children (73 families) in our communities.

hr corner

CBHA PENSION & PROFIT SHARING PLAN

WOW! CBHA's Pension & Profit Sharing are second to none. For the 2010 – 2011 fiscal year, CBHA contributed \$1,022,000 to all eligible employee's individual pension accounts. This contribution represents 8% of your salary given to you for investment by CBHA.

Please remember that the Retirement Plan contributions have changed for the 2011 - 2012 year. CBHA will provide a guaranteed 4% and match individual contributions up to an additional 4%. Don't miss out on this free money. If you are not currently contributing, contact Human Resources for more information.

Are you wondering what your retirement account has in it? Access Randall & Hurley at <https://www.randall-hurley.com> and log into your account. At "My Account Login" enter your social security number for your User ID and the last four digits of your social security number for your password. These are the default settings – if you have changed your password, use what you set. Select the Account Type as Individual/Participant and select "go" to view your account information.

While in your account information, look to the left side of the screen and select the Retirement Calculator under the Tools section. Use the calculator to determine if your current savings level will meet your retirement goals.

THANK YOU STAFF



Thank you for your participation in the Christmas Week Activities. Congratulations to the Ugly Sweater Contest Winners:

Cynthia Colclasure for the Best Homemade Sweater



Elsa Rodriguez for the Best Purchased Sweater



Dr. Gledhill took home top honors in the Gingerbread House contest



Dr. Roof and Dr. Baldwin took home the department prize for their Gingerbread recreation of the Connell Family Dental Clinic.

The week ended with a cocoa social and a catered lunch sponsored by CBHA. Thank you from your Employee Committee for your enthusiasm.

December Dental Assistant of the Month
~ Anna Garza ~

SPECIAL DATES

BIRTHDAYS

1/16 Selina Flores
1/17 Erika Mendez
1/19 Claudia Castillo
1/21 Luis Martinez
1/21 Luthene Manzo
1/22 Iris Pruneda
1/23 Edith Spencer
1/24 Melissalee Gonzalez
1/24 Ruth Flores
1/25 John Betz
1/26 Salvador Jauregui
1/26 Teresa Alvarado
1/27 Carlos Ruiz
1/27 Maria Gonzalez
1/29 Rebecca Locke
1/30 Fabiola Gonzalez
2/2 Maria Vela
2/5 Elena Castillo
2/8 Dianalee Martinez
2/9 David Hofheins
2/10 Rigo Ozuna
2/10 Natashia Gomez
2/11 Nayeli Sanchez

HOLIDAYS & EVENTS

1/16 Martin Luther King Jr. Day
CBHA floating holiday - all
clinics open.
2/3 National Wear Red Day
2/14 Valentine's Day