

LETTER FROM THE EDITOR -



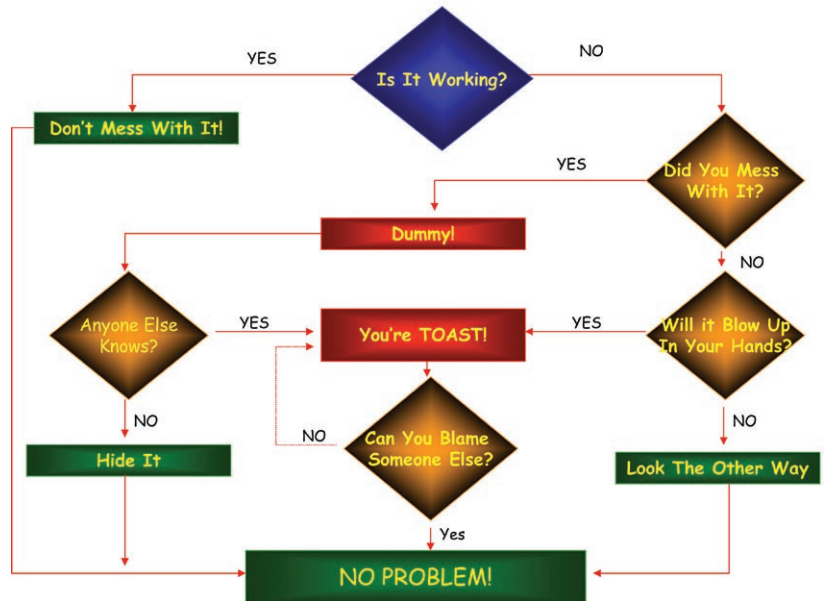
SHAWN McBRIDE

Everyone loves the “white elephant” in the room. When the tension is so thick that you can cut it with a knife, things start to get uncomfortable. The cure, or at least a partial release of pressure, doesn’t have to be complete resolution. Sometimes releasing some of the steam, productively, respectfully, and acknowledgement by both camps that there’s an agreement to disagree, can go a long way.

Communication and problem resolution in particular, is truly an art. Just beneath the surface of most tense situations, are all sorts of assumptions, preconceived conclusions and a general lack of the other’s perspective. Removing emotion from the equation is a great first step, gaining additional perspective is a great second. The chart beside may not be the best way to approach problem solving, but it probably comes close to what some of us use now.

Happy to be involved,
Shawn J. McBride
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Flowchart For Problem Resolution



Fall Institute Wrap-up

By Lori Lipocky

The 2011 Fall Institute was held this year across the river on Hutchinson Island at the beautiful Westin Savannah Harbor Golf Resort and Spa, just a short ferry boat ride away from historic downtown Savannah.

Because of the exceptionally mild weather, the networking reception was held outside on the harbor lawn. This was a nice setting to reconnect with old acquaintances and make new ones before most took the ferry across the river to dine in one of Historic Savannah’s fine restaurants.

This fall’s “Fiscally Fit” institute got things going bright and early for those who were dedicated to meet on the River Lawn at 6am for a “boot camp” style exercise session before gathering for breakfast and a keynote presentation on Revenue Cycle Management Challenges in Healthcare Reform presented by Nick Hilger, Executive Vice President of JDA eHealth Systems. Other educational offerings during the first day included topics on compliance, C.A.R.E., third party liability and denial appeals and continued sessions for A&A and Leadership.

Craig Price, speaker and author, gave a Keynote address during lunch on “Negativity is a Part of Life”. There were additional educational sessions in the afternoon before the highlight of the institute for the vendors, Corporate Sponsor Speed Networking, got started.

Attendees dressed in their favorite college themed apparel and met in the grand ballroom for an evening of good food and friendly spirited competition on everything from basketball, darts, air hockey, fuseball and even a giant game of “operation” before heading to the dance floor to enjoy the DJ.

Friday morning’s Joe Adamson Prayer Breakfast was led by Bill Styles, Executive director of Old Savannah City Mission before the day’s keynote session “Stress is Optional” presented by Dr. Dick Vicknair.

This year we are pleased to host HFMA Region V Dixie Institute for 2012 at The Ritz Carlton at Reynolds Plantation in Greensboro, GA February 21 – 24. Rooms are filling up, so you had better hurry and make your reservation!

