



NEWS BRIEFS

Informational Newsletter for Wyoming Hospitals

WHA Calendar:

- Department of Health Associations Meeting Cheyenne 11/10
- WHA Board Meeting Casper 11/19
- Wyoming Business Alliance Meeting Casper 11/19

Other Events:

- Hospital Advisory Group Meeting Cheyenne 11/17

Volume 39, Number 41

October 30, 2009

Quarterly Feature to Report on WHA Goals, Objectives

A new quarterly feature in the Wyoming Hospital Association's News Briefs will keep our members and partners apprised of our progress on the issues that are most important to you.

For the second year, the WHA has sought member input through a membership survey, and the WHA Board of Directors has used those results during strategic planning sessions at its annual retreat.

The result of that process is a set of goals identified by the Board that will guide the WHA's education and advocacy efforts in the coming year.

Although the WHA will continue to pursue initiatives that did not rise to the top of the survey, these goals provide a framework for advancing initiatives that directly target our members' most critical issues.

And the WHA will use News Briefs, among other avenues, to provide members with a clear idea each quarter of our progress.

The WHA's key goals for 2009-2010 focus on the following areas:

- Reimbursement
- Hospital/physician relationships

- Cost of information technology

Additionally, the WHA Board has established goals for improvement of the association, also based on member feedback from the survey.

Once again, the WHA will continue to work on improving all aspects of our service, but the following goals were developed to address the explicit feedback our members provided:

- Communication of WHA goals and objectives and progress toward those goals and objectives
- Development of collaboration, communication, and cooperation opportunities among members
- Educating the public about the importance of hospitals in their communities and effectively telling the hospital story

The special quarterly feature in News Briefs joins regular email alerts and quarterly Board Highlights in a comprehensive plan to ensure that members are up to date on the WHA's advocacy and education efforts on their

behalf.

Please contact the WHA at (307) 632-9344 with questions about these or any other issues.

WHA Goals

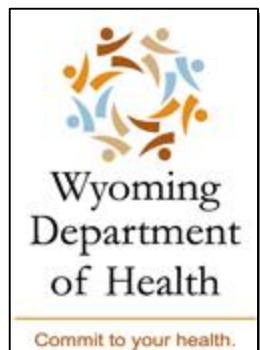
- Reimbursement
- Hospital/physician relationships
- Cost of information technology

WHA Service Goals

- Communication of goals and objectives and progress toward those goals
- Development of collaboration, communication, and cooperation opportunities among member
- Educating the public about the importance of hospitals in their communities



Don't forget to send us a story about your hospital so we can feature you in our Member Spotlight section!



Wyoming Hospital Association

*2005 Warren Ave.
Cheyenne, WY
82003*

www.wyohospitals.com

307.632.9344

Sheridan Hospital Committed To Service Excellence

Sheridan Memorial Hospital (SMH) is committed to service excellence and providing patient-centered care.

The hospital is continually looking for ways to improve, and one of the ways it does so is through the Patient Experience Program.

A team of dedicated hospital employees was organized, and its members represent many departments of the hospital including nursing, guest services, facilities, human resources, marketing, community relations, and

the Foundation.

This group serves as a catalyst for implementing projects that will enhance the overall experience patients and their families have with SMH.

The noise level in and around patient wings has been reduced following a study of the causes and implementing various changes. A new patient handbook has been developed that patients receive upon admission which provides comprehensive information about the

hospital's programs and services.

The idea to have a cart with books and magazines that could be offered to patients was developed. Soon the aroma of freshly baked cookies will fill the halls when volunteers bake them in the transitional Care Unit kitchen and deliver them to patients.

Treating patients with dignity and making them as comfortable as possible are very important to the hospital.

Worksite Wellness Workshops Planned Across State

Wyoming employers are invited to participate in workshops being offered around the state to help them move forward in worksite health promotion.

Sponsored by the Wyoming Department of Health, nine workshops will be offered in November and December. Sessions are set for November 10 in Riverton, November 12 in Worland, November 13 in Cody, November 17 and 18 in Cheyenne, November 19 in Laramie, December 1 in Casper, December 2 in Gillette and

December 3 in Sheridan. Additional workshops are planned for Rock Springs, Jackson and Evans-ton in 2010.

Workshop leaders will help attendees create a plan of action, define customized evaluation steps, walk away with support from peers and leading professionals and develop a well workplace checklist.

Each session will be about three hours. The \$20 cost covers lunch and a take-home resources toolkit. Workshops will be lim-

ited to 30 participants; pre-registration is required.

To offer the workshop series and follow up support, the department is partnering with TwoMedicine Health and Financial Fitness, a worksite preventive health strategies firm serving organizations across the western United States.

For more information or to pre-register, contact Barbara Gledhill at TwoMedicine Health and Financial Fitness at 1-888-582-9002.

CMS Conference Call On 935 Appeals Process Cancelled

The Centers for Medicare & Medicaid Services has cancelled its November 5 town hall meeting conference call. The conference call was to deal with appeals of Medicare payment denials under Section 935 of the Medicare

Modernization Act.

CMS is considering alternative arrangements for the call. More information on Section 935 and the Medicare appeals process is avail-

able to AHA members in a March 2009 advisory at www.aha.org/rac, and in CMS [Transmittal 141](#)

