



HEARTBEAT of SVC

**NEWSLETTER OF THE SUSQUEHANNA VALLEY CHAPTER of AHDI
VOLUME 4 - ISSUE 3 - AUGUST 2008**

UPCOMING EVENTS

SVC-AHDI - Educational and Business Meeting, **September 13, 2008**,
at Carlisle Regional Medical Center, Carlisle, PA.

PA-AHDI – 20-year Odyssey, PA-AHDI Annual Meeting – **September
26-28, 2008**, Pittsburgh, PA.

SVC-AHDI - Educational and Business Meeting – **December 13, 2008** -
at Lancaster General Hospital, Lancaster, PA.

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Editor’s Note

Margie Flatley-Carpenter, CMT, AHDI-F

This issue is dedicated to the 30th Annual Convention and Exposition of the Association for Healthcare Documentation Integrity held in Orlando, Florida in August of 2008. Sharon and Kevena have written exceptional accounts of their experiences there and in the interest of keeping the newsletter’s length manageable, we will keep the focus on that. We have also included the minutes of the last SVC meeting along with the flyer for the next meeting which will be in another week. Hope to see you all there!

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VICE-PRESIDENT'S MESSAGE

Sharon Allred, CMT, AHDI-F

What a fantastic opportunity a couple of weeks ago to attend both the national AHDI meeting in Orlando and the subsequent managers/supervisors conference on Sunday. There were greater than 800 in attendance with over 200 first-timers—WOW! This was my 10th national meeting, and I'd have to say it was one of the best!

PA had great representation—and two award winners! Our own PA-AHDI president, Carol Croft, was recognized as AHDI Member of the Year. Carol has been an inspiration and friend to so many of us: from student to practitioner, and from service owner to hospital manager. Our state association meetings are a tribute to her leadership, networking, organization, and professionalism. Congratulations, Carol!

Kathryn "Ryn" Agnew of Allenwood, PA was recognized as winner of the AHDI Student Essay Contest. Ryn completed studies at Pennsylvania College of Technology in Williamsport, and we are eagerly awaiting publication of her winning essay. We are so proud of Ryn and wish her well in her new career!

Pennsylvania tied with Texas for third place in number of attendees, second to Florida and California. Way to go, PA!

Our state was well represented in the House of Delegates by Patty Barrett. Results of surveys regarding AHDI members were shared, and it was reassuring that the primary reason AHDI membership renewal has decreased was financial, not because of dissatisfaction with the board or AHDI direction.

There were several opportunities to learn about the MT Study completed by Dr. Gary David of Bentley College. Some quotes I took away from Dr. David's presentation, which I believe are pertinent to our industry:

"Medical Transcription is a professional act that calls upon a range of professional sense-making abilities rooted in experience and training. . . MTs listen and transcribe what is intended".

"Doctors do not generate revenue; documents generate revenue". It is not the specific act of the physician that generates revenue. Rather, it is the representation of that act in a document that generates revenue.

"Anything that puts the integrity of the doctor at risk similarly puts at risk the revenue stream of the healthcare provider".

Dr. Jan Garavaglia of Discovery Health's "Dr. G: Medical Examiner" was one of the keynote speakers with lots of information about the investigative process. Although the pictures were a little much (to me anyway), her presentation was pretty powerful, and I think we all came away with an appreciation for what medical examiners encounter in their work.

Linda Kloss, RHIA, CAE, FAHIMA, AHIMA CEO, gave an excellent presentation on our future as HIM professionals entitled "Know-How and Adaptation". Kloss challenged us to reframe our thinking by saying, "Before, our current employer was very interested in our career development. Today, we have to take on our own career design."

An Industry Update Panel on Friday was excellent and included representation from AHDI, MTIA, and AHIMA. It is my strong opinion that MTs must be as "HIM-savvy" as possible, and our alliances with MTIA and AHIMA are critical to our relevance and continued employability. If we as MTs allow ourselves to stagnate with tunnel vision, only seeing through the MT lens and losing sight of all the changes in the HIM world, we will lose our identity and credibility in the next generation.

Dennis Morris from Lewisburg, PA was one of the breakout speakers, and his presentation "CHANGE: When Will it Ever End?" was well attended and appreciated. Look for Dennis at our state meeting in Pittsburgh where he will further expand this topic. Although a newcomer to the industry, his presentation provided valuable insight into how we react to change and challenged us to adapt to change and grow through it.

Exhibits, as always, were a tremendous way to size up what's available to help us do our jobs more efficiently—or find a new job if needed.

Networking and renewing friendships are definite highlights of ACE. It was so nice to see our

chapter member and former PA friend, Sandy Kovacs.

Again, ACE 2008 was a fabulous meeting, and I always come away feeling energized and excited that I'm an MT and have the best career possible!

Susquehanna Valley Chapter Meeting June 14, 2008

Call to Order – The meeting was called to order at 10:45 a.m. by Sharon Allred, CMT, AHDI-F, Vice-President. The President, Kevena Espinoza was unable to be in attendance today.

Treasurer's Report - As of this meeting, there is \$1,079.55 in the treasury.

New Business:

ACE National Meeting:

Sharon Allred and Kevena Espinoza will be flying together to the ACE meeting in August. Carol Croft will also be in attendance.

Sharon noted that there is a very informative article in the Keystone Kopy on Carol Croft who will be announced at ACE as AHDI's member of the year. The State Student Essay winner is Kathryn Agnew.

A request has been received that we consider giving \$100.00 to a speaker from our area to attend ACE. This will help to defray some of his expenses. It was noted that AHDI does not reimburse those who are presenting at the National Meeting. Carol Croft moved that SVC give \$100 to Dennis Morris who is to be a speaker at National to help with defraying his costs. The motion was seconded by Carla Carl. The motion was carried. Mary Sanders, Treasurer, will send a check to Mr. Morris

Pennsylvania AHDI State Meeting:

It was noted that Mr. Morris will be a presenter at the Pennsylvania State meeting in September. Carol Croft, President, PA-AHDI reported that the State meeting will be held from September 26 – 28 in Pittsburgh, PA. This will be the 20th anniversary meeting of Pennsylvania AHDI. The meeting will be held at the Embassy Suites at the Pennsylvania International Airport. Carol also noted that Grace LaConte, CMT is the Keystone Kopy newsletter editor. Please send any articles for this newsletter to Grace for inclusion. Carol also announced that the PA-ADHI officers have been in these positions for two years. Carol noted that she would not be running for office again. She requested that if anyone is interested in running for office to be thinking about it. She also noted that Volunteers to help on Committees are also needed. Grace LaConte won the EMpTy Bucket.

Adjournment:

There being no further business, the meeting was adjourned at 11:15 a.m.

Prior to the meeting Margie Flatley-Carpenter, CMT FAAMT presented "Excellent Excel". Following the business meeting, Jane S. Wenger, RN, BS, MSN, FNP presented "Sleep Illness"

Respectfully submitted,

Carolyn Kulp, CMT
Secretary

**SUSQUEHANNA VALLEY CHAPTER MEETING
SEPTEMBER 2008**

Join us for our next meeting on Saturday, September 13, 2008, at 8:45 a.m. at Carlisle Regional Medical Center, 361 Alexander Spring Road, Carlisle, PA, 17015.

Please pass this meeting notice along to your colleagues who may like to attend. This meeting is not just for medical transcriptionists. Nurses, HIM professionals, and other healthcare professionals are welcome!

8 a. m. Continental breakfast and networking

Speakers at 8:45 a.m. and 10:30 a.m.

A coding specialist will be speaking to us about coding and transcription.
CECs - 1.5 TW

A physical therapist will be speaking to us about ergonomics and/or terminology and other specifics for their specialty.
CECs - 1.5 (category to be determined)

DETAILS TO FOLLOW SOON!!

Chapter members: No charge.
Nonmembers: \$10.

WE ARE ON THE WEB AT <http://www.pa-ahdi.org/svchome.html>

IMPRESSIONS OF A "FIRST-TIMER"

by Kevena S Espinoza, RMT

As you may remember, the national AHDI annual conference was held in Orlando, Florida, on the first full week of August. I was able to go as a first-timer with the help of my local chapter (room/board) and my job (registration) and the rest out-of-pocket.

Carol Croft and Sharon Allred had told me that I **have** to see the House of Delegates (HOD) meeting in action, so travel was arranged for Tuesday with the HOD being on Wednesday. Sharon Allred and I were on the same planes and it was nice to have a travel companion on the way down.

Other things were in place for Wednesday morning and I ended up taking the RMT examination (and passing). Fortunately, the other RMT had arranged transportation with her husband so we did not have to wait for the CMT test takers to finish before we could go back to the hotel.

I got to witness the HOD in action. There were hushed motions and approvals, and singing as well as speakers and updates on what transcriptionists were doing in their area to get out of their comfort zone and make people aware that we are here and we are important. Dr. Gary David, from Bentley

College, shared some of his insights on the MT survey <http://www.ahdionline.org/scr iptcontent/Downloads/MTSurveyReport-Preliminary.pdf> that he and his students are doing and how we are the speech recognizers, not the machines.

By late Wednesday afternoon, my roommates arrived and I actually knew someone! There was a first-timers mentee mentor meeting and there were more mentees (over 200 new) than mentors.

Since this is AHDI's 30th anniversary year, we had a "70s" evening with costumes, music and dancing. Then it was off to bed to rest up for the first full day of sessions.

Thursday morning's keynote speaker was Mary Flynn from Disney Institute. She spoke about change and taking a leap of faith off the cliff even if everyone else thought you were crazy (referring to Walt Disney, who actually sold his car so he could build a better movie camera).

At the grand opening of the exhibition hall, Woody the Cowboy and Buzz Lightyear from Toy Story were on hand to have your picture taken with. Since my kids were not along to Disney, I took over 400 pictures to try to "give them a taste". Later at the MedQuist booth, I even got

my picture taken with Captain Jack Sparrow from Pirates of the Caribbean (my kids thought I was crazy- the pirate with the bones??).

The Crime Scene Clean-up session was great. Carmen Velasquez shared her experience as owner of Biohazard Response, Inc., in bio-recovery which includes everything from crime scenes to dead animals and fast maggots.

I went to the Book of Style Bootcamp to learn about the changes in the BOS3. They will be having a web site for us to subscribe to from the internet for easy access to the BOS in October 2008.

That evening, we explored Downtown Disney and ate at Bongo's Cuban Cafe (owned by Gloria Estefan). It was interesting to see all of the figures and towns made out of Legos. The people walking their dogs almost look real.

On the way back to the hotel, we were surprised to see lights walking towards us. There were 2 men on stilts in lighted outfits that changed color. Norma Lopresti and Marlene Lester got their picture taken with one of them.

Friday's sessions started out with Competencies for the Digital Knowledge Age with Linda Kloss who is the CEO of AHIMA. She told us

that education is key to getting up the career ladder and that we should be life-long learners. If we go back to school and get a degree, that will let us branch out in various jobs dealing with medical transcription, but not necessarily transcribing. There are the EMR and IT aspects pertaining to the medical record that we could be working with, especially as we head towards a national system for medical records. There was also an industry update from the leaders of AHIMA, AHDI and MTIA.

I learned some new things when I went to the MT's Key Role in Risk Management session. We are mini risk managers because we tend to catch a lot of things before they stay in the record. I really had not thought about risk management before and everything that it deals with. That is another direction that transcriptionists can go.

In a changing, constantly upgrading world there are definite security issues for MTs, home based or in office. Our speaker told us about things to watch out for, how to protect your computer, and different things available for preventing identify theft.

That evening several people went to the Cirque de Soleil performance at Disney and had a great time. Norma Lopresti and I had decided that since we didn't get tickets to that, we would explore Disney World. One

of the benefits of staying at a resort hotel was that one park a day was open longer hours for us. The Magic Kingdom was open until midnight for "regular folk" and until 3 a.m. for us.

We had just gotten to the park when it started to pour down rain. After about 20 minutes it cleared up though and we had a double rainbow (the second one was very faint). Norma rode on the Big Thunder Mountain Railroad (sounds like just a train ride) roller coaster even though she had sworn to her kids that she never would again (her eyes were closed the whole time). I took tons of pictures of the Spectra Parade and video of the fireworks display by the castle (now if I can just get the video off my camera card). we got back to our hotel at 3:30 a.m. It was a great night!

Saturday morning brought a session on genetic testing of hereditary cancer. I learned that testing is expensive. My mom had breast cancer and her doctors wanted me to get tested, but, at least in my area, the insurance will only pay for it after you have found a breast lump and not to see how much of a probability you will have (pretty bad when you could have known beforehand, but had to wait until you have cancer). Then they have to pay for treatment...

Dennis Morris discussed change and how it affects us

and the familial patterns that are established.

Elisa Comer from Eagle's Landing Transcription told us about creating EMR templates. This is an area MTs would be great in, if we can get involved with a vendor before we are stuck figuring out how to fix a vendors lousy product.

I went to the Power Point II presentation which is a session in the Leadership Institute (I still have to catch part 1). There are a ton of things you can add to your presentations to make impact, so that is something I want to work with.

By far, the best session was the one with Dr. G, Medical Examiner. She is so interesting and friendly. We actually went over by about an hour, but we were glued to our seats.

Saturday evening was the 30th Anniversary Bash of the ADHI. I almost felt like I was Cinderella at the ball. There were a few power points showing past accomplishments and "Where Were You in 1978" with then and now pictures? Some of us made the not even a gleam in their daddy's eye list.

Carol Croft was awarded the "Member of the Year" which is the highest award the association has to give. I was glad that there were so many Pennsylvanians there to see it. (Pennsylvania actually tied with Texas for third place in the number of registrants). The evening

was rounded off with the Brit Band singing the Beatles hits.

Because our planes left early Sunday morning and we were being picked up by shuttle to the airport before 3 a.m., we didn't actually go to bed Saturday evening. Just packed and hung out. We got to the airport in plenty of time (no crowded roads, even the airlines weren't open yet). I slept most of the

way home on the plane (2 late evenings in a row are too much for me).

My kids were not sure about my being gone for so long, "Mom, I don't know what to do...I've never just had one parent before...I'm not sure how this will work", but I was glad for the opportunity to be able to go to the AHDI convention. It was nice to meet some of the people from webinars

and also be able to learn new things and have people to talk to that knew what you were talking about.

If you have a chance to go next year, take it. ACE 2009 is in Nashville, Tennessee, so at least it is a little closer.

Kevena S Espinoza, RMT

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Our newsletter, *Heartbeat of SVC*, is published under guidelines of AHDI. It is distributed 4 times per year, during the months of February, May, August and November. The newsletter is distributed to SVC members and is also distributed free via E-mail to nonmembers upon request. To be added to or removed from the subscription list, please contact the newsletter editor. Nonmembers of SVC-AHDI may request a print subscription to our newsletter for \$15/year. Contact the editor for details. View our newsletter electronically at our Web site: <http://www.pa-ahdi.org/svchome.html>

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Business Cards - \$10 per insertion or \$50 per year (4 insertions)

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1/2-Page Ads - \$30 per insertion or \$150 per year (4 insertions)

Full Page Ads - \$50 per insertion or \$250 per year (4 insertions)

All advertising must be relevant to the transcription industry and is subject to the approval of the newsletter editor and chapter President. Questions regarding advertising may be directed to mtkevena@yahoo.com.

Deadline for submissions of articles for the November 2008 issue: October 25, 2008!



Congratulations, Kevena, on your RMT!

SVC MISSION STATEMENT

Susquehanna Valley Chapter of American Association for Healthcare Documentation Integrity (AHDI), under the guidance of the Pennsylvania Association for Healthcare Documentation Integrity and AHDI, enables and empowers Healthcare Documentation Specialists to pursue professional development and certification; connects members through networking; and promotes awareness of the profession through reciprocal education and relationships within our respective communities.