



## Mountain Independent Hospital Alliance

Attitude of Gratitude is a daily meditative routine for me. Grateful for life's adventures and the many experiences, people, and opportunities I have had this fall within MIHA!

If we reflect on all the things that have built us into the humans, we are today; WOW our minds can go to personal and professional experiences. We should not have regrets but appreciation for all the lessons. We are forever students!

*This fall I seized two growth opportunities to speak at national conferences. The IDN Summit and Reverse Expo for Healthcare Supply Chain and Pharmacy and the 11th Annual Becker's Rural CEO+CFO Round Table. Both meetings held common themes. The importance of sustainability of regional and rural health, valuable and high integrity partnerships, ability to benchmark, utilization of automation, new emerging sites of care, value-based payment models, shifts to increased care coordination and resources to ensure high quality care for patients in outpatient care models, hospital at home and speed to access staffing. From every education event, I always reflect on what did I learn and what can I bring back to make us better!*

*MIHA has been collaborating since 2006. We have been sharing best practices across our many peer networks since 2012. We have many partnerships internal and external; we have GPO agnostic and national benchmarking platforms that bring higher quality data driven discussion and data analysis that prioritize our work focus. We have partnered with a Robotic Process Automation (RPA) vendor that has brought great efficiencies in automating revenue cycle manual workflows for a MIHA member and other members are investigating how / where to implement.*

*I am excited as we collaborative for **MIHA's Vision**: To be the primary resource for collaborative financial improvement for our members. I am grateful to see how members support one another as we are all in this together.*

*Happy Thanksgiving Season! Janelle*

### Mission

We are a membership collaborative benefitting its members through primarily cost savings, revenue enhancements, education, and best practice.

### Vision

To be the primary resource for collaborative financial improvement for its members.

### Values

#### Persistent

We will relentlessly seek solutions.

#### Adaptable

We will embrace change and challenges to refine and improve.

#### Having Integrity

We will be honest and true to our values.

#### Innovation

We will seek to improve ourselves through proactive application of technology and knowledge.

#### Shared Commitment

We will work towards building collaboration between our stakeholders.

### ISSUE HIGHLIGHTs:

IDN Summit

Becker's

NEW MIHA Website and Email

Upcoming Meetings / Networking/Education opportunities

Members

Services



## **IDN SUMMIT and Reverse Expo: Supply Chain and Pharmacy**

Link to audio of IDN panel discussion 60 take-aways in 75 minutes Supply Chain and Vendor Partnerships of the Future: <https://vimeo.com/862157899?share=copy>

### ***MIHA In-Person Materials Management Meeting in conjunction with the IDN Summit in August in Pheonix.***

This past August, Material Management leaders from Northern Arizona Healthcare, Bozeman Health, St. Peter's Health and Kootenai Health met up for a mini- meeting during the IDN Summit. The attendees were very complimentary and asked for more networking! So informative as each member brought forth wins around cost reduction (quit printing business cards – good catch Kat!), cost management and different reprocessing services that are saving money and ensuring product, Clinical Quality Value Analysis Processes, Best practices and utilization of our MIHA provided tools driving operational and financial efficiencies. Utilization of BroadJump to assist in GPO partnership analysis, benchmarking and actualized cost savings of medical supplies and pharmacy. BroadJump has brought over \$1,000,000 in \$avings just in 2023 for 5 MIHA members, plus having data analyst to push opportunities to each of your respective organizations!

Back to business cards, I use a free app called Blinq for my virtual business card and it is hands free too! You might check into your standard policies of auto issuing business cards to supervisor level and above.

I would highly recommend attending the 2024 IDN Summit and reverse Expo In April in Orlando and August in Pheonix. They also facilitate an ACE Summit for Construction and Capital. Education sessions, networking galore! <https://www.idnsummit.com/Spring24> and <https://www.acesummitandexpo.com/2024ACESummit>

### **11<sup>th</sup> Annual Becker's Rural CEO + CFO Round Table**

An amazing experience with so many topics, a new session every 40 minutes for 4 days. The panel opportunity topic was Rural Healthcare: Solving the most important Financial, Operational and Access Challenges.

Here were the key questions and great conversation for us at our board meetings!

1. Rural healthcare presents unique challenges and opportunities, especially when it comes to ensuring financial stability, efficient operations and broad access to quality care. Where are the biggest growth opportunities for rural hospitals in your market?
2. How can rural hospitals strike a balance between offering essential services and maintaining financial sustainability, given the workforce and patient volume challenges that exist today?
3. What strategies have you found successful to both attract and retain skilled healthcare professionals in rural settings?
4. Rural hospitals have expressed concern with the growth of Medicare Advantage enrollment in non-urban areas and the effect on their financial sustainability as more seniors move away from traditional Medicare. How is your hospital or other rural hospitals in your market addressing this issue?
5. More rural hospitals are seeking partnerships to expand services and ensure long-term sustainability. What are the key considerations for rural hospitals seeking a hospital or health system partner? What pitfalls should they be aware of?
6. Given the challenges of transportation and distance in rural areas, how can healthcare providers innovate to bring services closer to patients or facilitate their access to distant facilities?
7. How do you expect rural healthcare to evolve over the next 5 years?



**\*\*\*\*\* ATTENTION: NEW MIHA WEBSITE & EMAIL \*\*\*\*\***

MIHA has a new Website [www.gomiha.org](http://www.gomiha.org) Contents include Membership information, Vendor Partners and Services, resources and peer networks.

As of January 1<sup>st</sup>, 2024 I will be utilizing MIHA's new email system. [janelnelson@gomiha.org](mailto:janelnelson@gomiha.org)

MIHA Team has had changes: Please reach out to me directly for all things MIHA.

## Upcoming MIHA Meetings & MIHA Peer Group Meetings

### MIHA BOARD Meetings

MIHA Board Executive Committee  
December 11, 2023, virtual

### **In Person** Board Meeting

CEO's invited  
February 7<sup>TH</sup> NOON – 5 PM pacific  
Mission Pacific Hotel  
Oceanside, CA

### Conferences / EDUCATIONS:

Western Region HFMA Conference  
January 21 – 24, 2024  
Las Vegas, NV

Mountain States Imaging Conference  
March 21- 23, 2024  
Fairmont Hot Springs, MT  
14 CEU's  
Includes MIHA Imaging in person

### VIRTUAL Peer Meetings:

CFO Peer Call  
December 1, 2023/ noon MT

Materials Management Networking  
December 5, 2023 / 1 pm MT

MIHA Human Resources Networking  
December 6, 2023 / 1 pm MT

MIHA Rehab / Therapy Networking Meeting  
December 14, 2023 / 2 pm MT

MIHA Revenue Cycle Networking Meeting  
December 18, 2023 / 1 pm MT

MIHA Lab Peer Networking Meeting  
January 4, 2024/ 1 pm MT

MIHA HIM/ Coding Peer Networking Meeting  
January 9, 2024/1 pm MT

MIHA VP Finance/ Controller Peer Networking  
January 16, 2024/1 pm MT

## MIHA-Provided Tools

These tools are inclusive of the MIHA Board Membership dues. Non – Board members can access these tools for an annual access fee.

1. **BroadJump: Medical Supply SKU level benchmarking, GPO agnostic. Members meet with members Supply chain teams individually and a regular cadence. They review the members auto feed supply data; validate if the opportunities identified can be re-negotiated, they provide the opportunities and negotiation data needed to ensure best pricing. Selected by the MM Peer Group **In 2023, 4 members have savings initiatives over \$1,000,000.****
2. **MD Buyline (a symplr company) Capital equipment, quote analysis, vendor benchmarking, service agreement analysis, customer equipment reviews, recall tracker. MD Buyline is an extension of your team, providing all the quality, safety, recall and comparative data analytics research for you. Selected by the MM Peer group. **In 2023, there have been 100+ submissions by MIHA members, totaling over \$800,000 identified savings opportunities. Additionally, MIHA has run 25 submissions through the tool for members in 2023, identifying \$21,490 in savings opportunities.****
3. **GreenLight (a symplr company): Automated web-based technology platform for Clinical Quality Value Analysis (CQVA) and New Product Request Processes. The GreenLight team is an extension of your team. The team provides all the product level clinical evidence-based research, quality, safety, recall and comparative data analytics. MIHA members are **saving a minimum of 2 hours of research**; in addition, your multidisciplinary team of product reviewers are working simultaneously in the tool, making the process faster (Quality, Infection disease, Finance, etc.). Requesting providers are kept apprise of the progress of their product request electronically (provider customer service). Selected by MM Peer Advisory Group.**
4. **Valify: Visualization into all purchased services / contract spend. Benchmarks Purchase Services Spend nationally. Identifies contract compliance and rogue spending, multiple service vendors consolidation opportunities, savings tracking abilities, project management work plans and RFP automation.**
5. **Healthcare Business Insights (HBI) All things Revenue Cycle, up to date information and Evidence-based best practice research and processes/policies (no surprise billing act). KPI Benchmarking with auto feeds of your data comparing you to your customizable like facilities. People at HBI who are available for all questions and provide back research data. Been in use by MIHA since Revenue Cycle Selection 2018 **Over 400 MIHA members are accessing this tool!****



## MIHA Board Members

1. Benefis Health System	Great Falls, MT
2. Billings Clinic	Billings, MT
3. Bozeman Health	Bozeman, MT
4. Campbell County Health	Gillette, WY
5. Kootenai Health	Coeur D Alene, ID
6. Logan Health	Kalispell, MT
7. Northern Arizona Healthcare	Flagstaff, AZ
8. Northern Montana Health Care	Havre, MT
9. St. John's Health	Jackson, WY
10. St. Peter's Health	Helena, MT
11. Sheridan Memorial Hospital	Sheridan, WY

## MIHA Members

1. Banner Health/Wyoming Medical Center	Casper, WY
2. Barrett Hospital & Healthcare	Dillon, MT
3. Beartooth Billings Clinic	Red Lodge, MT
4. Benefis Missouri River Medical Center	Fort Benton, MT
5. Benefis Teton Medical Center	Choteau, MT
6. Benewah Community Hospital	St Marie's, ID
7. Big Horn Hospital Association	Hardin, MT
8. Big Sandy Medical Center	Big Sandy, MT
9. Bitterroot Health	Hamilton, MT
10. Bonner General Hospital	Sandpoint, ID
11. Boundary Community Hospital	Bonnars Ferry, ID
12. Cabinet Peaks Medical Center	Libby, MT
13. Central Montana Medical Center	Lewistown, MT
14. Clark Fork Valley Hospital	Plains, MT
15. Clearwater Valley Hospital	Orofino, ID
16. Community Hospital of Anaconda	Anaconda, MT
17. Community Medical Center	Missoula, MT
18. Crook County Medical Services District	Sundance, WY
19. Frances Mahon Deaconess Hospital	Glasgow, MT
20. Glendive Medial Center	Glendive, MT
21. Livingston Healthcare	Livingston, MT
22. Logan Health Chester	Chester, MT
23. Logan Health Conrad	Conrad, MT
24. Logan Health Cut Bank	Cut Bank, MT
25. Logan Health Shelby	Shelby, MT
26. Logan Health Whitefish	Whitefish, MT
27. Mineral Community Hospital	Superior, MT
28. Mountainview Medical Center	White Sulphur Springs, MT
29. Northeast Montana Health Services	Wolf Point, MT
30. Phillips County Hospital	Malta, MT
31. Powder River Surgical Center	Gillette, WY
32. Powell Valley Healthcare	Powell, WY
33. Rehab Hospital of Montana	Billings, MT
34. Roundup Memorial Healthcare	Roundup, MT
35. Ruby Valley Medical Center	Sheridan, MT
36. St. Luke Community Healthcare	Ronan, MT
37. St. Mary's Hospital	Cottonwood, ID
38. Shoshone Medical Center	Kellogg, ID
39. Steele Memorial Medical Center	Salmon, ID
40. Stillwater Billings Clinic	Columbus, MT
41. Syringa Hospital & Clinic	Grangeville, ID
42. Wheatland Memorial Healthcare	Harlowton, MT

MIHA Service / Vendor Partners	All Services Listed are in Use at a Minimum of one MIHA Member and We Have Negotiated MIHA Collaborative Rates for Services.
Services Partners	Description of Services
Absolute Automations	Robotic Process Automation Services across continuum of Revenue Cycle, Finance, reducing manual work flows increasing staff efficiency and job satisfaction.
Advanced Isotopes of Montana	Nuclear Pharmaceuticals for Radiology/ Imaging Studies
Alvarez and Marsal	Workforce Analytical Assessments, Optimization, Strategic Planning
Archstone	Accounts Payable (AP) Audit Service
Aspiron	Revenue Cycle TPL/MVA and VA complex claims day 1 and legacy hospital and clinic. 340 Assessments, resources educations
Aya Healthcare	Locums & Contract Staff
Cadre Health	ERTC Recovery, Medicaid Social Services Enrollment Recovery
Carnahan Group	Education and Services around Compliance, provider pay practices, STARK LAW
Centron	Bad Debt Collections, Early Out Collections
Chapman Financial Services MST	Bad Debt Collections
Credit Associates	Bad Debt Collections
Clear Balance (CSI)	Patient Medical Financing- increasing Revenues and patients' ability to pay
Enterprise /National	Nationwide rental car services. Employee, Board and Volunteer Perk
Express Recovery	Bad Debt Collections
FIRM Revenue Cycle	Revenue Cycle Out of State Medicaid claims recovery and physician credentialing
FirstSource/Patient Matters, MASH, Inc.	Medicaid Eligibility, Revenue Cycle Services Denial Audits, Revenue Cycle Services
General Distributing	Medical Gas bulk and cylinders
HIPAAtrek	An all-in-one HIPAA compliance solution that helps you organize, track, and prove compliance on every level. Policy tool
HSD Metrics / Exit Right	Exit interviews internal and full terminations, data capture. Offer employee engagement surveys and retention surveys
HYVE	Payer score card, rice transparency and Good Faith Estimate service.
Insights	IT- Infrastructure Re-Seller, IT Hardware re-seller, consultations
Kaufman Hall	Financial Resources to evaluate and assist with Capital review, construction projects, Banking relationships assessments, Cost containment, Education
K-D Enterprises	Rehabilitation Therapy Equipment
Legal Shield	An Identity Theft Protection and Legal benefit the hospitals can offer employees (employee paid) or can be employer benefit

Mayo Medical Lab	Reference Lab, physician advisory, consultation added pain management testing & secondary Lab pricing, education
Med Bridge	Rehabilitation Therapist CEU's & Patient Education Software
Med Shorts	Discount Pharmacy/ drug pricing on short life medications
NXGEN	Merchant Services, credit card processing, online processing
North Idaho Credit	Bad Debt Collections
ProTech Professional Technical Services, LLC	Enterprise Business Skills and IT Skills Training & Consulting
RAM Healthcare	Registry Support- cancer, Trauma, Stroke, Cancer, and Trauma; Clinical Documentation Support/ Education Case Management UR Review; Social Services, Coding/ Billing for Physicians and Hospitals
Savista	Hospital and Provider Coding resources
Uprise	Revenue Cycle Denials Management tracking software, built in consulting and consulting, Interim leadership, and special project staffing Revenue Integrity
Wakefield	Early Out Collections, Bad Debt Collections, Staffing needs for Insurance and Medicare Billers and Patient Billing Staff
Versa Badge/ Collateral Opportunities	A robust Real Time Location System (RTLS), reducing effort & ambiguity of documenting ED clinician "availability time" for the CMS cost report.
Vital Ware	Price Transparency, ICD – 10 Financial Assessment, Payer Readiness Audits, hospital and clinics, Charge Master Reviews and Software
VPL – Vantage Point Logistics	Freight management and cost savings service. Vendor agnostic, Supply Chain Visibility platform which automates inbound and outbound shipping, unlocks visibility into the status of critical shipments, and identifies ongoing cost-savings opportunities with robust data and analytics. Customers benefit from reduced costs, better insights, and increased transparency and efficiency.
Xtend (Navient Solutions)	Customized Revenue Cycle Solutions, Third Party Customized Solutions – Low Balance / Aged Safety Net / Day 60/90/120 Cash Acceleration, Legacy System Computer Conversion Resolution, Day 1 Customized Outsourcing, Physician Practice Solutions, Self-Pay / Early-Out Services, Self-Pay Technology Solutions to provide support for in-house self-servicing (IVR, Statements, Insurance/Address Scrub, Customized), Mid Revenue Cycle (CDI, CDM, Denial/Appeals Management, Audits, Coding, HIM).
Zync	Zync single sign on. provides the industry's first secure portal to administer, manage and control all payor website access by hospital and physician practice staff. This web application increases the productivity and efficiency to access all payor websites and ensures HIPAA compliance by allowing only authorized users access to ePHI and one-click deactivation of non-authorized personnel.
<b>Education Partners</b>	
Healthcare Business Insights, HBI	Revenue Cycle Academy- E' learning, online CEUs, Certifications, Tracking, onboarding, cross training Best Practice Educations with Rev Cycle KPI Benchmarking Peer group



Medbridge	Rehabilitation Online Therapist CEUs, Patient Education and Marketing Tool
ProTech	Education Services and Microsoft Certified Trainer
Toyon	Cares Act and PRF Education, cost reporting
Cadre Health	ERTC Education
Mayo Clinic	Lab Testing Educations and Patient Care Best Practices
Jackson Lewis	Compliance with Remote Workforce 2023 and Multistate Employers
Carnahan Group	Education and Services around Compliance, provider pay practices, STARK LAW
Symplr	Quality Compliance Education Providers Performance Review Peer Review, FPPE/OPPE. The Tie to Privileges with the New Value Based Payments.