



Mountain Independent Hospital Alliance

A Note of Gratitude,

“Connecting for Success” has been my personal and professional mission statement for years. Getting to work side by side with our members allows me to live my mission and MIHA's mission every day. **MISSION:** We are a membership collaborative benefitting members through primarily cost savings, revenue enhancements, education, and best practices. **VISION:** To be the primary resource for collaborative financial improvement for its members.

MIHA hosted and facilitated five In-person Peer group meetings in 2023 and all have been a success through connecting with peers, ideas, wins, best practices and providing MIHA with collaborative opportunities! We focus on sharing Operational and Financial efficiencies.

I am so grateful to all of you who elected to share your precious time connecting with your peers! Teamwork makes the Dream work! Please read on to see the wonderful networking outcomes and smiling faces!

We focus on sharing and creating Operational and Financial efficiencies.

With great gratitude, Janelle 😊

MIHA In-Person Peer Networking Meetings

This past February, April, and May, MIHA held 5 in-person meetings for our MIHA Peer Groups. We had Imaging /Radiology, Lab, Rehabilitation/Therapy, Human Resources and Materials Management. These meetings were held at Fairmont Hot Springs, Anaconda, MT and in Butte, MT. Which is centrally located for most of our member hospitals. MIHA Board of Directors encouraged their employees to take part in these meetings for the purpose of networking with their peers. Thank you again to the MIHA Board for sponsoring the costs for these amazing meetings! See the attendees survey results from the most recent in-person Peer meetings.

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

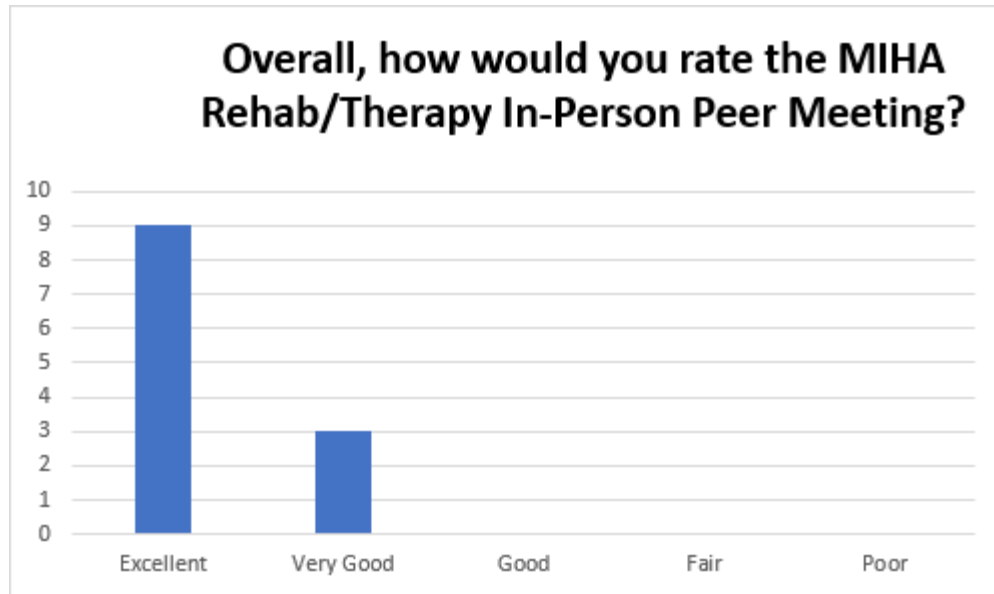
We will seek to improve ourselves through proactive application of technology and knowledge.

Shared Commitment

We will work towards building collaboration between our stakeholders.

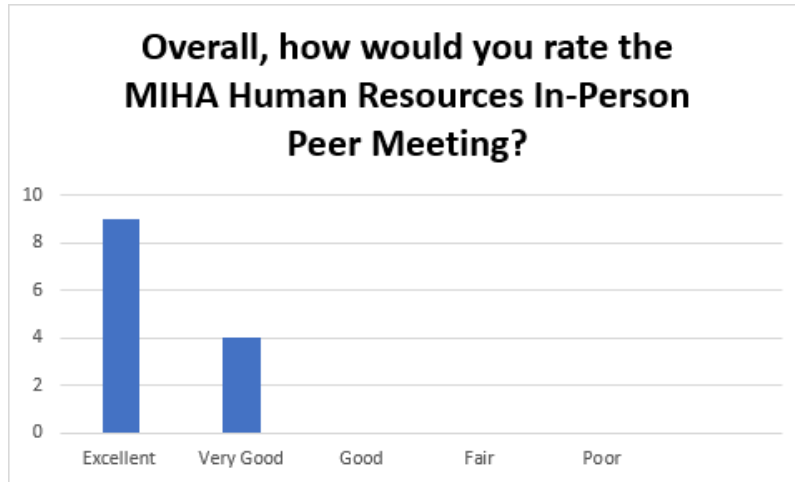
MIHA REHABILITATION / THERAPY IN-PERSON MEETING MAY 1 & 2, 2023

- 1) Great conversations, new ideas, and networking.
- 2) Comfortable sharing and never felt like it was competitive.



MIHA HUMAN RESOURCES IN-PERSON MEETING MAY 16 & 17, 2023

- 1) Great attendance and networking!
- 2) Sharing of ideas/best practices was excellent!
- 3) In person time is easier to collaborate and the discussion has much more value.



MIHA MATERIALS MANAGEMENT IN PERSON MEETING

- 1) If you recall the multidirectional paths and discussion, I think you can see the real value of everyone gets. You just don't get that level of participation on Zoom.
- 2) I was apprehensive about attending, I'm so glad I attended!
- 3) Great education, networking, and conversations!



Upcoming Meetings/Educations

HFMA National Conference

June 25 – 28, 2023

Gaylord Opryland, Nashville

Executive Committee Meeting

July 17, 2023 – 1:00 pm MT/12:00 pm PT

Via Zoom

Full In-Person Board Meeting

August 11, 2023

Brasada Ranch, Powell, OR

Fall IDN Summit

August 28 – 30, 2023

JW Marriott Desert Ridge Spa

Phoenix, AZ

Executive Committee Meeting

September 11, 2023 - 1:00 pm MT/12:00 pm PT

Via Zoom

Carnahan Group Presents: Via Zoom

Sept 20, 2023 - 1:00 pm MT/12:00 pm PT

Physician Compensation Strategies for Small and Rural Hospitals, Recruit / Retain and Performance, Incentivize Performance, PTO Strategies, Call Compensations

Carnahan Group Presents: Via Zoom

Sept 27, 2023 - 1:00 pm MT/12:00 pm PT

Loan Covenants for Bond Covenants re: Margin Reduction and Cash on Hand

Carnahan Group Presents: Via Zoom

October 4, 2023 - 1:00 pm MT/12:00 pm PT

Blended Education: Community Benefit Program Design & Joint & Collaborative Community Health Needs Assessments

MIHA Peer Group Meetings

Quality / Compliance / Risk Group

July 12, 2023 – 1:00 pm MT / 12:00 pm PT

Via Zoom

Controller / Finance Peer Group

July 18, 2023 - 1:00 pm MT/ 12 pm PT

Via Zoom

CEO/CFO Affiliate Members Group

July 19, 2023 – 1:00 pm / 12:00 pm PT

Via Zoom

Materials Management Peer Group

August 1, 2023 - 1:00 pm / 12:00 pm PT

Via Zoom

Human Resources Peer Group

August 1, 2023 - 1:00 pm / 12:00 pm PT

Via Zoom

Rehab / Therapy Peer Group

August 1, 2023 - 1:00 pm / 12:00 pm PT

Via Zoom

Imaging / Radiology Peer Group

August 16, 2023 - 1:00 pm / 12:00 pm PT

Via Zoom

Revenue Cycle Peer Group

August 21, 2023 - 1:00 pm / 12:00 pm PT

Via Zoom

HIM / Coding Peer Group

August 22, 2023 - 1:00 pm / 12:00 pm PT

Via Zoom

MIHA-Provided Tools

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 totaling \$197,800.****
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 91 submissions by MIHA members, totaling \$714,356 in savings opportunities identified. Additionally, MIHA has run 14 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 across their 2000 plus hospital data pool. ID's compliance and rogue spending, multiple service vendors consolidation opportunities, savings tracking abilities, project management work plans and RFP automation. Valify has been in use at MIHA member hospitals for 5 years. **Valify has team members meeting on a regular cadence with individual MIHA members and are an integral part of cost savings strategy.** Bringing opportunities through data and providing industry best practices to individual purchased services.**
5. **Healthcare Business Insights: 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 360 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 Teton Medical Center	Choteau, MT
5. Benewah Community Hospital	St Marie's, ID
6. Big Horn Hospital Association	Hardin, MT
7. Big Sandy Medical Center	Big Sandy, MT
8. Bitterroot Health	Hamilton, MT
9. Bonner General Hospital	Sandpoint, ID
10. Boundary Community Hospital	Bonnors Ferry, ID
11. Cabinet Peaks Medical Center	Libby, MT
12. Central Montana Medical Center	Lewistown, MT
13. Clark Fork Valley Hospital	Plains, MT
14. Clearwater Valley Hospital	Orofino, ID
15. Community Medical Center	Missoula, MT
16. Crook County Medical Services District	Sundance, WY
17. Frances Mahon Deaconess Hospital	Glasgow, MT
18. Glendive Medial Center	Glendive, MT
19. Livingston Healthcare	Livingston, MT
20. Logan Health Chester	Chester, MT
21. Logan Health Conrad	Conrad, MT
22. Logan Health Cut Bank	Cut Bank, MT
23. Logan Health Shelby	Shelby, MT
24. Logan Health Whitefish	Whitefish, MT
25. Mineral Community Hospital	Superior, MT
26. Missouri River Medical Center	Fort Benton, MT
27. Mountainview Medical Center	White Sulphur Springs, MT
28. Northeast Montana Health Services	Wolf Point, MT
29. Phillips County Hospital	Malta, MT
30. Powder River Surgical Center	Gillette, WY
31. Rehab Hospital of Montana	Billings, MT
32. Roundup Memorial Healthcare	Roundup, MT
33. Ruby Valley Medical Center	Sheridan, MT
34. St. Luke Community Healthcare	Ronan, MT
35. St. Mary's Hospital	Cottonwood, ID
36. Shoshone Medical Center	Kellogg, ID
37. Steele Memorial Medical Center	Salmon, ID
38. Stillwater Billings Clinic	Columbus, MT
39. Syringa Hospital & Clinic	Grangeville, ID
40. 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	Automation Services across continuum of Revenue Cycle and Bot technology
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
Aspirion	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
HIPAAtek	An all-in-one HIPAA compliance solution that helps you organize, track, and prove compliance on every level.
HSD Metrics / Exit Right	Exit interviews internal and full terminations, data capture. Offer employee engagement surveys and retention surveys
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.
Education Partners	
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.
	MIHA Investments for our members to use free as part of your membership. Benchmarking Services / Cost Saving Services
BroadJump	Web-based Medical Supply benchmarking, cost savings software. Benchmark at the SKU level on last price paid. GPO agnostic, savings tracking, reporting. BroadJump serves as an extension of your team, mining your data, providing Cost savings opportunities and all details to assist you in negotiations. In addition, they provide proposal analysis. BroadJump will meet with your team on a regular cadence as an extension of your Materials cost savings team, reviews your specific cost savings opportunities.
Greenlight Medical (a Symplr company)	Web- based: Automation tool and service for Value Analysis and New Product Requests and research, which will streamline your CQVA Process and offer proposal pricing review. It is customizable to your internal processes. The GreenLight Medical Team and tool contain the ongoing research on Quality, Safety, Recall, and Comparable items for your request. Reducing your teams time to complete all the research they are doing currently.
Healthcare Business Insights (HBI) for Revenue Cycle	Unlimited MIHA member access. Evidence based revenue cycle resources offered by Clarivate Revenue Cycle Academy, including independent research, actionable best practices, training for leadership and front-line staff in patient access, health information management, and patient financial services. Revenue Cycle: provides a purpose-driven suite of solutions to address the market problems through advanced tools, valuable information and data that will solve their problems, transform their organizations, and ultimately change lives. Job descriptions, workflows and policies, queries, research Custom KPI Benchmarking across MIHA membership. Board Level, National Benchmarking KPI reports.
MD Buyline (a Symplr company)	Capital equipment, quote analysis, vendor benchmarking, service agreement analysis, customer equipment reviews, recall tracker. MD Buyline Team is an extension of your team, providing all the quality, safety, recall and comparative data analytics research for you. Will serve as an extension of your team.
Valify	Purchased and Contract Services Benchmarking tool, Project management Work Plan, ID of savings opportunities, RFP Templates and RFP tool, Work Plan tracking, Contract notifications, Savings tracker. Valify team is an extension of your team, mining your data and providing feedback to reduce costs and decrease rogue spending.