State Affiliate Webinar

March 16, 2023
About NAHAM

• Certification
  – CHAM: Management/Director Level
  – CHAA: Front-Line Staff

• Education
  – Webinars: Live and On-Demand

• Resources
  – Toolkits: Disaster Preparedness, Patient Identity Integrity, Joint Commission Survey, CMS Survey, Patient Experience, Diversity, Equity & Inclusion
  – AccessKeys 4.0

• NAHAM Members
  – 2,500+ nationwide
Overview of Webinar Tool
Panelists

Philip Quick, MPS, CHAM  
NAHAM Vice President  
Vice President, Access Operations  
Rush University Medical Center  
Chicago, IL

Jarrod Brown, CHAM, CRCR  
Patient Access Senior Director  
Banner Health  
Mesa, Arizona

Susan Daniel, CHAM  
Assistant Director of Pre-Registration Services  
Atrium Health Floyd  
Rome, Georgia

Teri Cheeks-Rice, CHAM  
Operational Performance Expert  
Indiana University Health  
Indianapolis, IN
NAHAM’s Support of State Affiliates

National Association of Healthcare Access Management (NAHAM)
State Affiliate Toolkit

NAHAM Approved Contact Hours

Provide NAHAM Contact Hours at Your Event

NAHAM Contact Hour Accreditation Sponsor Guidelines

NAHAM CE Accreditation
The National Association Healthcare Access Management (NAHAM) encourages sponsoring organizations to provide educational programs to their customers, prospective members, and their staff. NAHAM-certified programs require a minimum of two years of professional education and are a key component of the NAHAM program approval and accreditation process for those organizations wishing to include the NAHAM program in their event.

Qualifying Activities
Programs covering “hard” or “product-specific” topics or content are eligible for accreditation. Generic subject matter not taught to the attendees during the course is easily transferrable from one product or product line to another.

Product-specific training is useful only for a given piece of equipment or a particular system.

Courses submitted as “product-specific” which appear to be sales pitches or product endorsements will not receive approval. NAHAM does not endorse specific manufacturer’s products. NAHAM endorses competence in given areas of expertise. If they are designed to increase efficiency, workflow, convey application guidelines, or troubleshooting techniques.

Determining Credits
For in-person events and trainings: Every 60 minutes of qualified education will qualify for one NAHAM continuing education credit. Breaks, meals, or networking activities. Credit is awarded in 30-minute or 0.5 contact hour increments.

For online courses: Each course will qualify for one contact hour per 1.5 hours for the amount of time it takes an individual...
NAHAM’s Support of State Affiliates

• Affiliate Advisory Council
  – Quarterly meetings beginning June 2023
• State Leaders Discussion Forum
  – On NAHAM Access Forum
• State Leaders Speaker Database
  – With abstracts submitted for NAHAM conferences
• Promotion of local activities in quarterly regional newsletters
• NAHAM Swag & Regional Delegate attendance at your events

www.naham.org/page/AffiliateToolkit
GAMA
Georgia Access Management Association
GAMA – Board & Communication

• Board serves a two-year term
  – Executive Board – President, Vice-President, Secretary, Treasurer/Past-President
    • VP is considered president elect for the next term
    • President remains on the board as past-president/treasurer
    • Additionally, we have 3 outreach regional chairs and a web/social media chair
  – Communication is drafted by board and then sent via our website email address and/or via personal email to individual contacts
  – GAMA has Website, Facebook, LinkedIn and Instagram
GAMA - Administration

• Constitution and Bylaws
  – Reviewed each term (2 years) by the executive board.
    • Recommended changes are drafted and presented to fall event members day one of this event to be reviewed and voted upon along with candidates for next election term. Voting occurs on day two.
GAMA - Financials

• GAMA Bank Account
  – Managed by Past President/Treasurer
    • Current President has equal access to the account
    • Treasurer’s report provided at each board meeting and if needed upon demand
  – GAMA is non-profit IRC Section 501 (c) (3) – this means donors can deduct contributions they make under IRC Section 170
    ▶ This is not to be confused with payments for sponsorship and/or event registration fees
      • GAMA sends email in fall (around Thanksgiving) asking to be considered for charitable donations
GAMA – Sponsorship

• Sponsorship/vendor member is annual. We have a fee structure offering various levels of sponsorship & with associated cost.

  – Normally this is managed by recommendations of members, direct association, and sometimes via tribal knowledge or past sponsorship

  – We provide a sponsorship “grid” describing options available
    • The most advanced offers a speaker opportunity during an event
    • There are less costly options to sponsor one event with table display
GAMA – Membership & Registration

• There is no annual membership fee

• Registration for both event and sponsorship occurs online at www.gama-online.org

• Payment options during the online registration offer pay by check to be mailed or PayPal
  – We do still accept payment on day of event from attendees
GAMA - Planning

• Finding Speakers – sponsored options, professional recommendations, feature facility speakers when possible, partnering with other organizations
  – Look for topics of general interest
    • Wellness, Professional Development, Mindfulness/Stress, Communication
    • Balance the agenda with relevant, sponsorship & interactive segments

• Planning – start **EARLY** as with all volunteer organizations timing is crucial for success.
  – Think outside of the normal
  – Consider a healthcare facility as a host location – we have members volunteer to be a host location for a single day event
  – Ask a vendor if they want to consider “hosting” and recognition for lunch at an event
AZHAM-NAHAM State Affiliate

Jarrod Brown, CHAM, CRCR
PAS Sr Director, Banner Health
AZHAM President
Board

AZHAM board consists of the following…

- President
- VP
- Secretary
- Treasurer
- Education Chair
- Membership Chair
- Publications Chair
- Conference Co-Chairs
- Past President
Board Cont.

• Board Meetings
  – Meetings are typically once a month until ~3 months prior to conference.
    • Meetings consist of review of action items from last meeting
    • New items/proposals
    • Webinars/Lunch & Learn
    • How to boost membership
    • Conference planning

• Board Terms
  – Board members serve 2 year terms.
    • During conference any vacant board position is shared w/AZHAM membership.
    • Board reviews submissions for board positions and puts a vote out.
    • President position is filled by VP every 2 years.
      – Exiting president moves into past president role on board
• Communication
  – Communication or Education Chair will send communication to board members regarding events for the year.
    • These individuals will send communication via email, post on AZHAM website and LinkedIn

• Conference Planning
  – This typically is discussed during each board meeting, followed by an increased cadence of meetings ~3-4 months prior to conference.
    • Increased cadence will become weekly to ensure all planning is executed.
Conferences

• Annual Conference
  – AZHAM currently holds 1 day conference in September
    • We try to plan around NAHAM and HFMA conferences and settled on this month
    • Hosting at a facility is ideal as there is no rental fee and potential A/V fees
    • We did host our 2022 conference at an auto museum due to COVID restrictions. This was a hit as members were able to tour the museum during breaks.
    • We provide lunch/snacks as part of the conference fee.
    • Keynote suggestions are provided by either board members or general members.
      – Board votes on keynote speaker
    • AZHAM typically gives all attendees a raffle ticket and prizes are raffled off throughout the day from gift cards to designer handbags.
  – Sponsors
    • 2 Gold, 2 Silver and 2 Bronze
      – 2022, we had 3 gold requests and accepted them all
      – Gold sponsors have the option to speak for 45 min
IHAMA

- IHAMA has been around for many years……off and on since the 80’s.
- Suzan Dillery and myself (both long time IHAMA/NAHAM supporters) restarted the organization back in 2018 after it had become stagnate for many years. Then the pandemic hit, and it all stopped……..again.
  - Another restart in 2022.
  - Held a Free Conference in Nov 2022 to see if there was any interest.
  - Had an election of officers.
  - Sent out a poll to see what they value most from the organization.
  - Currently preparing for a Spring Conference April 2023.
6. What would bring the most value to an IHAMA Membership?

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![Bar Chart]
IHAMA Bylaws have been in place for many years. Last Update was in 2018. We plan on reviewing soon with our new board members.

Finances in general have been difficult.
- We want to collect dues and conference/vendor dues- but don’t have a way to collect efficiently at this time.
- We chose to have a free conference in November to spark interest and get board members. We had 2 vendors pay for meals.
- Previous Treasurer recently handed off to the new Treasurer who is currently establishing a new bank account. We are still waiting for our W9 to set up the bank account. Until then………we aren’t able to accept vendor money, dues or conference money.
- Just purchased a Website and it is currently under construction.
Board and Member Management

• When Suzan and I decided to restart IHAMA, she was the President and I became Vice President. She then retired a year later, and I became the President, and we voted in my Vice President. Then COVID hit………..(need I say more).
• My Vice president and Co- Secretaries switched jobs outside of Patient Access.
• The Treasurer had been the Treasurer for 15 years and was ready to give it up.
• The Membership Chair from 2018 is still currently active and chose to stay on the board for another year.
Board Member Management

- New Year- New Board
- Prior to our Fall Conference this year, I sent out a Call for Board Members. Received enough to have a Vote at the conference. Since we didn’t have “members” anymore, everyone at the Conference was able to cast their vote. (Our Bylaws say Members Only can vote.) Candidates gave a 5 minute “Pick me” presentation. We now have a new Vice-president, a new Treasurer and 2 new co-secretaries.
- We will resume with the Member Only vote next time.
Communication

• We had to establish a new email account. Found out my organization doesn’t allow Gmail communication, so we created a new outlook email.
• Current communication is emails with a distribution list.
• Recently created an IHAMA Facebook page.
• We have always struggled with getting a website up and running. Most have monthly fees.
  – We want to be able to have member only access for some things but be a resource and place for leaders to obtain information.
  – We hope to be able to collect money on the website and it go directly to the bank. Still working on it!!
• Keep a Vendor distribution list and reach out to them often- remind them how much you appreciate them.
Member Management

• Keeping track of who is a leader at what location has been difficult as well.
• After COVID- a lot of our emails bounced back as undeliverable.
• A few of our Vendors were able to add to our distribution list.
• We do have a Membership Chair who has recently updated our list-but we know we are missing many hospitals and Patient Access leaders by just not knowing who they are.
IHAMA Conferences

• **Location/Times:** Years ago, our members stated they wanted 1-day conferences and they wanted Friday’s. (being careful to stay away from holidays and school closures.) We try to stay Central Indiana for those who travel. We usually try to obtain large conference rooms within one of the healthcare hospitals or ancillary service area. (Free rooms- free parking- cafeteria near by if needed 😊)

• **Dues:** We haven’t collected dues in years. Our first conference in November was FREE to all and we had the best turn out in our history. (75)
  – Like NAHAM, we were hoping to have an Early Bird Special for this next conference with membership dues and a conference included if paid by a deadline. Without having our bank account up and running- we can’t do this- maybe next year 😊

• **Speakers:** We have been lucky and have many IHAMA members who speak for us. In November we had Susan Plank from Goshen and Maxine Wilson present as well as an IU Health team member.

• **Networking:** Meet and gather speaker and vendor business cards at the NAHAM conference (or any place where you are moved by a speaker) Reach out to them from time to time as a reminder.
IHAMA Conferences

• Sponsorship: Depending on your role in the organization, you may need to contact upper leadership to find out just who are your vendor reps and reach out to them. Hopefully, your board members are diverse and have additional vendors to add. Send out a pole to your member distribution list to see if anyone else has vendor relationships they can share.
  – We recently created a new Vendor sponsorship document to send out. Creating the Gold/Silver/Bronze Tier Levels.
  – Vendors often ask for the Agenda and attendance list in advance to determine if they can sponsor and/or attend.
  – We now have 3 vendors committed to the April conference
The Future

• This is my last year with NAHAM and IHAMA. I will be retiring next April.
• Being a part of NAHAM and active in our State affiliate has been one of the highlights of my career. And something I am very proud of.
• The many passionate people I have met along the way who support NAHAM have been unforgettable.
• My hope for the future is that the Patient Access professionals who are leading the charge understand the value of NAHAM and remain advocates for the enhancement of this organization.

Thank You!
Thank You!