**Q:** How can I spread the word about NAHAM to others in the Patient Access Community?

**A:** There are various ways to spread the word about NAHAM! Attending your local and/or regional Affiliate meetings and conferences is a great way to connect with others in the field as well as get them on board with us! Visit www.naham.org to see what’s coming up in your area!

You also can become a part of NAHAM’s Recruiter Club, that encourages our members to get the word out on what NAHAM can do for patient access professionals. By spreading the word about NAHAM, you not only expand the NAHAM community by communicating valuable information and resources to those who may be unaware of these valuable benefits, but you become eligible for a wide array of Recruiter Club prizes!

For more information, please visit www.naham.org/recruit

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**The NEW www.naham.org**

**The changing face of NAHAM’s Patient Access communication**

This summer, NAHAM moved the website to a new technology platform to seamlessly integrate membership data and give our members the power to control their own account. We have changed the face of our primary online communication tool for both members and non-members alike to promote a highly user-friendly and aesthetically appealing online presence.

We have created this online space for NAHAM members to establish a dynamic profile and to engage in networking and community building like never before. Registered members decide when to update their record and what information they wish to make available. Registered users may collaborate on projects, share ideas, see the actual tools others are using, and lend their expertise.

Also featured on the new site is our online store, where you can purchase items such as education development resources for training and advancing employee education. Watch for much more to come including FREE opportunities to earn valuable NAHAM contact hours valid towards maintenance of the CHAM and CHAA credentials.

Communicate, exchange and grow – that is why we developed the new naham.org and the primary reasons for our improvements! Bookmark our site and visit it often to stay up to date on the latest information and resources available in the field of patient access services.

Notice something missing? Think we should change something already posted? Let us know! Please contact us at info@naham.org for all questions and/or comments.
MARK YOUR CALENDARS: National Healthcare Access Personnel Week is April 1-7, 2012! By supporting “Access Week”, you are showing your access team that you appreciate their hard work and encourage their efforts as goodwill ambassadors for the entire hospital. A recognition program implemented during this special week is an excellent means of enhancing guest relations, increasing hospital morale, and improving communications. Log on to www.naham.org for more information on how you can get your organization involved today!
CHAA Spotlight:

Sarah Smith, BS, CHAA
Clinical Analyst, Quality Control & Education
St. John’s Mercy Hospital
Springfield, Missouri
CHAA since October 22, 2009

What drew you to the NAHAM credential program?
It was recommended by my manager at the time Jeff Brossard who has held various positions within NAHAM. I was very interested in achieving the certification and networking with others in the same role that I held.

What is the most rewarding aspect of having the CHAA?
Being able to see what others are doing across the nation in the same role and sharing best practices and ideas with other associates. It has also been very rewarding to be able to encourage other coworkers to achieve the certification so that they can advance and stay current with the ever-evolving world of Patient Access.

Would you recommend NAHAM to others?
Specifically earning a credential through NAHAM? Yes, I would recommend the credentialing program because it just shows that you are interested in achieving recognition, growing, and advancing in the Patient Access field.

Was earning a credential in healthcare something you aspired to?
I have been working in the healthcare field for 18 years, so achieving and acquiring certification in my field was very appealing to me. There are so many areas within Patient Access that one can specialize in, and I felt that achieving the certification would help advance me into other roles and responsibilities.

What were your reasons for seeking certification?
In my position as the department Analyst, I support the leadership of our department as well as the front line access associates. In seeking the certification, I felt that I would be able to be better support our coworkers by providing the answers and support that they needed in accordance to regulatory agencies, Joint Commission, and Best Practices.

How does certification distinguish you from other patient access healthcare professionals?
Sitting for the test and acquiring your CHAA, and then meeting the certification requirements when your recertification comes due only ensures that you are staying current on things that are happening in the Patient Access world.

What did you expect the certification process to be like?
I was unsure going into it. I tend to stress over tests.

Was the NAHAM Certification process what you expected?
It went much better than expected since I was worried over it. I felt that the credentialing process was common knowledge if you have been working in the field for a while. The process covered questions that Patient Access associates deals with on a daily basis.

What have been the rewards of earning your credential?
The most rewarding part is to be able to encourage others to achieve certification so that they are recognized in their very important roles in the revenue cycle. I also was able to advance and grow in my own role and gain recognition and promotion.

What does your hospital’s executive management think of your earning of the CHAA Credential?
If I had to assume or guess, I feel that they would think that an individual who shows the initiative to gain their certification is highly motivated to grow, advance, and stay current and compliant with Patient Access processes, rules, and regulations. I believe that they would value the certification as an asset and highly valuable piece to the Patient Access role, Revenue Cycle and Healthcare industry.

What advice would you give those seeking to earn their credential?
I would highly encourage anyone to gain their CHAA or CHAM if they want to stay, grow, and advance in the Patient Access field. Who knows what doors it might open for you!!
**CHAM Spotlight:**

**Lisa Enxing, CHAM**

Healthcare Consultant/Educator  
Healthcare Education Strategies  
Prairieville, Louisiana  
CHAM since October 29, 2010

What drew you to the NAHAM credential program?  
The NAHAM Certification program interested me pertaining to furthering my education in Patient Access.

What is the most rewarding aspect of having the CHAM?  
The most rewarding aspect is knowing that I am part of the ever growing and changing world of Patient Access.

Would you recommend NAHAM to others? Specifically earning a credential through NAHAM?  
I would encourage everyone to go through the NAHAM credentialing program. Both the CHAA and CHAM credentialing programs show that individuals, as myself, take pride in our work within healthcare organizations, as well as the commitment, integrity, and knowledge related to Patient Access.

How does certification distinguish you from other patient access healthcare professionals?  
Going through the certification process through NAHAM and obtaining both the CHAA and CHAM certifications shows healthcare organizations across the continuum that I take pride in my job and pride and am committed to the world of Patient Access.

Was the NAHAM Certification process what you expected?  
The entire process was a bit overwhelming in the beginning just because of the amount of information that I studied as well as the fact that I knew some of the information on the test would draw from topics that I deal with on a daily basis in the field and information that I obtain from working within the various healthcare facilities and clients. Both certifications are not tests that one can take without studying for nor without relying on day-to-day processes and encounters with other peers and other leaders and mentors with Patient Access. I have to admit that I passed the CHAA on the first try, but I have to admit that I to take the CHAM test over after the initial try. While one could say my "bubble" was deflated after the first attempt do not go well, it only made me more determined to study and rely on leaders and mentors to help me on my next attempt.

What have been the rewards of earning your credential?  
A personal sense of worth and confidence knowing that I achieved a goal that I set forth by obtaining the CHAA and CHAM and that my knowledge of Patient Access makes me accountable to many of the clients that I come into contact with on a daily basis within the field of healthcare.

What advice would you give those seeking to earn their credential?  
DO IT NOW! Don’t put off until tomorrow, what you can do today.

What does your hospital’s executive management think of your earning of the CHAM credential?  
Administration is so pleased that I passed and obtained both of the credentials of the CHAA and CHAM. I am now better equipped with the knowledge and the confidence to work with Patient Access in many of the company’s clients facilities and can encourage other employees within these facilities to take the certification tests for both the CHAA and CHAM. Both of these certifications makes the work that I do with clients remain on a progressive path with either implementing Patient Access and or maintaining the Patient Access in many of HES clients organizations. I am honored to be a CHAM and a member of NAHAM as well as one of the leaders in the world of Patient Access.
Facility Spotlight:

St. Luke’s Boise Medical Center

Boise, Idaho

For more than 100 years, Idaho families have been choosing St. Luke’s Boise Medical Center. Today, more babies are born here and more heart procedures are performed here than at any other hospital in the state. From nationally-recognized nursing to state-of-the-art technology, we provide quality, compassionate care in safe, comfortable facilities designed to enhance the healing process.

NAHAM thanks Access Manager, Teri Hunter, CHAM, and Janell Porter, CHAA at St. Luke’s for their contribution to this Facility Spotlight. Please visit www.stlukesonline.org for more information!

What drew you to the NAHAM credential program?

What drew our facility was further education for entry-level staff as well as NAHAM’s available resources.

What aspect of working with NAHAM have you enjoyed the most?

Attending annual conferences as well as their website!

What are the benefits to your employees?

They show pride since becoming certified.

How is the patient access healthcare profession changing?

Due to healthcare reform, patients except much more from their healthcare provider.

Do you see credentialing as being mandatory for hospital patient access workers in the future?

Yes, I believe it will be mandatory for patient access teams regardless of hospitals or clinics.

Credentialing allows patients to know that their patient access team is knowledgeable and will be able to help them with concerns or questions that may come up.

What benefits does certification bring to your hospital?

The CHAA exam allows for a better understanding on the inner workings and requirements that are needed to provide better care for the patients. The patient access teams are often times the front line for patients’ concerns and questions. The more knowledge they have the better care can be provided. And it brings lots of credibility to us!

Do you believe having credentials will help employees adjust to changes in healthcare?

I honestly do believe that having the credentials provided by taking the CHAA exam that employees will be better prepared to adjust to the changes that occur within the healthcare system.

How do you believe having credentialed professionals will benefit your hospital?

It will benefit St. Luke’s in terms of patient perception as well as having a knowledgeable staff. Patients have responded well knowing that their patient access team has credentialing. Somehow it gives those patients comfort knowing that the patient access team is professional in the work they do with the correct knowledge to do it.

Please provide any additional comments that you would like to share.

I manage two clinics—both hospital owned with seven Patient Access staff. In late 2010 and early 2011 all seven staffers became CHAA Certified setting the bar very high for other clinic PAS.
Dates to Remember...

- November 30, 2011
  Deadline to sign-up for the January examination administration

- January 1—January 31, 2011
  January examination administration period

- February 28, 2012
  Deadline to sign-up for April examination period

- March 31, 2012
  All Certified Healthcare Access Associates due to renew their certification in 2012 need to have all requirements met by this day. View page 1 for requirements.

- April 1 - April 30, 2012
  All Certified Healthcare Access Associates who are renewing their certification must file their certification maintenance paperwork between April 1 and April 30, 2012

- April 15, 2012
  Deadline to register for the CHAM & CHAA written examination at NAHAM’s 2012 Annual Conference

- May 8-11, 2012
  NAHAM’s 38th Annual Educational Conference & Exposition, San Diego, CA (www.naham.org/conference).

NAHAM 38th Annual Educational Conference & Exposition

Coming to San Diego in 2012, our 38th Annual Educational Conference & Exposition will provide up **22 contact hours** to attendees who take part in a wide array of activities including Learning Labs, the Access Solutions Marketplace, top-notch keynote speakers, and special pre-conference Symposia. Visit our comprehensive meeting web pages at [www.naham.org/conference](http://www.naham.org/conference) for all the latest information.