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## MESSAGE FROM OUR *President*

Happy holidays from Oregon MGMA, we wish you a safe and happy holiday season filled with special time spent with family and friends. Time is an amazing gift however we choose to use it, it is up to us to treasure it wisely. Some of my dearest friends have been made through Oregon MGMA, these relationships and the professional support is Priceless. I hope that you enjoy all of the education and networking opportunities available through our association. Time well spent could make your new year the great success you are hoping for.

Oregon MGMA President  
Kathy Brown, CMPE, CPPM  
Orthopedic and Sports Medicine  
Center of Oregon LLC



## OREGON MGMA MEMBER *Benefits*

- ◆ **Education** – offered through annual conferences, monthly webinars, our online education library, Managers Time Out meetings (MTOs) and email communications.
- ◆ **Networking** – interact and build relationships with other healthcare executives in our state who face similar responsibilities and challenges.
- ◆ **Career Center** – review available positions from across Oregon and post your open positions.
- ◆ **Legislative updates** – to keep informed on issues that face our healthcare community.
- ◆ **Mentors** – New to medical group administration? OMGMA provides mentoring opportunities for those looking to increase their knowledge and skill set.
- ◆ **Worker's Compensation insurance discount** – through SAIF Corporation (if your group qualifies).
- ◆ **Certification through ACMPE** – using the education, support and resources provided by fellow OMGMA members who have been through the process.
- ◆ **Opportunities** – to interact and connect with industry suppliers offering emerging products and services to help you find solutions to changes in the industry.
- ◆ **Continuing Education Credit Hours** – through our monthly webinars and conferences.



### Upcoming Events and Education



#### Free Member Webinars in 2019

Registration information at [www.omgma.com / Events](http://www.omgma.com/Events)



January 15 | 10:00 AM pacific

February 12 | 10:00 AM pacific

March 12 | 10:00 AM pacific

Access our available on-demand member webinars! Sign-in at [www.omgma.com](http://www.omgma.com) with your username/password and proceed to the Members ONLY/Member Webinars and On Demand Library page for free viewing of previously recorded webinars and handouts

#### Two Can't Miss Conferences in 2019 - Save These Dates! May 8-10, 2019

Greater Tacoma Convention Center - Tacoma, Washington

#### September 18-20, 2019

The Eugene Hilton, future home of the Graduate Eugene Hotel  
Eugene, Oregon

#### About MembershipMatters

MembershipMatters is a periodic member publication by the Oregon Medical Group Management Association to help keep our members informed of Association activity. Articles or portions of articles may not be copied without written consent of Oregon MGMA. Articles published in MembershipMatters contain the expressed opinions and experiences of the authors and do not necessarily represent the position of Oregon MGMA. The content of this publication is for information purposes only and is not intended to replace financial or legal advice.

#### Newsletter Sponsorship

Sponsorship space is available for industry suppliers. For rates, ad specs and deadline dates for future issues please contact the Oregon MGMA office: [main@omgma.com](mailto:main@omgma.com)

#### A Call to Authors

Oregon MGMA welcomes the submission of articles and other information from our members and partners for publication. To submit a potential article for the next issue please contact the Oregon MGMA office: [main@omgma.com](mailto:main@omgma.com)

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#### Membership Reminders

**Have you renewed your Oregon MGMA Membership for 2019?**  
Dues renewal invoices are issued to members via email, 30 days before your membership expiration date. Don't overlook renewal of your 2019 membership dues during this holiday season. We have lots of great events and some new member benefits which will be introduced next year.

You can always access a copy of your dues invoice and make payment directly from your Member Account at [www.omgma.com](http://www.omgma.com) after you log in.

Contact our office at [main@omgma.com](mailto:main@omgma.com) if you need help!

As a member led, member driven association YOU are the best part of Oregon MGMA. We are Leaders Helping Leaders and we appreciate your continued membership.



# Featured Article

## 31 Ways to Recognize Employees

### Employee recognition is a critical component of employee engagement.

Effective recognition doesn't have to be grandiose, complex, or expensive. It's about time and value: taking time to stop and acknowledge someone's contribution, and expressing what they did that was of value to you. While it doesn't have to be complicated it DOES have to be genuine and authentic. Need some ideas? Here are 31 ways to recognize employees:

**Individuals gestures** – something from me to you- are often the most powerful. Try these:

- A handwritten card

~For a reason (birthday, anniversary, etc.) or just because. Be creative! \*Arbor Day: "Your work has planted strong roots for our success!" \*St. Patrick's Day: "We're lucky to have you!"

- Thank you emails
- E-cards
- Leave a post-it note
- Give out rocks

~Label them "You Rock!" and attach a note. A great desktop conversation piece!

- When working long or extra hours, send a thank you note home to the family.
- Stop to say "hello" and ask "How's it going?"
- Dismiss early/come in late

~Be sure to place in context as a reward for a specific accomplishment or effort.

- Highlight in annual performance evaluation
- Invite to train others
- Additional responsibility at work

~"This project/team/person/committee will really benefit from your involvement"

- Compose a letter for employment file
- Gift idea: Book with an inscribed note
- Stay on top of advancement/promotion/pay raise opportunities

**Public acknowledgment** – finding ways to highlight someone's contributions in front of others- can be an impactful recognition strategy as well!

- Highlight specific employee performance to senior executives (email, in a meeting, etc.)

~Be sure to alert them to opportunities to send personal notes as well, if they are interested!

- Create a wall of fame in your office or department
- Acknowledge performance in a newsletter, email update, announcements, etc.

~This doesn't have to be "major" stuff either! "Did you ever notice that Jane always helps our elderly clients put their coats on before they leave?"

- Provide customers opportunities to share their positive experiences. Display accordingly.
- Invite employee to present at a staff meeting.
- Invite to present to senior executives.

**Schedule a recognition event**, large or small, to make sure

you fit it into your hectic schedule. Plus some of these "fun" things can go a long way to impacting the morale and spirit of your team.

- Host a surprise "Employee Recognition Day"

~Take this to whatever level interests you! Schedule fun stuff disguised as meetings, provide lunch, make speeches, etc.

- Surprise coffee break
- Go out for ice cream
- Provide a meal – cooked or bought
- Invite a senior executive to a staff meeting to highlight employee accomplishments
- Create and distribute "alternative paystubs" summarizing contributions

~"Mary checked in 345 new patients last month: 345 smiles, hellos, thank yous. 345 times was a helper, friendly face, warm welcome." Calculate total minutes spent helping others, etc.

- Any kind of surprise (or planned) celebration

~Just put it in context as a reward for something specific, and be sure to personalize it to the employee(s).

**Create systems to allow for Peer-to-Peer recognition** so that you don't have to do it all yourself!

- Have staff share "Kudos" at meetings

~You can collect them and periodically draw from the pot for a prize.

- Create an office "refrigerator" – post staff accomplishments
- Give out "Lifesavers" candies. Staff notify supervisor when someone was a "lifesaver."
- Create an office trophy or mascot

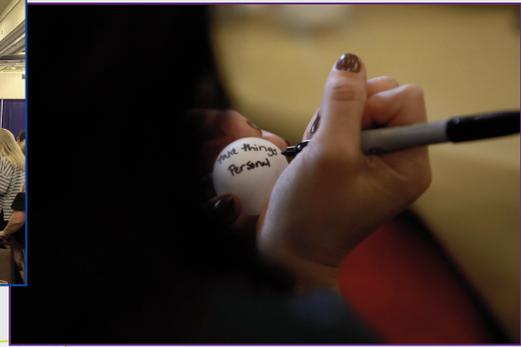
~Can be awarded to anyone, from anyone, always publicly displayed. Be creative! Ex. A Giraffe for "sticking your neck out."

Try setting aside 15 minutes a week in your calendar to think about and plan employee recognition efforts. You can do it! Now it's your turn! What do you do to recognize your staff?

Joe Mull was a keynote speaker at the 2018 OR/WA Joint Annual Conference. Mr. Mull is the former head of Learning and Development for Physician Services at the University of Pittsburgh Medical Center (UPMC), a U.S. News and World Reports Top 10 Healthcare System, where he directed training for one of the largest physician groups in the U.S. – more than 9,000 employees over more than 500 locations. Today he is an in-demand speaker and trainer who travels the country delivering keynotes, workshops, and training events designed to help healthcare leaders navigate the people management challenges they face every day.



Joe Mull M.Ed  
Healthcare Leadership  
Trainer, Speaker and  
Author  
[www.joemull.com](http://www.joemull.com)



# Fall Conference Snapshots





# Committee Corner

## ACMPE ADVANCEMENT

2018 was a very busy certification year for Oregon MGMA members!

Congratulations to the following people who achieved their CMPE certification within the past 12 months: Charleen Hall (Portland), Tami Parks (Happy Valley), Christa Weeks (Sherwood), Kimberly Wideman (Oregon City), Bonnie Bertalotto (Corvallis), Lindsey Blanchard (Medford), Greg Kinzler (White City), Susan Brewer (Medford), Ryan Combs (Corvallis), Heather Born (Jefferson), Ashlyn Clason (Bend), Paige Perry (Portland), Elizabeth Kapukui (Milwaukie), Mandy Bouschor (Portland), Valerie Lux (Salem), Elizabeth Schultz (Salem), Rita Vater (Portland) and Kim Tyree (Roseburg)

Congratulations also to those achieving Fellowship during 2018: Donna Duval (Grants Pass), Brad Wakefield (Corvallis) and Lisa Pickett (Portland)

We still have one more round of CMPE testing to go this year and several Fellowship papers still in the grading process so don't be surprised if the list grows later in the year. Great job everyone!

[Deb Bartel FACMPE](#)  
[Oregon MGMA ACMPE Forum Rep](#)

### ACMPE March exam registration — Open Jan. 22 - Feb. 7

The examinations determine if you have knowledge of the principles of medical practice administration and the application of those principles to real-life healthcare situations and scenarios in addition to how to successfully manage all aspects of a medical practice.

Each examination is created to assess your current level of knowledge in the six Body of Knowledge domains with our exam competencies that define the scope of responsibility of medical practice executives.

To register for the two exam requirements, you must be an MGMA member and active participant in the ACMPE board certification program. Not a member yet? Join MGMA at [www.mgma.com](http://www.mgma.com)

### About the examinations

To become board certified through the ACMPE, members must complete two exams. Examinations may be completed once an applicant has been accepted to the program. Exams are held four times per year, in-person at the Castle Worldwide testing locations.

Exam Dates	Location	Registration Dates
March 9-23, 2019	Nationwide computerized testing - view locations	Jan. 22-Feb. 7, 2019
June 8-22, 2019	Nationwide computerized testing - view locations	Apr. 22-May 6, 2019
Sept. 7-21, 2019	Nationwide computerized testing - view locations	July 22-Aug. 7, 2019
Dec. 7-21, 2019	Nationwide computerized testing - view locations	Oct. 21-Nov. 4, 2019

The exams can be taken during the same exam cycle or separately, but you must register for each exam individually. These exams can be completed in the order that works for you.



## Committee Corner

### MEMBERSHIP COMMITTEE

Our committee is busy considering proposed changes by National MGMA, and thinking about how we can reach more people to join OMGMA and utilize all the great benefits of being a member! We welcome ideas from our membership to help us spread the word and get more people connected to other leaders as we all navigate our way through the ever evolving healthcare industry.

When you renew your membership for 2019, we will be mailing you an OMGMA member brochure. Please find a colleague this coming year and share OMGMA and our membership brochure with them. We find our strength in numbers and your help to grow OMGMA membership ensures a successful association for years to come.

We welcome your thoughts about membership, reaching new members and your member benefits. You can reach us at: [main@omgma.com](mailto:main@omgma.com)

Thank you, and Happy Holidays!!

Lana Giacomelli, CMPE  
Oregon MGMA Membership Committee

### PARTNER AND EXHIBITOR COMMITTEE

The committee is working on evaluating our partner, exhibitor and sponsor programs along with outlining 2019 events and opportunities. We anticipate Fall Conference exhibitor registration to open in early February 2019.

To our Partners and 2018 Exhibitors - we would like to express our sincere gratitude for your support of our association this past year. If you might be interested in contributing an educational article for the new MembershipMatters newsletter, you can find more information on page 2. A friendly reminder to renew your 2019 Partner dues by December 31.

To our Active Members - please help us pinpoint new exhibitors to add to our exhibit hall. If you have a vendor who offers a unique product, service or exceptional customer service, please share OMGMA with them and send their contact information to our committee at [main@omgma.com](mailto:main@omgma.com). We'd love to offer them the opportunity to participate with OMGMA next year and give our members the opportunity to access a variety of the very best, cutting edge, products and services to explore at our conferences.

### REGIONAL OUTREACH COMMITTEE

Exciting events are coming in 2019! We will be hosting two Manager's Time Out (MTOs) sessions and a one-day conference.

Come network with your colleagues and add to your professional development! Attend one of the educational MTOs being offered in Portland or The Dalles in the upcoming year. More details to come in January.

Unable to fit a 3-day conference into your busy schedule? How about just one day? OMGMA is reviewing a concentrated learning opportunity by hosting a one-day conference this summer. More information to come as planning unfolds.

Let us know of any topics you are particularly interested in learning more about at [main@omgma.com](mailto:main@omgma.com).

Michelle Eldridge, CMPE  
Oregon MGMA Regional Outreach Committee



# Committee Corner

## LEGISLATIVE COMMITTEE

What Does MGMA Government Affairs Do for You?

MGMA Government Affairs is always behind the scenes finding out what we need and focusing their advocacy efforts to help us get those needs met. Recently, MGMA Government Affairs released their 2018 Regulatory Burden Survey Results. This is part of MGMA’s long-standing endeavor to decrease regulatory burden and achieve more efficiency in healthcare delivery. Survey results show a high regulatory burden continues to take resources away from patient care.

### Top Five Regulatory Burdens

Percentage of respondents who reported the issue as very or extremely burdensome	
Medicare Quality Payment Program (MIPS/APMs)	88%
Prior authorization	82%
Lack of electronic health record (EHR) interoperability	80%
Government EHR requirements	77%
Audits and appeals	68%

In the past two weeks alone, MGMA Government Affairs has contributed to nearly 30 advocacy letters or news articles. The Government Affairs Department is constantly at work to drive policy in a direction that helps us do our jobs the best we can in order to provide the best patient care possible.

This is just one example of how MGMA uses membership dues to support medical managers.

Christi Siedlecki, MSN, RN, FACMPE  
OMGMA Legislative Committee

## TECHNOLOGY AND MARKETING COMMITTEE

Are you connected with OMGMA on our social media sites? Connecting with our social media sites is just one more way our members can stay current on Oregon MGMA events, activity and news.

What is a hashtag? Check out this link: <https://en.wikipedia.org/wiki/Hashtag>. Every time you post to social media or send out an email, consider including relevant hashtags. During a marketing campaign, hashtags can improve the visibility of your messages. Make your hashtags easy to use and follow standards for recurring posts. Here are some of the hashtags you will see the OMGMA use: #OMGMA, #OregonMGMA, #MGMA #OMA (Oregon Medical Association), #ACMPE and #CMPE. Keep an eye out for #pnwconf19, next year’s joint conference and #OMGMA19, next year’s fall conference.

Interested in working with the OMGMA’s Technology and Marketing committee? Send an email to [jeffb@entsalem.com](mailto:jeffb@entsalem.com)

Jeff Baird, MBA, CMPE  
Oregon MGMA Technology and Marketing Committee

### Follow us

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# *A Big Thank You*

to Oregon MGMA 2018 Partners for their support of our educational programs, our website and our members!

Asset Recovery Group, Inc.	Matisse Capital	Scribe-X
Bank of America	Medical Answering Service of Oregon	Solutions YES
Centerlogic, Inc.	MedPro Group	Southern Oregon Credit Service
CNA Healthcare	Med-X Staffing Services	Sussman Shank LLP
Columbia State Bank	MOLVI CPA, LLC	The Doctors Company
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Higley Financial	Quest Diagnostics	USI
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Luminant Digital Security		



Oregon MGMA wishes our members a warm, safe and happy holiday season. We look forward to seeing you in 2019!