

## 2011 MGMA Officers

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Open

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# News

APRIL 2011

## From the President.....

It is both an honor and a pleasure to have the opportunity to serve as your President of the New Mexico MGMA from 2009 thru 2011.

As your President I will strive to increase the visibility of our organization statewide. By utilizing the help of NMMS we will be able to provide conference calls and webinars to reach our membership from afar. NM MGMA also serves as a professional support for all of us and as an informational tool for increasing awareness of the challenges and issues within the medical community. We need to continue to share our experiences with other administrators and practice managers and encourage their involvement.

With the tough environment that we are facing, having the support and being involved in a group such as the New Mexico MGMA is more meaningful now than ever. We need to continue to share ideas and work towards making great strides in all areas of medical group practice management.

New Mexico MGMA is a great source of information and educational opportunity provided through our quarterly meetings, website, and annual conferences. The ability to meet and network with others is invaluable. We continue to also work closely with GAMA and the New Mexico Medical Society to provide you with up-to-date current information going on legislatively and within the healthcare commu-

nity. We hope that with the local chapter you are able to obtain information that you are in need of.

I am excited to work with a wonderful Board of Directors in 2011. The 2011 Board members are: Yolanda Salazar-Vice President, Elizabeth Farlie-Treasurer, Becky Turney-Secretary, and Elizabeth Ford-Membership Chair. We have also added two vendor board member positions which are Bebe Marks with Transworld Systems and Sherri Wells with Document Imaging of the Southwest. I would also like to acknowledge the continued hard work and dedication provided by Sara Rhodes as Conference Chair for the upcoming 2011/2012 year and also her continued support as Past-President.

In order for NM MGMA to have continued success, we need your participation. The organization is only as good as its members. Please take part in the quarterly meetings and annual conferences.

The NM MGMA doesn't have all of the answers but our state membership contains some of the brightest individuals in the field, working on exciting projects, standing ready to help a colleague with advice, informative conversation, or a listening compassionate ear.

A look at the year ahead Annual Conference We received feedback on the 2010 4 Corners Conference which was overwhelmingly

positive! From the attendees, speakers and vendors - we received lots of kudos' for a great conference. We have already started planning the next 4 Corners Conference which will take place on April 23-25, 2012 in Denver, Colorado at the Denver Marriott Tech Center.

We are also pleased to announce that we will be collaborating with NM HFMA for the 2011 Annual Conference which will take place on November 17-November 18, 2011. More information on location will be forthcoming. So make sure and "Save the Dates" for these upcoming events.

Networking/Educational Opportunities

We are excited to also be working with a group of practice managers in the Santa Fe area to provide them the same educational and networking opportunities that we provide in Albuquerque. We encourage all of our outlying members to become more involved in our committees and creative ideas for getting information out to everyone.

Thank you to all for your continued support of our organization for networking, education, and advocacy!

I thank you all for the privilege of serving as your state President, and I look forward to the exiting year ahead.

**Becky Strom**  
**President NM MGMA**

# The Hiring Process

*Did you know that it can cost between \$25-\$35K to hire and train and employee? Wouldn't you like to get it right the first time?*

*Remember, an interview is a two-way process.*

Taking a pragmatic and analytical approach to hiring staff can save you considerable amounts of time, money and heartache. Conducting thorough due diligence can save you considerable money from the cost of hiring, lost time, production and patient dissatisfaction. The Society of Human Resource Management recently stated that the southwest United States has an average turnover rate of 16% percent annually. In other words, you will lose about 1 of every 6 staff members every year. Can you afford to lose \$25,000 dollars every time?

## **When you have a vacancy, ask yourself these questions:**

- Do you really need a new staffer? Could the work be spread between existing employees?
- Could the job be done remotely or what about a job share arrangement? (This is a great time to reflect on what your business really needs.)
- Has the job changed since you last hired for it?
- Does the job description accurately reflect the required tasks? Take a moment to identify what skills are critical.
- What makes a good employee?
- What knowledge and experience are important for success?

Next, after you have decided to hire a new employee, and you are armed with a current job description, plan your recruitment strategy. Will you advertise and where? There are many choices; on line job sites, staffing agency, head hunters, your internal intranet etc. Who will review the applications? Who will produce the short list? Who will be involved with the interview? A panel interview is a good method in many situations.

How will you assess the candidates? A structured interview with behavioral style questions can work very well. However, in addition, you may wish to consider other ways to assess a candidate that wouldn't necessarily be seen at a traditional interview. For example, if you want to test a person's ability to prioritize and organize tasks, you could use a skill assessment, e.g. an in-basket exercise would give you the information you need. If you want to know how the candidate handles a stressed patient or staff member, a well-designed role play can be very helpful. But first, it is important to identify the criteria you will be measuring against. This produces a much more objective scoring tool when used to compare results.

Finally, consider the environment of the interview room. Is it free of distractions, comfortable, and adequately lit? Is your phone or pager off? Are you prepared to dedicate the requisite time to your candidate?

Whatever you decide, preparation is essential. Remember, an interview is a two way process. The candidates will be deciding whether you are the right business for them, just as you are assessing if they are the right person for you. Be sure to have read the candidates' resumes carefully - it helps you prepare and demonstrates respect.

Once you have selected your ideal candidate, agreed on salary and benefits and fixed a start date, you then need to prepare a thorough orientation. A well planned orientation demonstrates the value you place on your employees and helps ensure your new staff member settles into their role and receives all the training that will help them succeed. Orientations will be covered in the June Newsletter.

If you have any questions about hiring staff, please feel free to call Gina at G2Business Consultants, 505 414 8720.

# RECORDS, RECORDS, RECORDS: Scanning, Storing, Shredding

With concerns about new federal privacy regulations and ID Theft, maybe now is the time to rethink your document destruction needs. Is your staff already overwhelmed with managing the accumulated tons of documents – even before adding the task of disposal, like in-house shredding? Shredding records is a tedious, time consuming task; many employees will either give up because the office shredder is too slow, or jams up, or because they must deal with continuous interruptions and patient needs. And then, what do you do with the all that shredded paper? Some will even be tempted to throw out what must be shredded.



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Shredding the old fashioned way “one page (or 5 pages) at a time” is an expensive process. Companies must determine what is to be destroyed, where it is stored, how much there is and how fast can it be destroyed. For example: one file drawer could contain 25 pounds of paper; a medium duty shredder might do five pages at a time and the entire drawer would take two and a half hours to shred on most office shredders. If not maintained, your new shredder’s life is all but over by the time you get through drawer number two. The company has spent five hours of valuable resources, and still has not met compliance requirements.

To save money, the lowest paid employee is the most likely candidate for the job. But how much can you afford to be wrong if you select the wrong employee?

According to statistics, seven out of ten people that commit identity theft have never committed a crime before. What costs are you really looking at?

Having a third party shredding company sounds expensive, but will save you money in the first purge of records. Shredding companies can provide on site shredding at a rate of 200 pounds of paper every five minutes. That’s seven small bankers’ boxes every five minutes for around \$40.00. A certificate of destruction should be issued for each shredding cycle completed. This certificate will show a pattern and a practice of how your records are being destroyed.

Now you’re saving money, you’re in compliance and your overworked staff loves having the extra room.

Below is a suggested list of how long you should keep records. Please remember to always check with your legal and financial department before determining what your retention time periods should be.

## Now purge!

Accounts Payable	7 yrs.
Accounts Receivable	7 yrs.
Audit Reports	Permanently
Bank Reconciliations	2 yrs.
Bank Statements	3 yrs.
Checks (cancelled for important payments, i.e. taxes, purchases of property, special contracts, etc.)	Permanently
Checks should be filed with the papers pertaining to the underlying transaction)	Permanently
Contracts, Mortgages, Notes, and Leases (expired)	7 yrs.
Deeds, Mortgages & Bills of Sale	Permanently
Depreciation Schedules	Permanently

**Should you have any questions you may contact Guy Appelman at Black Dog Shredding at 505.400.7074**

**Mr. Appelman donated this informational article as a service for NM MGMA members.**

# Are you Ready for retirement?

**Make your reservation now to attend the Tuesday, April 26  
GAMA/NM MGMA Joint Meeting and start planning your future NOW!**

We spend years dreaming about and saving for retirement. For the lucky ones, retirement will last as long as their working years. Come learn the steps you can take to help turn your dreams into reality. 1. Determine how much income you will need during retirement. 2. Identify your income sources. 3. Develop a retirement income plan. 4. Create a retirement investment plan using asset allocation. 5. Evaluate how you are doing!

Paulette Reed with RBC Wealth Management will be the speaker. She has thirty one years' experience advising clients on how to meet their goals. [www.rbcfc.com/paulette.reed](http://www.rbcfc.com/paulette.reed)

**Tuesday, April 26, from noon to 1:30 p.m.**

**Please note, new location: Eye Associates of NM, Ltd,  
8801 Horizon Blvd. NE, Albuquerque, NM 87113 (located off Alameda)  
Take the elevator to the 3<sup>rd</sup> Floor Conference Room**

Use the link below to RSVP:

<http://gamanmmgmaapril.eventbrite.com>

## NM MGMA Upcoming Events

June 1st	<b>Coding + Compliance by Becky Strom, CPC, CPC-H, MCS-P</b>
July 26th	<b>Joint GAMA/NMMGMA meeting - Topic TBD</b>
September 14th	<b>Performance Evaluations by Teresa Marie w/Positive Results Consulting</b>
October 27	<b>GAMA EXPO – Marriott Pyramid 6 to 8 p.m. Training in the afternoon - TBD</b>
November 17-18	<b>Fall Conference - Survivor New Mexico</b>