



# NEWSLETTER

October 2011

Website: [www.ahdionline.org/ca/arkansas](http://www.ahdionline.org/ca/arkansas)

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## President's Message

It's hard to believe that the year is almost over. Our symposium in April was well attended. Susan Lucci, RHIT, CMT, AHDI-F, AHDI Past President 2009-2010, was our main speaker and presented three of our educational sessions: The Future of Our Profession, QA Best Practices, and Health Story Project. We enjoyed all of our speakers, and our CMTs earned continuing education credits in all of the categories.

Attending the AHDI Annual Convention and Expo (ACE) in August was exciting and educational. It was 112 degrees in Phoenix the day I arrived. The first event I attended was the All Around the World welcome reception. Our Arkansas delegate, Betty Polm, and I spent the evening visiting the vendor booths and meeting other attendees. We enjoyed the international flair by sampling food from several countries. Many attendees wore the traditional clothing of their heritage. We also had opportunities to meet and network with other AHDI members.

The keynote speaker Friday morning was both entertaining and challenging. Motivational speaker Kathy Dempsey's presentation was "Shed or You're Dead: How to Stay Alive and Thrive in the Midst of Healthcare Change." She highlighted the need for us to "shed" when it's time to change. Her message can be summarized in the three R's. (1) *Release the attachment*: What do I need to detach from? (2) *Reframe the situation*: How can I view this situation in the most positive light? and (3) *Refocus your energy*: What action will I take to move forward? I had the opportunity to practice

the three R's the night before I left. My airline boarding pass wouldn't print at the kiosk in the hotel lobby. I had the choice of hitting the panic button or releasing the attachment to the idea of my boarding pass printing properly when and where I wanted. I chose to release my attachment and viewed the situation in its most positive light. All was not lost; it was not the end of the world. I might not be able to print the boarding pass immediately, but I could call

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Travelocity's customer service to see what my options were. I refocused my energy on that. The Travelocity customer representative called my airline and, about 15 minutes later, I had my boarding pass in hand.

There were many educational sessions available, and it was difficult to choose which ones I would attend. The one I enjoyed the most was Jay Vance's "Spine Tingles and Goose Bumps: Deciphering The Future of Medical Transcription." He spoke frankly about several trends in the healthcare industry likely to impact

the future of the medical transcription profession and the opportunities for growth that these trends may offer.

This is the first year that AHDI will offer a DVD of ACE. It will include several of the educational sessions. More information about it will be available as soon as editing is complete.

AHDI is presenting a new webinar series, "Looking Forward: The Future of Healthcare Documentation," featuring a lineup of speakers from all facets of the medical transcription industry. The first one was complimentary, and the rest are \$10 each. The webinars provide a great affordable way to earn continuing

education credits and cover all the continuing education categories. They can be found through the Continuing Education link at [www.ahdionline.org](http://www.ahdionline.org).

Elections are coming up soon. If you have been asked to run for an office, please consider it. It's a wonderful opportunity for personal and professional growth. Hope to "see" you at one of the webinars this fall and/or at next year's AAHDI Annual Symposium!

*Janice F. Johnson, CMT  
AAHDI President 2011  
[janicefj@ritternet.com](mailto:janicefj@ritternet.com)*

## 2011 AAHDI Board Members

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# From Your Delegate . . .

## *Greetings all fellow MTs!*

For me, ACE started with a Leadership Breakfast followed by the 25th Annual AHDI House of Delegates meeting. Speaker of the House Bonnie Monico, CMT, called the meeting to order and gave a warm welcome speech. Kristin Wall, CMT, gave a credentials report. The agenda and standing rules were adopted. The President's address was given by Barb Marques, CMT. She then introduced Nancy Brighindi, PhD, CAE, our new CEO for AHDI.

The new district directors were introduced. Several people talked at length about what participation in AHDI has meant to them and all the people that helped them over the years. Patti Niemeyer from Missouri commented that she had been at the very first HOD and now the last one. Tanya Guenther, CMT, AHDI-F, gave the Bylaws/Resolutions Committee Report. Loretta Floukrod reported for the HOD Strategic Initiatives Committee regarding "local only membership" which will be voted on by the membership when finalized. The meeting was adjourned by Bonnie Monico, CMT.

A Leadership Summit followed in the afternoon. Sue Hershkowitz-Coore, CSP, did a presentation titled "Communicating when Strangling is not an Option." She spoke about eliminating default behavior/mind blind. Are old habits crowding out opportunities to do things better and smarter? What do we need to unlearn? She suggested to be curious and have a crystal clear purpose. What I found most interesting was when she stated, "Speak your truth and step back. Help them feel safe, and listen for points of agreement. Try 'you're right and ...' or 'yes and ...'" Other points noted were "respond to the issue and not the emotion" and to "show respect". She gave examples of several situations and different ways to handle them. While this

information was geared to work settings, it could be used in most aspects of our lives.

The ACE keynote speaker was Kathy B. Dempsey, RN, MED, CSP, who titled her presentation "Shed or You're Dead: How to Stay Alive and Thrive in the Midst of Healthcare Change." Her little lizard friend has to shed his old skin in order to live. She stated, "Healthcare organizations that equip their people to SHED faster will be the ones to survive and thrive." Our Arkansas association will be undergoing changes, but we can move forward and grow in the midst of those changes.

As my time of serving as your delegate is almost over, I want to say thank you for allowing me to represent Arkansas. I have experienced and learned so much. The House of Delegates served its purpose and is now replaced with a totally new governing structure for AHDI. Cynthia Alder is the representative for District 5 which includes her home state of Texas, Oklahoma, Arkansas, Louisiana, Missouri, and Iowa.

I'm looking forward to our AAHDI 25th Annual State Symposium. Tentative plans for the symposium are for April 27 and 28, 2012, in Branson, Missouri. Feel free to contact me at any time with questions or concerns.

*Betty A. Polm, CMT, AHDI-F*  
*Arkansas AHDI Delegate 2011*  
[bpolm4@comcast.net](mailto:bpolm4@comcast.net)

Stay up to date on national AHDI issues!

Visit [www.ahdionline.org](http://www.ahdionline.org) regularly  
[www.ahdionline.org/ca/arkansas](http://www.ahdionline.org/ca/arkansas) for state news

***Election Results!***

**2012 AAHDI Board Members**

<p><b><u>PRESIDENT</u></b>                  Helga Friedland, CMT                  Mountain Home, Arkansas                  870-404-6469  <a href="mailto:asaptrans@centurytel.net">asaptrans@centurytel.net</a></p> <p><b><u>VICE PRESIDENT</u></b>                  Kim Leach, CMT                  Berryville, Arkansas                  479-338-3482  <a href="mailto:kim.leach@mercy.net">kim.leach@mercy.net</a></p>	<p><b><u>SECRETARY</u></b>                  Serelda Johnson, RHIA                  Lamar, Arkansas                  479-885-0809  <a href="mailto:sjohnson1@atu.edu">sjohnson1@atu.edu</a></p> <p><b><u>TREASURER</u></b>                  Ellen T. Outlaw, CMT                  Little Rock, Arkansas                  501-590-3940  <a href="mailto:eoutlawcmt@aol.com">eoutlawcmt@aol.com</a></p>	<p><b><u>IMMEDIATE PAST PRESIDENT</u></b>                  Janice F. Johnson, CMT                  Green Forest, Arkansas                  870-437-5406  <a href="mailto:janicefj@ritternet.com">janicefj@ritternet.com</a></p>
<p><b>Be involved! Contact <a href="mailto:ArkAHDIGmail.com">ArkAHDIGmail.com</a></b>  <i>We have Symposium Planning, Membership, and Newsletter Committees.</i></p>		

**Treasurer's Report**  
 August - September, 2011

Beginning balance		\$3342.35
Deposits:	0	+ 0
Disbursements:		
Expenses for AAHDI President to attend ACE	952.10	
Expenses for AAHDI Delegate to attend ACE	1451.04	
National liability insurance	<u>75.00</u>	
		- 2478.14
Ending balance		\$864.21

*Submitted by*  
 Ellen T. Outlaw, CMT  
 AAHDI Secretary-Treasurer 2011

## **MARK YOUR CALENDAR**

### **October 24 - 31, 2011**

Online election of 2012 AAHDI officers

### **November 15, 2011**

Deadline for submission of 2012 AAHDI officers to AHDI

### **December 5, 2011**

AAHDI Board of Directors meeting online 6 p.m. (Central) including installation of 2012 officers

### **January, 2012**

Nominations accepted for AAHDI 2012 Member of the Year

### **February 24 - 25, 2012**

District 5, Texas AHDI Annual Meeting, Conference, and Job Fair; Hilton Garden Inn DFW Airport South. 10 CECs anticipated. Contact: [ronkat68@hotmail.com](mailto:ronkat68@hotmail.com)

### **April 27 - 28, 2012**

Tentative dates for AAHDI 25th Annual State Symposium to be held in Branson, Missouri.

### **May 2 - 4, 2012**

ArHIMA Annual Convention at Embassy Suites Northwest Arkansas Hotel, Spa & Convention Center in Rogers, Arkansas

### **May 20 - 26, 2012**

National Medical Transcriptionist Week

### **August 8 - 11, 2012**

AHDI Annual Convention and Expo at J. W. Marriott Indianapolis in Indianapolis, Indiana

## AAHDI Bulletin Board

### Congratulations!

**AAHDI 2011 Member of the Year  
Ellen T. Outlaw, CMT**

Ellen was honored as AAHDI Member of the Year at our 24th Annual State Symposium held at University of Arkansas for Medical Sciences on Saturday, April 9, 2011.

**Winner of FREE Symposium Registration  
Tammy Kitts**

Tammy was the winner of a drawing for a FREE registration to our AAHDI 25th Annual State Symposium! The drawing was held during the AAHDI Annual Business Meeting on Saturday, April 9, 2011, at UAMS.

### *Who cares if you're certified?*

If your employer recognizes those with a CMT or RMT credential, we want to know. Do they offer a higher rate of pay? Do they pay for continuing education hours? Do they offer other benefits to a credentialed workforce? We'd like to highlight these in our next AAHDI newsletter.

Please send your response to:  
[ArkAHDI@gmail.com](mailto:ArkAHDI@gmail.com)

### AAHDI Membership Statistics as of October 2011

Professional Members	35
Associate Student Members	35
Associate Members	19
Student Members	7
2nd-year Student Members	2
Educational Members	2
<b>TOTAL MEMBERS</b>	<b>100</b>

**SAVE THE DATE** ... Tentative plans are being made for our AAHDI 25th Annual State Symposium on April 27 and 28, 2012, in Branson, Missouri.

### Online Study Group

*Do you want to prepare for a CMT/RMT exam or just refresh your knowledge?*

*Are you an employer interested in offering your MTs support in becoming credentialed?*

If you're interested in participating in a 14-week online study group, contact [ArkAHDI@gmail.com](mailto:ArkAHDI@gmail.com).