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## A Tribute to Our “Chicago Cousin”

By Glenn Jakober

Back in 1972 when I became a member of HFMA, the H stood for Hospital, the Economic Stabilization Act (price freeze) was the hottest topic for our meetings, and Robert (Bob) M. Shelton was the executive director of HFMA. He was in charge when Roger Peterson and I went to Dallas for the Leadership Training Conference a few years later. In recognition of his 20 years of service, HFMA in 1979 established the Robert M. Shelton Award for chapters that showed five years of continuous chapter achievements. I remember thinking that such an award was beyond the reach of a small rural chapter that had rarely achieved the GLD 90 Point Club much less five years of sustained excellence. Little did I realize that the fortunes of SDHFMA were soon to rise with good direction from national HFMA and a local membership that kept building the chapter and its educational offerings.

In 1986 when our little rural chapter won the Shelton Award, many of us were privileged to be in Chicago for the presentation. Later that year, Bob Shelton honored us with his presence at our fall SDHA Convention in Sioux Falls. South Dakota was the first Shelton Award recipient to invite Bob to their state. At the awards banquet Bob Shelton offered the following remarks with great enthusiasm:

*“It is with an undiluted and undeniable pleasure to have been invited to attend this awards luncheon and to witness the introduction to health care people in South Dakota, of the Robert M. Shelton Award for Sustained Chapter Excellence. When the trophy was presented to the South Dakota representative in June in Chicago, HFMA Chairman Ken Hews said, ‘With limited resources, few members, and unique geographic challenges, this chapter has examined the needs of the members, set ambitious goals and met them consistently.’*

*I give much credit for this achievement not only to the financial managers in South Dakota, whose accomplishments have been proven, but to hospital administrators and the State Hospital Association, as well. Recognition of the increasing important role of the financial manager, and willingness to allow that person to improve his or her knowledge of the ever changing hospital financial environment by allowing attendance and participation in HFMA activities must be acknowledged and appreciated.*

*I can recall that during my years with HFMA as I attended the annual series of Leadership Training Conferences, I would look out over the audience of incoming chapter presidents, secretaries, and other officers and marvel at the number of man hours represented which were being underwritten by respective hospitals. My consolation was in the assurance that hospital administrators were certain that their investment of the financial manager’s time and man-hour costs would pay dividends for the hospital.*

*South Dakota is noted as the site of the magnificent granite carving of the likeness of four of our nation’s presidents. It is the home of the largest publicly owned buffalo herd in the United States, of trophy Missouri River walleyes, of America’s richest gold mine, the highest peak east of the Rockies; conversely of awesome caverns, the world’s largest natural warm water indoor swimming pool, of a mammoth Mammoth site, and the incredible Corn Palace. It is noted in history for its rip roaring past. I understand that the Black Hills still yield nuggets. I would like to think that the Robert M. Shelton Award is another nugget for South Dakota to take pride in and to cherish. Seventy-four other HFMA chapters, coast to coast, are envious.*

*Wodsworth said: ‘Next to excellence is the appreciation of it.’ The excellence displayed by the South Dakota Chapter of HFMA should be appreciated by all in the health care field in this state. I certainly appreciate it, and I appreciate the opportunity to be present to extend congratulations to chapter members, to witness the obvious pride in their achievement, and to observe the recognition accorded them as the outstanding HFMA chapter in the country.*

*May all of you have a rip roaring future – well managed financially, of course.”*

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(A Tribute to our “Chicago Cousin” continued from page 2)

Having Bob present at our convention was a delight because of the history and the perspective that he brought to the meeting. He was a gracious guest and enjoyed his stay. In his thank you to the South Dakota Chapter he stated, “My visit was certainly a high spot of my retirement years.” When our chapter again won the Shelton Award in 1991, Bob was only too glad to return to South Dakota for the SDHA Convention in Sioux Falls.

In 1992 we began the process of organizing the information and documents to write our chapter history. The past presidents were charged with the responsibility of sorting through the boxes of documents that were stored at SDHA, but we lacked someone to glean the information from our records and compile the history. Dave Timpe approached Bob Shelton about authoring our history, and Bob accepted. We mailed him the boxes of information and he went to work. After he had compiled the information, he submitted it to us for printing and distribution. In appreciation of all of Bob’s work, we invited him back to SDAHO Convention for the official presentation. We offered to fly Bob to the convention, but he opted to drive his sporty red Buick Regal and physically transport our invaluable historical documents. As a treat he brought his wife Ethel with him. Again we had a great time with the Shelton’s present. After Bob and Ethel returned home, I received a nice thank you from Bob in which he thanked the history committee for putting a spark in my later years,” and he addressed his thanks to his “South Dakota Cousins” from the “Chicago Cousin.” From that time on he was our “Chicago Cousin.” I would call him at Christmas time and he always sent holiday greetings to his “South Dakota Cousins.”

Bobs thoughts of his “South Dakota cousins” extended beyond his visits to our state. In March of 2000, I received a letter from Bob and clipping from the Chicago Tribune concerning the contribution of Mike Miller to the Florida Gators. He also remarked about having seen the Corn Palace from the outside, and now he knew of the some significance of the interior, as that is where Mike and many others had played basketball.

In January 2003 I received a letter from Bob announcing that he and Ethel were the proverbial family “cows tail,” but thanks to Christmas presents, they were now on the “net”. He also sent a clipping dated December 2002 from The Chicago Sun regarding one soldier’s experience on Dec.7, 1941.

*“The young soldier sat in the base communications office at Langley Field in Virginia, one of just a handful of Teletype operators assigned to that post.*

*But it was a Sunday, so only one person manned the machines and the young man had drawn the 8 a.m. to 5 p.m. shift. Typical for a Sunday, it’d been a quiet day, with few messages to send or receive: his day, in fact was turning out to be downright relaxing.*

*About 2 p.m., his day – and that of everyone else – abruptly changed. All three machines, including the one dedicated to the War Department, that machine was never used, started going at the same time.*

*“It was like an explosion,” Robert “Bob” Shelton recalled. “All hell broke loose. That’s the only word I can ever use.” It was Dec. 7, 1941.*

*“I immediately called others in to help,” said Shelton, 84 a Glen Ellyn resident for 43 years. “I was supposed to get off at 5 p.m., and I worked until 1 a.m. the next morning.*

*The first few hours after the attack on Pearl Harbor, Shelton sent out telegrams from the company commanders, calling all soldiers on leave back to the base. Soon he was receiving “Retels” or “Re: Your Telegram” responses many of the soldiers saying, “I am on my way back” and listing arrival times.*

*Words came out of the telegraph machines on strips of paper, which were glued down for telegrams. In the midst of assembling one telegram being sent to him, his future father-in-law informed him that Shelton’s girlfriend, Ethel, home in New Jersey from her nursing studies in Pennsylvania, was facing surgery for appendicitis.*

*Two days later, bomber planes set off from Langley for the South Pacific. One 11-member crew crashed while trying to refuel in Texas, and all the men were killed. “The war hit close to home right away, because some of those officers and enlisted men had families right here on the base or in town,” Shelton said.*

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(A Tribute to our “Chicago Cousin” continued from page 3)

*For the next several months, Shelton would work eight hours on, eight hours off. “Peacetime to wartime, the whole atmosphere is different. Everybody was imbued with the old spirit,” he said.*

*A native of Chester, Pa., Shelton attended 13 elementary schools in the eastern United States. But only one high school, where he studied three years of shorthand and typing. “In my third year, which was secretarial practice, I was the only man in the room,” he said. Having taken night school classes in accounting and business law at Rider College, he was making \$36 a week as an office manager and accountant for a New Jersey manufacturing company when Uncle Sam called.*

*For the first three months in the service, Shelton’s pay stood at \$21 a month, but he said, “Luck followed me all the way through.” After six weeks of basic training, his background qualified him as a Teletype operator, and Shelton’s monthly salary rose to \$36. “I thought teletype was the epitome of communication,” he said, “I mean you could sit down and communicate with someone else. You could do that when you worked at night, shoot the breeze in type.” There was another plus. The six operators shared commissions from Western Union and Postal Telegraph for messages communicated. Christmas messages and the aftermath of Pearl Harbor meant \$119 in additional salary for that December. “You see what I mean when I say God was with me all the time?” Shelton had hopes of becoming a pilot, but he failed the depth perception test.*

*Shelton served a total of six and a half years in the Signal Corp, the Finance Department and the Air Corp, which had become the Air Force by the time he was recalled to active duty during the Korean War. “I started as a buck private and came out as a captain,” he said.*

*He also married Ethel, his wife of 60 years, whom he met in a church youth group. The couple has two children, seven grandchildren and two great grandchildren*

*Following the military, Shelton continued his work in business, eventually serving as executive director of HFMA, which has named its top chapter award the Robert M. Shelton Award for Sustained Excellence. Membership rose from 3,200 in 1959 to 33,000 today. He edited the group’s health care magazine for 22 years and after his retirement in 1982, he wrote a history of HFMA.*

*As a hospital administrator in Trenton, N.J., he also started a hospital auxiliary, garnering 170 members for a 50 bed facility. He learned to love volunteers and also learned to love volunteering. He has enjoyed active volunteering in his retirement.*

*No matter what he has done, Shelton said, just like those who know where they were and what they were doing on Sept. 11, 2001 or Nov. 22, 1963, the day of the bombing of Pearl Harbor has remained indelible on his mind. After all, he helped spread the news.”*

Reading this article, one realizes that Bob’s life was full of adventure and service. We became aware of Bob’s deteriorating health after I forwarded to the Shelton’s the notice that two-time past president Ron Trautman had passed away. Even as his health deteriorated, his character stayed strong.

SDHFMA is proud to be a two time recipient of the Shelton Award, and for the past seven years the chapter leadership and its members have been working to the garner the Shelton Award for a third time to honor our “Chicago Cousin.”

Bob’s contribution to national HFMA is thoroughly documented in various ways; however his contribution and connection to SDHFMA is less well known but equally important to those lives he touched. The passing of such a great influential man called for a tribute to our long remembered “Chicago Cousin” Bob from one “South Dakota Cousin” Glenn.

## Member Profiles

The newsletter committee is working to make our newsletter not only more informative but also a means to get to know other members in our chapter. To do that, we are adding a “Member Profile” segment to each issue. You will get a chance to meet those people that have just joined our chapter as well as learn some interesting things about those people that have been with us for some time. We hope to highlight one new member and one “senior” member in each issue.

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### Phyllis Birk (Senior Member)



From left to right: Phyllis Birk, Arnie Hauge, Nancy Crist

The question is “Can you juggle?” Phyllis responded with a question, “Are we talking balls or activities? No to balls, but yes I am a very multi-task oriented person.”

Growing up south of Mankato in Elmore, MN, Phyllis Birk wanted to be somebody famous, like a singer, dancer, or a movie star. But then came love and 27 years ago, she married Dick and together they have two boys, one a junior in high school and the other an eighth-grader. It must be true love – Phyllis commented that it seems just like yesterday that she got married.

Phyllis’ favorite summer activity is golfing. Because of her mastery of the game, her coworkers are quick to ask her to join their foursome’s for many of the golf outings. She also likes to read. If she were given a super power, she would have everyone read “The Purpose-Driven Life” and apply it to his or her lives. Phyllis also enjoys racquetball, camping, tennis, and traveling. She said, “That’s why I only work part time – to have time for my hobbies.” She would also like a winter home in the southwestern part of the US, if she were ever given the option.

Phyllis has found learning leadership skills in a volunteer organization to be the most valuable part of HFMA. She has served as an officer and helped on many committees in her time with the organization. Phyllis has enjoyed networking and making several friends along the way as well. Her favorite memory from HFMA was Jim Tomlinson’s surprise 50<sup>th</sup> birthday party. That had to be a great time!

Phyllis has spent her working hours at Sioux Valley Regional Health Services as the reimbursement director for the last 4 years. She says that the best part of her job is the people that she works with. Before working at Sioux Valley, she worked at an accounting firm where many of her clients were healthcare facilities. No wonder she knows so much!

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Member Profiles cont.

## Charlie Cole (New Member)



“At first I wanted to be Batman, but I didn’t really trust Robin. So I thought I would be a cowboy, like on Bonanza but then I wondered why there weren’t any women out on the ranch. Hey! What about a rock ‘n roll star like Gene Simmons. Just think – thousands and thousands of screaming fans. Pretty cool! But the make-up thing didn’t interest me.” Yep, Charlie Cole wanted to do it all. But as it worked out, he is working as a sales director for Hauge Associates Inc and Med-Plan Services, Ltd. He’s been there for 8 years, with a total of 13 years in the A/R management industry. Charlie says that the best parts of his job are the free Internet access, a 40,000 minute-per-month cell phone plan and daily Swedish massages. Gee, Charlie, how many positions do you have open? We may all apply!

In June of this year, he also joined HFMA as a means to use some of those 40,000 cell phone minutes, and to get out of the office to meet more SD healthcare people. Seriously, Charlie has found the HFMA education opportunities to be quite valuable. Charlie stated that between AAHAM, MGMA, and HFMA, a person could really gain a lot of industry knowledge. The information is valuable because it keeps us up to date with the various rules and regulations. And as we all know too well, the rules are certainly changing all of the time!

For Charlie, life away from work includes his wife Gina and two daughters, Mollie, age 12, and McKenzie, age 9. Charlie enjoys camping, pheasant hunting, boating, ice fishing, woodworking, and BBQ cooking. Charlie commented that he really likes camping in the summer with family and friends. “It is a great time to relax and enjoy life.” He also serves as an EMT, is the communication leader for Turner County Emergency Management and the Search & Rescue Dive team leader, and is the director for Shetek Lutheran Outdoor Ministries. What a busy guy! Welcome to HFMA!

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## Upcoming HFMA Meetings

### Sept. 22-24, 2004

78<sup>th</sup> Annual SDAHO Convention  
Sioux Falls Convention Center

SDAHO program materials were sent out Aug. 9<sup>th</sup>. Early bird registration is Aug. 27 and final registration deadline is Sept. 13. Please note that the SDHFMA business meeting will be held on Thursday, Sept. 23 from 2:30 – 3:30p.m.

### Nov. 4 – 5, 2004

Fall Meeting  
Rapid City Best Western Ramkota

Agenda is still being developed, tentative topics will be Revenue Cycle Management, Equipment Maintenance, Fundraising, HR Workshop, and breakout sessions for facilities to visit with their peers on topics such as Medicare cost report audits, cost report allocation methods, budget process, and problems with outdated technology. Please look for brochure to come out in September.

### Feb. 10, 2005

Chamberlain Cedar Shore Resort

One-day meeting will focus on long-term care. Topics and speakers are still being developed.

### Mar. 31 – Apr. 1, 2005

Spring Symposium  
Sioux Falls Radisson Encore Hotel

Golf outing and business meeting will be held on Wed., March 30. Topics and speakers are still being developed.

If you have questions on any upcoming meetings, please contact Bryce Pattison, Chairperson for the Program committee. Bryce can be reached at (605) 978-9666 or e-mail him at [bpatt@aaa-coll.com](mailto:bpatt@aaa-coll.com)



## Sponsor Spotlight



### Advanced Asset Alliance

Advanced Asset Alliance is a consortium of accounts receivable management companies that specialize in the accelerated recovery of aged accounts receivable. Their method is technology driven, performance based, and compliance focused.

As an outsourcing solution based organization, they focus on successful account resolution by providing patients with reasonable and effective methods of resolving their financial obligations.

The organization also provides specialized accounts receivable management during I.T. conversions, staffing shortages, acquisitions, and mergers.

Their team of professionals is committed to helping medical facilities gain every opportunity for growth and profitability in today's dynamic and demanding environment.

### 2004 SDHFMA Sponsors

#### Silver

Avera McKennan Hospital & Health System  
Avera St. Luke's Hospital  
Dairyland Healthcare Solutions  
Deloitte & Touche  
Ernst & Young, L.L.P  
Howalt-McDowell Insurance, Inc.  
US Bank  
von Briesen & Ropers, s.c.  
Zimmerman & Associates

#### Bronze

Accounts Management, Inc.  
Avera Queen of Peace Hospital  
Avera Sacred Heart Hospital  
Black Hills Collection Service  
Claritus  
First American Administrators, Inc.  
First National Bank of Sioux Falls  
FTI Consulting  
Hauge Associates, Inc.  
Henry Scholten & Company  
Perot Systems Healthcare ARS  
Revenue Cycle Solutions  
Qualified Presort, Inc.  
Western Health  
Wohlenberg Ritzman & Co., L.L.C.

## **SDHFMA Strategic Planning**

Meeting Minutes

Chamberlain, SD 5/20/04

### **1. Meeting was called to order by Brian Bertsch at 10:20 AM on May 20, 2004.**

Also in attendance: Maureen Cadwell, Anne Christiansen, Stan Knobloch, Tom Loff, Julie Norton, Bryce Pattison, Ken Trammell, Mark Thompson, Dave Timpe, and Renae Tisdall

### **2. Opening Comments – Brian Bertsch**

Brian thanked all in attendance for their time and attention at the meeting. He also recognized Dave Timpe, who attended the session to bring the national HFMA leadership perspective. Brian stated his goal for the chapter to strive for the Robert M. Shelton award, which is based on 5 years of sustained performance. SDHFMA has won this award in 1986 and 1991.

### **3. Review of National Information – Brian Bertsch**

Brian distributed the Planning Calendar and Resource Guide for the 2004-05 fiscal year and reviewed common HFMA acronyms such as DCMS (Davis Chapter Management System) and ANI (Annual National Institute). He encouraged the group to utilize this and other HFMA resources which are on their website.

Discussion was held on promoting a South Dakota candidate for the Region 8 Executive position. Interested parties should contact Brian Bertsch – this position voted upon by Regional Executives in January-February.

### **4. Chapter Review – Maureen Cadwell**

Maureen distributed SDHFMA Planning Meeting chapter information booklets to the group. This booklet contained all the support documentation pertaining to the meeting agenda. The following areas were discussed:

- Chapter Profile
- DCMS Report
- Survey Results

Areas of chapter improvement in rank order:

- 1) Education topics
- 2) State issues
- 3) Chapter member communications

Topics for future chapter meetings in order of preference:

- 1) Trends and outlooks in SD (65%)
- 2) Medicaid payment policies (55%)
- 3) Medicare reimbursement (54%)
- 4) Other (managed care, LMRP, child health and coverage issues)

Brian reviewed the individual comments with the group as well. Possible goals for consideration based on these comments included:

- Include new HFMA chapter members in the “HFMA Club”
  - Encourage the major health systems to promote HFMA membership and meeting attendance
  - Creative networking
  - Website
-

(Planning Meeting Minutes continued.)

### **5. Organizational Chart – Maureen Cadwell**

Maureen reviewed the organizational chart with the committee. The chart showed reporting relationships between committee chairs and officers.

### **6. Job Descriptions – Maureen Cadwell**

Maureen distributed copies of the job description format from the HFMA national website. Tom Loff recommended that the outgoing officers and committee chairs update their respective job descriptions using the national format. Maureen stated that she would coordinate this effort and requested that all changes be given to her by June 30<sup>th</sup>.

It was noted that job descriptions were not part of the policy manual. Tom Loff moved and Mark Thompson seconded that job descriptions be made part of the policy manual. Motion carried.

### **7. Policy Manual Review**

The group reviewed the SDHFMA Policy Manual for updates. Some of the changes included:

- The Audit Committee will be renamed the Financial Review Committee because there is no independent audit of SDHFMA's financial records
- The DCMS Policy was eliminated as SDHFMA will comply with the national policy
- Checks over \$2,500 will require signatures of both the President and Treasurer
- President must sign all checks made out to Treasurer

Mark Thompson moved and Stan Knobloch seconded that the changes to the policy manual be adopted. Motion carried.

Discussion then took place on attendance at the annual HFMA Leadership Training Conference. Maureen Cadwell moved and Tom Loff seconded that the incoming Treasurer be approved to attend the LTC meeting. Motion carried.

### **8. Strategic Plan Review – Brian Bertsch**

Brian Bertsch distributed the draft 2004-05 Strategic Plan and summarized the discussions that had taken place at the LTC meeting in San Francisco. The Plan was discussed and further changes were made, including:

- Expanding educational opportunities to include LTC and Clinic
- Work on joint education opportunities with other organizations such as ACHE
- Website development

Tom Loff moved and Bryce Pattison seconded that the 2004-05 Strategic Plan be adopted as revised. Motion carried.

### **9. 2004-05 Operating Budget – Tom Loff**

Tom distributed the latest budget draft for the group to review. Discussion scheduled for the next day.

### **10. Roger Peterson recognition – Dave Timpe**

Dave Timpe recommended that SDHFMA include a recognition event for Roger Peterson of Sioux Valley, who is retiring in the next year. Roger is one of the "founding fathers" of SDFHMA as well as a past president. Group agreed to discuss this during the Programming Committee goals.

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(Planning Meeting Minutes continued.)

Brian Bertsch suspended the meeting at 4:40 PM. Meeting re-convened at 8:40 AM on May 21<sup>st</sup>.

**11. Committee Goals – the following is a recap of chairpersons and goals by committee:**

- Program Committee – Bryce Pattison, Chair and Tom Loff, Co-chair: Goal to have at least 5 education sessions and to have 50%+ of membership be “very satisfied” on survey. Bryce distributed a draft schedule of meeting dates and locations to the group. Discussion followed, with specific comments on the concept of having a meeting in Rapid City in years SDAH is located in Sioux Falls and vice versa. Brian urged the committee to have “creative networking” sessions at the meetings to address membership concerns identified in the survey. Revised meeting dates and locations included:
  - July (Chamberlain) – one day session on Medicare CAH audit and cost reimbursement
  - August (Jackson Hole)
  - September \*(SDAHO/Sioux Falls) – Margin Hunters, Roger Peterson recognition, HFMA President Richard Clarke
  - November \*(Rapid City) – 1 ½ day session on access to capital/RHC reimbursement
  - February \*(Chamberlain) – Long Term Care
  - April \*(Sioux Falls) – Spring Symposium

\* *Tentative Schedule – SDHFMA Board Meetings*

Bryce encouraged the group to send ideas for meeting/education topics to him and Tom.

- Newsletter Committee – Allison Bolger, Chairperson. Goal to meet HFMA requirements on number of newsletters per year.
  - Membership Directory – Mark Miller, Chairperson. Group supported Avera printing next year’s directory and Sioux Valley taking it on for 2005-06. Tom Loff recommended two Sioux Valley employees participate on this committee to facilitate a smooth transition.
  - Sponsorship Committee – Mark Thompson, Chairperson. Goal is to meet budget target in sponsorship revenue. Brian Bertsch discussed a proposal by one of the vendors to supply nametags for all SDHFMA meetings. Discussion ensued. Group decided not to change current policy and to encourage sponsors to supply speakers and social events at meetings.
  - Membership Committee – Cindy Townsend, Chairperson. Goal is to achieve and maintain membership target at 143.
  - Financial Review Committee (formerly Audit) – Anne Christiansen, Chairperson. Goal is to complete the year-end financial review timely and utilize the HFMA financial review process.
  - Founders Points Contacts Committee – Stan Knobloch, Chairperson. Brian Bertsch distributed the memo from HFMA National, which listed the changes in the Founders Points program.
  - History & Bylaws Committee – Dave Timpe, Chairperson. Goal is to review and update the history of SDHFMA and to ensure the bylaws are consistent with HFMA National.
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(Planning Meeting Minutes continued.)

- Certification Committee – Tim Renelt, Chairperson. Goal is to certify two HFMA members in 2004-05.
- Job Referral Committee – Renae Tisdall, Chairperson.
- Public Relations Committee – Lindia Roth, Chairperson.

## **12. Committee Membership**

The group reviewed and finalized the list of committee members for 2004-05. Committee chairpersons will contact their respective committee members directly.

## **13. 2004-05 SDHFMA Budget – Tom Loff**

Tom Loff distributed copies of the preliminary year-end 2003-04 financial report and the first draft of the 2004-05 operating budget. Discussion ensued and several revisions were made. The group agreed to add \$3,000 in website development to be funded out of reserves. The 2004-05 budget, as revised, showed a \$3,000 operating loss as a result. Stan Knobloch moved and Mark Thompson seconded that the 2004-05 operating budget be adopted as revised. Motion carried.

## **14. Request for Membership Fee Payment by Dianne Duin, USD**

Tom Loff informed the group of a request he had received from Dianne Duin, USD, for payment of HFMA membership dues. SDHFMA had paid this in the past, but changes in both the Quad State/Spring Symposium meeting and the USD Health Administration program leadership brought this into question. Discussion took place on the current and future relationship between USD and SDHFMA. Maureen Cadwell agreed to find out the current leadership at USD, and Bryce Pattison and Tom Loff will meet with the leadership to discuss the future working relationship. Once this is determined, a decision will be made on the membership fee request.

## **15. Closing – Brian Bertsch**

Brian expressed his appreciation to the group and their respective employers for the time and effort devoted to this meeting and SDHFMA in general. He is looking forward to a very positive year for the organization.

*Motion to adjourn the meeting made by Stan Knobloch and seconded by Maureen Cadwell. Meeting was adjourned at 11:50 AM on 5/21/04.*

Respectfully submitted by,

Thomas Loff  
Secretary, SDHFMA

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## About HFMA

HFMA is the nation's leading personal membership organization for more than 33,000 financial management professionals employed by hospitals, integrated delivery systems, long-term and ambulatory care facilities, managed care organizations, medical group practices, public accounting and consulting firms, insurance companies, government agencies, and other healthcare organizations.

Members' positions include chief executive officer, chief financial officer, controller, patient accounts manager, accountant, information management specialist, consultant, and other professionals who seek excellence in the financial management of integrated health systems and other healthcare organizations.

HFMA, through its chapters, regions, and National office, helps members meet challenges by providing professional development opportunities, networking and communicating information and technical data with the ultimate goal being to create a more supportive environment in which members do their business.

For more information, visit HFMA's Web site at [www.hfma.org](http://www.hfma.org).

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### *The Quill Exchange*

Published by the South Dakota Chapter  
Healthcare Financial Management Association  
3708 Brook Place, Suite 1  
Sioux Falls, South Dakota 57106

**Published by:**

Allison Bolger, Chairperson  
Mindy Broveak  
Lindia Roth  
Cindy Thompson

Please submit articles for publication in  
*The Exchange* to:  
Allison Bolger ([allison.bolger@mckennan.org](mailto:allison.bolger@mckennan.org))

### Quote of the Month

Appreciation can make a day, even change a life. Your willingness to put it into words is all that is necessary.

*Margaret Cousins*

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