



# OUR NEWS

Internal Newsletter for HASC, NHF and AllHealth Employees

Summer 2004



Jennifer Pilapil and George Can present OptionFinder technology at several local venues.

## OptionFinder Offers Strategic Solutions at Meetings

The OptionFinder System is the cutting edge polling and voting tool that adds interactivity to meetings. It is an electronic polling system that combines the use of wireless numeric keypads and interactive software to stimulate group focus, trust, participation and energy. It can be used with groups ranging in size from two to 2,600 people to brainstorm, collect information, vote, prioritize items and much more. Most importantly, the OptionFinder System allows HASC to combine our meeting facilitation skills with our knowledge of the political and economic issues facing our members to significantly enhance their strategic decision making process.

Jennifer Pilapil and George Can are involved with OptionFinder and are frequently asked by members to attend

board meetings, retreats and other executive sessions to share their data and trend expertise. They recently presented OptionFinder at CHA's Board of Trustees Strategic Planning Session at the Ritz Carlton Hotel in Laguna Niguel, with more than 60 people in attendance. They also presented the system at Henry Mayo's Strategic Workshop at the Hyatt Hotel in Valencia, with more than 50 participants. At Henry Mayo, OptionFinder was designed to facilitate candid input on initiatives based on new market conditions, updated demographic and industry trends, and current strengths, weaknesses, and opportunities of the hospital.

If you are interested in using OptionFinder for one of your upcoming meetings, contact Jennifer Pilapil at (213) 538-0722 or [jpilapil@hasc.org](mailto:jpilapil@hasc.org).

## NEWS FROM ALLHEALTH

### Employees Present Information at AllHealth Security Services Meeting

Jackie Stoot, Roland Hartwell and Robert Vlach gave brief presentations at an AllHealth Security Services site managers meeting on Saturday, July 24.

Jackie talked about the importance of screening candidates effectively, as well as how to examine their pre-employment paperwork for clues into their background. She also gave the site managers a brief refresher course in checking candidates' paperwork for completeness.

Roland discussed ongoing training, particularly in light of the new JCAHO surveying process in hospitals. He also discussed ideas on gaining and keeping respect from the officers they supervise.

Robert talked about the progressive discipline process and how through low-key, informal conversations with officers, managers can avoid being forced to have the more difficult conversations that include write-ups that may lead to an employee's termination.

—Submitted by Robert Vlach

*Our News* is a great way to receive company-wide recognition for your department's events and achievements. Submissions always welcome.

## NEWS FROM CHECKPOINT

## CheckPoint Receives Full NCQA Certification, Hosts Successful Credentialing Program

CheckPoint has achieved full certification under the National Committee for Quality Assurance's (NCQA) Credentials Verification Organization (CVO) certification program for the fourth time.

CheckPoint is certified for the following credentials elements:

- Application Processing
- Education and Training/Board Certification
- DEA/CDS Certificates
- License to Practice
- Malpractice Claims History
- Malpractice Insurance
- Medicare/Medicaid Sanctions
- Ongoing Monitoring of Sanctions
- Sanctions Against Licensure

Certification for these elements is considered current and in good standing until July 5, 2006, for managed care organization (MCO) practitioners, preferred provider organizations (PPO) practitioners and managed behavioral healthcare (MBHO) practitioners.

In conjunction with HASC, CheckPoint Credentials sponsored a day-long conference, "Credentialing Challenges 2004 and Beyond," on June 23. The Los Angeles conference attracted 70 attendees from hospitals, physician groups and health plans throughout Southern California.

Evaluations of the program showed that 83 percent of the attendees believe the information presented was pertinent and timely, and 90 percent said the speakers were knowledgeable about the conference topic.

CheckPoint's full scope of services are available online on its web site, [www.checkpointcvo.com](http://www.checkpointcvo.com).

## NEWS FROM MEMBER SUPPORT SERVICES

## MSS Developing New Meeting Venue Database

You just found out that you have to plan an off-site meeting for 50 hospital members. It can't be in the Los Angeles office because the Board Room is already reserved. You need to find a place that is near HASC, yet economical. Wouldn't it be great to have information at your fingertips about the types of meeting venues located in the downtown Los Angeles area?

Anyone who has planned an off-site meeting knows it can be challenging to find a meeting space if our Board Room is unavailable or too small for a particular event. It seems that each staff person has his or her select list of venues to call to find meeting space, but this can create extra work for other staff members who may be looking for information someone else already has. However, if we share our information with each other, we can simplify the meeting planning process.

Member Support Services (MSS) has a solution to this issue: creating a meeting venue database.

By having a database that HASC, NHF, AllHealth and Checkpoint can access, staff can share their meeting venue information with each other, reduce the amount of research involved to find a venue that meets specific parameters, and discover the different types of places that can offer meeting rooms. The database will include the venue location, contact information, catering information, type of location, atmosphere of the location, price of room rental and employee rating of a particular venue. MSS hopes this will be a valuable tool to staff who plan special events or meetings.

If you have any recommendations, suggestions or want to learn more about this project, please contact Tanis Zacarias at (213) 538-0775, [tzacarias@hasc.org](mailto:tzacarias@hasc.org).



### VIVA ITALIA!

**Les and Kim Mannos** spent two weeks in Italy this June visiting Rome, Florence, the Tuscany countryside and Venice. The Grand Canal (pictured above) winds its way through the heart of Venice, the most picturesque city in Italy.

## TRAVEL LOG

From Judy Ascenzi

**2**004 has been an eventful, travel-filled year. My sister and I attended our cousin's wedding in Minneapolis in January. We landed in 14-degree weather and by the time we left on Jan. 5, it was a balmy 24 degrees below zero. Minnesota was fun and educational. I've never encountered a mall I didn't like until the Mall of America – sensory overload is an understatement. It took us three hours to walk one level of one side of the mall!

My husband and I took our first East Coast trip in June, spending six days in New York City and four days in Washington, D.C. If you've ever been to New York, you know that it can be breathtaking, intimidating and intriguing all at once. New York's buildings were spectacular, and the people fantastic. It's refreshing to talk to someone who is proud of their city. Most New Yorkers were more than happy to share their favorite places with us, sometimes going several blocks or subway stops out of their way to help.

Because this was our first trip back East, we decided to see everything "touristy." We started in Lower Manhattan with the Staten Island Ferry, Battery Park, Ground Zero and Castle Clinton – everything free New York has to offer. We wondered why New York offers so many free activities and decided that free activities are needed when most neighborhood stores charge \$6.95 for a bottle of six Tylenol tablets, and a studio apartment goes for \$4,200 a month.

We saw the city from the top of the Empire State Building at dusk. I will never complain about the crowds in the Manulife Plaza elevators again! Ellis Island and the Statue of Liberty were a little more spectacular than I expected.

One of the highlights of the trip was attending a day game at Yankee Stadium. These people take their baseball seriously! Wow, they even booed an errant throw dur-



"The Sphere" at Ground Zero remains as a symbol of world peace. The nearby eternal flame was ignited on Sept. 11, 2002.

ing batting practice. It was a tough crowd.

Next we took the Amtrak out of Penn Station (a shopping mall with a train) to Washington, D.C., the Disneyland for history buffs who don't mind 93 percent humidity (in the summer).

Coincidentally, we were in the capitol as the city was preparing for Ronald Reagan's funeral. It was an interesting time to be there, but the inconvenience of street and museum closures forced us to cut short our vacation. We did manage to visit the places on our "must see list." First up was Ford's Theatre, where Abraham Lincoln was shot, and the boarding house in which he died. We visited Arlington National Cemetery, the World War II Memorial, the Library of Congress and the Lincoln Memorial. I particularly loved the gift shop at the Lincoln Memorial – especially the air conditioning! The Korean War memorial was extremely moving, with life-sized statues of soldiers on maneuvers.



Life-sized statues of soldiers on maneuvers at the Korean War memorial.

The highlight of our trip was a guided tour of the capitol provided by the office of our local congressman. Joe and I were standing in the center of the rotunda as the velvet ropes were being set up to receive President Reagan's casket. We visited the spot where Abraham Lincoln's desk was positioned during his first and only term in Congress. The Senate was in session that day, so the last leg of our capitol tour was spent in the gallery while the senators were in closed session.

Finally, we went to the National Air and Space Museum at the Smithsonian Institution. I was in NASA heaven as we walked among the Apollo 11 memorabilia, looking up at the Spirit of St. Louis and Glamorous Glynnis (the plane in which Chuck Yeager broke the sound barrier), walking past the Gemini capsule in which Ed White made the first-ever space walk and then standing next to the Lunar Module.

Okay, the Lincoln Memorial would have been a little more impressive had it not been set up outside the McDonald's food court, but at least Washington, D.C. only charged \$1.98 for the same bottle of Tylenol!

## PROUD PARENTS



Maxwell William Miller. Born March 31, 2004 to **Billy and Chrysta Miller**. He weighed 5 pounds, 8 ounces at birth and now he's almost 15 pounds



Congratulations to **Eligia and Andrei Vlad** on the birth of their son, Ezra Andrei Vlad, who entered the world June 13 and weighed 7 pounds, 4.6 ounces. Baby Ezra is pictured here at his recent christening.



From the looks of it, **Luke Hoskins** was trying to escape through the front door when his parents caught him.

## FOR SALE

**Stan Hoskins is selling a Macintosh G3 Hard Drive and Monitor. \$250. In great shape with OS 10 Panther installed.**

**Great for storing/editing digital photos, sharing/downloading music, editing digital movies and more! Look on ebay, this is an unbelievable price -- about \$100 cheaper.**