

making connections

Tropical News October 2008

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From the President's Desk

INSIDE THIS ISSUE:

Health Care Integration Medicare Update 2008 2

Sponsors 6

New Members and Upcoming Events 8

On my way to the Fall President's Meeting in Buffalo, NY, I was analyzing our Chapter position during this year in the HFMA. We definitely had a great exposure. It was key and very significant the participation of our colleague CPA Vivian Acevedo from the Puerto Rico Chapter as the Regional Executive. We are honored and very proud of her. Congratulations, Vivian!

During our Fall Meeting in September we had the opportunity of brainstorm on new ideas and projects, as well as we had the opportunity to meet the new elected Presidents. I want to recognize and thank Larry Nowak for being an excellent host. We had a great time and activities.

Our next seminar will be conducted in January 16, 2009. I encourage you all to book the date and participate. Our Christmas Party will be in December 11 in the "Café La Princesa" in Old San Juan. I'm looking forward to see you! Don't miss it; we will have a lot of fun!

Christmas Season is coming.

It is part of our culture and Christians celebrate with different activities, church and family reunions. However, I encourage you to think about the reason for the Season. Christmas is the celebration of the incarnation of God in Jesus, the self-revelation of God to the world in human form with the purpose of reconcile the humanity to himself. Beautiful reason to celebrate!

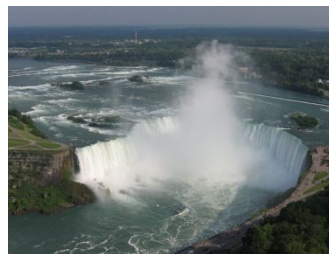


Eugenio and Teresa Figueroa, Bruce Liebel and Homar Pérez

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HFMA Region II Fall Presidents Meeting



Health Care Integration

Medicare Update 2008

As part of the Medicare Update 2008 we had the honor of listening to what the candidates to the Puerto Rico Resident Commissioner had to say in regards to their proposals and ideas for the Healthcare Industry.

The section started with Jessica Martinez from the PIP (“Partido Independentista Puertorriqueño”). She stated that currently 16% to 17 of the gross domestic product is expended in healthcare and that even like that 7 to 8% of the population does not have healthcare coverage. This is because they generate more income than the “reforma” allows but less income than is needed for them to afford healthcare on their own. What the PIP propose is:

- To establish the fundamental right to healthcare with the best possible quality, regardless of social class
- That there be no limitation by reason of age
- Emphasize prevention, education and promotion of health including sexual and reproductive education. They will target the population at early ages
- Every girl will have to visit a gynecologist when

they turn 13 years old

- Payment mechanism will be negotiated in a collective manner
- The creation of national health-care accounts in order to improve the statistics.
- It is understood that healthcare problems are different by regions, therefore they propose that regional boards be created in order to determine the parameters to provide the necessary care.
- All CDTs that were sold to private entities will be reacquired at the same price that they were sold
 - They will pursue the elimination of restriction imposed by the federal government on the purchase of medicine.
- The private health insurance companies could serve as a contractor to the government in providing administration by but the government will be the only payer. The other role that they could play is to provide supplemental insurance for those areas that are

not covered by the insurance being provided by the government. According to the PIP proposal, financing will be provided by a combination of:

- Governmental contribution,
- Employers contributions,
- Donations from private entities, and
- Self employed individuals will contribute based on the income reported on their income tax return

Our second speaker for the section was, Mr. Pedro Pierluisi from the PNP (“Partido Nuevo Progresista”). As part of the general comments made during his presentation he stated that the government should reduce the current tax rates in order to put more income into the hands of the people of Puerto Rico and therefore improve the economy. A better economy will result in more productive people and as a result more healthy people. One of their main targets is to obtain equal treatment from the federal government when dealing with health-care programs and funding. In addition their proposal included:



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- The line of thinking was the government is the owner of everything is a matter of the past. The government will act as a facilitator. The size of the government should be reduced.
- They proposed an integrated healthcare system
- All children will be covered until they turn 18 years of age.
- Their proposal will emphasize on prevention
- They will support the healthcare professional in order to stop the exodus of the professionals.
- Request all health related funds that are currently available and that are not being requested. For example Puerto Rico hospitals will be able to enjoy the disproportionate share funds that are not currently available to them.
- The addiction to drugs is a health problem and accordingly it should be treated as such. They proposed that more efforts be put into prevention.
- In issues dealing with homeless people, they suggest that support be provided to the not-for-profit organizations which will be the best entities to attend to these issues. In addition, it will be seen as a mental health situation and as such resources will be put into place to address such issue.

In regards to funding he stated that by obtaining equal treatment under the federal programs it will provide around 1,000 million dollars which is the current fiscal deficit in Puerto Rico.

Our third speaker Mr. Carlos Velazquez

from PPR (“Puertorriqueños Por Puerto Rico”), was unable to attend but he sent a few general comments with Mr. Espinoza. In general their proposal will intend to obtain more funds from the federal government and emphasize on prevention. The major problem of the current system is the administration of funds.

Our fourth and last speaker Mr. Alfredo Salazar from PPD (“Partido Popular Democratico”) commenced by saying that a healthy country is a productive one and therefore able to achieve economic goals. The PPD stated as one of their main goals to obtain equal treatment when dealing with federal funds. During his presentation the following goals were provided:

- By obtaining more funds, the cost of the reforma are reduced and available funds could be used for other areas such as home assistance.
- Obtain participation for Puerto Rico on the Disproportionate Share Hospital (“DSH”) programs and the Children Health Insurance Program (“CHIP”).
- Stimulate the economy
- As the major challenge of the health industry in Puerto Rico, is the cost of healthcare and the Medicare reimbursement
- The PPD proposes to treat the drug problem as a health problem and not as criminal problem.
- The Puerto Rico main governmental hospital facility “Centro Medico” is being overused due to referrals from private hospitals and CDTs. We need to improve the compensation to private hospitals and CDTs so as to

reduce referrals to “Centro Medico”.

Hécto M. Vazquez, CPA
Axel Ramírez, CPA



HFMA Medicare Update 2008

Strategies to breakup the generational gap at work scenarios

By CPA Teresa R. Figueroa,
President Elect



As part of our successful Healthcare Integration Medicare Update 2008 activity held last August 22, 2008, Dr. Angel "Coco" Morales offered this interesting conference about generational gap at work. The Speaker started commenting that there is no such generational gap but organizational diversity, and that it is nothing new because there have always been differentiations due to chronology and geriatrics. The challenge of every organization is to integrate those differences and diversity, including technology, expertise and technical knowledge. The most difficult of all challenges is to achieve effective communication between all generations and subcultures and socialize, culturist and educate all members, groups, and subcultures about the importance of work.

Work is a serious matter. Each organization must have clearly established its mission, vision and values. There must be an organizational culture that values totally and profoundly the work performed by each one because every generation wants to be recognized and valued. Confidence at the organizational level must also be developed because it generates extraordinary comportment. The bases of confidence are execution, solidness of character, communication, loyalty and fidelity. Every job dignifies equally; education is a matter of principles and values, and is the base of the

development of the character. Education starts within the family. When you discover the values of a person, your confidence in him/her growth. Communication must be made with education and respect. What you say and how you say it reflects your capacity to connect with others. Loyalty and fidelity must be cultivated; otherwise distance and mistrust arise.

Solid relationships produce solid results. Surprise is not good to develop a culture of confidence; confidence to active productivity in others. The group should be aligned among the organizational vision, goals and objectives. Talent must be developed and contributions made by everyone should be valued. Communication should be clear in order to demand accountability. Confidence is the bridge for all the generations, it nourishes gratitude in others.

Finally, Dr. Morales stated that "my horizontal relationships with others are proportionally related to my relationship with God; when you believe in yourself, the better of you arises – tus fortalezas, dones y bendiciones."



During the 2008 Healthcare Integration Medicare Update which took place at El San Juan Hotel & Casino, Isla Verde, Puerto Rico, on August 22, 2008, I had the opportunity to attend the session titled: "Mapping the Revenue Cycle" or "Process Mapping", which was pre-

sented by London Consulting Group. Following are some highlights from the session:

Process mapping is a graphic representation which shows a process flow including information, materials and personnel. Mapping answers the following question: Who does what and when? Mapping allows identifying hidden costs, inconsistencies in the work flow, good practices, lost time, difficulties in the communication and training needs.

During the session, London Consulting Group used a Hospital in Puerto Rico as case study. Through the case study, the following process mapping steps were illustrated:

- 1st step: Identify the real process map
- 2nd step: Make critics as to the real process map
- 3rd step: Develop the ideal process map
- 4th step: Develop initiatives for the process improvement

During the 1st step, support should be obtained from entity management. Process flow information should be obtained from the persons or employees performing the tasks and the actual process should be documented as it is and not as should be.

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During the 2nd step, the focus will be on identifying incongruent procedures and lost time and the utility of the activities performed.

During the 3rd step, should be taken into consideration the following:

- How we could do it faster?
- What technology we can use?
- Best practices (Which areas are more efficient and why?)

Upon the design of the new process, applicable employees should be involved, all affected departments should approve the new process design, and a gradual implementation should be performed.

During the 4th step, the following should be considered:

- Continued monitoring of new processes implemented
- Periodic meetings with employees and departments affected by the new processes implemented
- New responsibilities should be documented and disclosed

For more information regarding the above session, visit www.prhfma.org.

Ian E. Guillén, CPA



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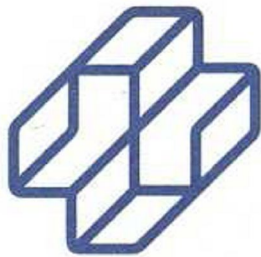


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WELCOME NEW MEMBERS

Evelyn Oliveras-Rodriguez – Hospital Episcopal San Lucas
Francisco Silva – Finance Analyst, Hospital Episcopal San Lucas
Taira Valentín Borges – Accounting Manager, Hospital Buen Samaritano

Upcoming Events

Medicare Update 2008 Winter Session

January 16, 2009
El San Juan Hotel & Casino
Isla Verde, PR

Save the Date



hfma[™] Puerto Rico Chapter
healthcare financial management association



Invites you to our
CHRISTMAS PARTY

Come to celebrate Christmas with your
friends and colleagues at
Café La Princesa, Old San Juan on
Thursday, December 11, 2008



6.00PM-10.00PM

RSVP: Laura Solá at (787) 599-7559
or lscppa@onelinkpr.net
by December 5, 2008

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