



**MARCH ISSUE OF
GKC CONNECT**

**Association News
at a Glance**

MGMA®
GREATER KANSAS CITY



MASTER YOUR WEEK IN 3 MINUTES OR LESS.

What Mantras Will Help You Make Better Choices In 2023?



Insights From The Jones Zone

Click the link below for this week's video:

<https://www.youtube.com/watch?v=D95fjTlw7HQ>

JONES LOFLIN

HELPING YOU MAKE
THE BEST CHOICES WITH YOUR TIME
SO YOU CAN THRIVE!



JONES LOFLIN

May you have a week where your mantras keep you connected to what's most important.



Mantra

An affirmation to keep you connected to a particular state of mind.

To help me stay focused I like to use mantras. Here are three at the top of my list for 2023.

For More On Today's Topic:

[If your mantra is "I want to NOT work all the time"](#)

[If your mantra is "I want to be more proactive with change"](#)

[If your mantra is, "I delegate so I don't have all the pressure on me"](#)

Time Out Tuesday!

We are in a profession where we are charged with taking care of people; however, we are failing ourselves. I have been in healthcare almost 30 years, most think physicians and other healthcare providers are super human and have no problems. Because of this, we try to act that way. This is causing a massive case of burnout that continues to spiral out of control.

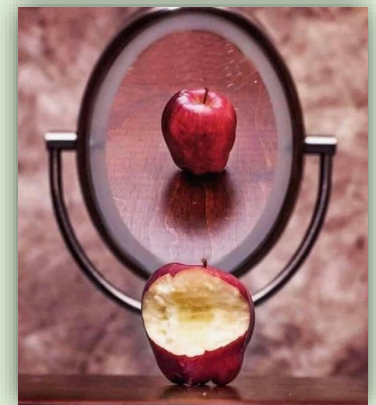
The only people who can take control of this and start to turn it around, is the people who are experiencing it. Don't give up, don't walk away! This isn't the answer. We need to help the people behind us fix it so they don't suffer the same fate.

We have to change the expectations that working 14-15 hours a day is the normal. It shouldn't be. The statement, ***We are in healthcare and that is how it is,*** just doesn't work anymore.

Anyone who has paid attention knows, those types of statements are what is causing young people to not enter the field at all. If we truly want to care for people, we must start caring for ourselves first. I have heard some say, we can't do that because it will cost money. I promise it will cost more, when the patients don't have a physician to see because they burned out or passed away because they ignored themselves. Or when you turn your staff over every 3-6 months because you have angry providers who are overworked and staff who can't tolerate the toxic work environment.

I work with many physicians and administrators who have vacation time they never use. ***Why don't you?*** I used to do the same. You can't be your best if you don't get your rest.

A few steps I have taken that has turned both my professional and personal life completely around.



1. I pulled out the calendar and put my vacations for the year down. I have no clue where I'm going but I know I'm not working.
2. I took a hard look at how and who I was spending my time with during workday. I committed to shortening my actual hours sitting behind a keyboard to create better balance.
3. I found another hobby. I read something from a friend that hit home. "If the only thing you have in life is work, you might be good at that one thing, but you won't have anything else once that is over!"
4. I started simplifying my life and reducing the activities that I didn't really enjoy.
5. I changed my eating habits, which made me feel better as well.

What steps do you plan on taking to avoid burnout and reengage in your work the right way?

*Merry Mullins, MBA, FACMPE, President
Healthcare Management Experts, LLC*

2023 GKC Year's Theme

"You Matter!"

THE PUZZLE ISN'T COMPLETE
WITHOUT YOU!



Simply being a member of GKC MGMA is a contribution to the association. Each and every member matters. And collectively it creates a vibrant community that can move mountains.

**THE CONTRIBUTION YOU OFFER
MATTERS. THANKS!**

SOCIAL MEDIA COMMITTEE

GET INVOLVED IN SOCIAL MEDIA IN 2023



If you aren't a member of GKC MGMA, please consider joining us in 2023 on LinkedIn. Let's all get connected! Over 524 have!

The Social Media Committee asks for your help in 2023 to connect with GKC LinkedIn, and then Like, Comment and Share each others' posts. Use our hashtags: #GKC #GKCMGMA



If you have any ideas related to social media or want to help keep the ball rolling, send your ideas to Carolyn Baruch at info@highlandgroup.net



MEMBERSHIP COMMITTEE for 2023



Ashley Blacketer,
Chair

**Let's Invite 30
New Members to
Join GKC MGMA**

2023 New Members So Far: 5

1. Amy Yang, **student member**
University of Kansas Medical Center
2. Erin Dickey, **manager member**
Orthopedic Surgeons, PA
3. Cathi Smith, **manager member**
Brad Storm MD, LLC
4. Janice Brooke, **manager member**
Ability KC
5. Joan Moya, **manager member**
Complete Family Care, LLC

Interested in
Joining this
Committee?

Email Ashley at
[ablacketer@imaging4
women.com](mailto:ablacketer@imaging4women.com)



Meet Our New Members

To view a list of all our new members go to our website to view those who participated and those who are listed. Check out our growing list:

<https://gkcmgma.org/Meet-Our-New-Members>



RECAP of January Meeting

"Why Do I Do Paperwork?"

Scott Walterbach, JD of Bessine Walterbach, LLP



Scott presented on legal collections. To start, everyone had to draw a barn. You can imagine the variety. And that's the point: there's no right or wrong barn. Scott tried to open the attendees' minds to possibilities previously unconsidered. When you know more about legal collections as a final step, you can engineer the front end to make your patient intake more purposeful, intentional and robust (whether you ever file collection lawsuits or not).

February Meeting: Chappell's cancelled due to the Chief's Parade in that area.



2023 MONTHLY MEETING PROGRAMS

What the Program Committee has secured for 2023



March 15 Zoom Meeting at Noon – 1PM (c)
Speaker: Dr. David Farrar
Topic: “Mentoring for the Health of Your Workplace” **STILL TIME TO REGISTER!**



April 19 at North KC Hospital (c)
Speaker: Kyle Adkins COO
Topic: “Creating Personal & Team Accountability”



May 17 at HI&S OPW (c)
Speaker: Kylie Livingston
Topic: “Leadership Development”



June 21 at North KC Hospital (c)
Speaker: Dee Nolting
Topic: “Engaging for Success: Maximizing Your Team Potential”



July 19 at HI&S OPW
Speaker: Tracy Bird
Topic: “Benchmarking for Practice Success”



August 16 at North KC Hospital -Skyview
Speaker: Andrea Wyatt
Topic: “Streamlining Strategic Planning For Your Medical Practice”

September ___ - Annual Conference
Location: Title to be determined.



October 18 at
North Kansas City Hospital
Speaker: David Smith
Topic: “No Surprises Act – Updated”



November 15 at HI&S OPW
Speaker: Randal Schultz JD, Lathrop Gage
Topics: TBD



December 20 at HI&S OPW
Speaker: Annual Business Meeting
Guest speaker to be determined.
Topic: TBD

MONTHLY MEETING LOCATIONS

SOUTH: Holiday Inn & Suites OPW, Reeder Street, OP, KS

NORTH: North Kansas City Hospital (various rooms, see event pages).

THE PUZZLE ISN'T
COMPLETE WITHOUT YOU!



YOU MATTER!

Upcoming 2023 GKC Scheduled Meetings

 Monthly
Education
Meeting

 Board
Meeting

 Annual
Conference
To Be Determined

January

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MASTER YOUR WEEK IN 3 MINUTES OR LESS.

Is Your *Hurry* Limiting Your Team's Ability To Grow?



Insights From The Jones Zone

Whether you are planting grass seeds or investing time in someone on your team, it's worth it to do it right. In today's video I share four areas where your hurry may be limiting your team's ability to grow.

Click on the link to view the video:
<https://www.youtube.com/watch?v=mf mN8c0SeGU>

May you have a week where you slow down to grow your team more effectively.

For More On Today's Topic:

[Why Effective Leaders Always Ask The Second Question](#)

[How Are You Really Feeling As A Leader Right Now?](#)

You can take shortcuts when leading your team, but is their stunted growth really worth those few extra minutes?



Thomas Douglas



We have the opportunity to speak and work with hundreds of businesses from around the country.

As we kick off 2023, we've identified some emerging trends that we think are important to share with you.

We have also provided links to resources that might help if these are areas of focus for you and your organization.

GROWTH

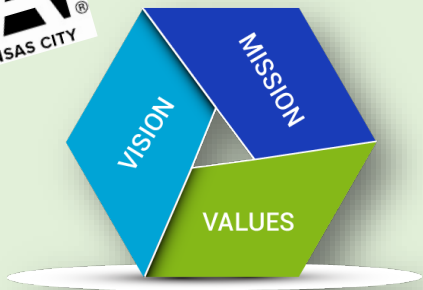
- [Social media as a real producer](#) – Most organizations have had some form of social media presence for years. However, very few SMBs are able to turn their presence on these platforms into a true lead source. We see that in the coming year, this is going to shift. Integrating support, sales processes, customer service, and much more is going to be required to properly engage with target audiences.
- [Streamlined sales process](#) – Attention spans are constantly decreasing. As such, it is critical to streamlining your sales process to align with the expectations of the buyers. This must include a strong online engagement process that makes it easy for a buyer to gain information early and quickly. Since over 80% of the research is done on a product or service before engaging a salesperson, the digital engagement process must be strong and easy.
- [eCommerce](#) – This technology has obviously been around for years, but it is ramping up to new levels. Buying preferences continue to shift more and more from a person-to-person engagement process to a person-to-technology engagement process. From meaningful portals to dashboards to professional service engagement processes to self-help portals, eCommerce is becoming more and more a requirement for every type of organization.

[What are your thoughts?](#) Are you seeing any trends that you would like to share... or do you have any thoughts or questions about something above? Reply and let us know!
Also, if you missed the first half of this series, check out the full list of trends [here!](#)

LEGACY PLANNING

- [Who is next?](#) – With Baby Boomers retiring at a rapid rate and more professionals retiring early, many organizations are focusing on how to be successful through these transitions. This involves planning, difficult conversations, and often a major shift in cash management strategies.
- [Business value](#) – Because of the transitions in business and legacy planning, business valuations are becoming more meaningful. A traditional family business that has the cash flow to support a single owner or small partnership is often not valuable to a third-party buyer. If a business is going to have a retirement strategy, it must produce enough profits to substantiate the value the owner(s) need to exit the business properly.
- [Leadership](#) – Similar to middle management maturation, senior leadership must continue to evolve - not only because of transitions in the business but also because the types of leaders that businesses require are ever-changing. Good employees have options and will not stay in an organization that doesn't have quality leadership. Leaders need to empower employees, have empathy, understand the business, and make a difference on the front lines as well as with other leaders in the business. Leadership evolution is a requirement for quality growth and sustainability.

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ASSOCIATION STATEMENTS

OUR VISION

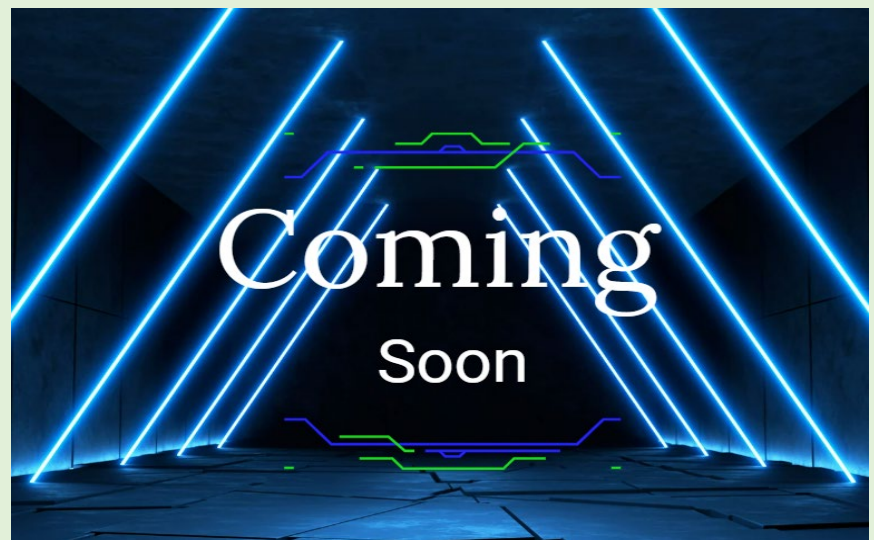
Our Vision is to be the recognized source for development and collaboration of healthcare leaders.

OUR MISSION

The Mission of Greater Kansas City MGMA is to enhance healthcare leadership through education, collaboration and networking.

OUR VALUES

Integrity - Collegiality
Engagement - Respect



Social Media Committee News

Co-Chairs Carolyn Baruch and Temperance McFarland, and the entire Social Media Committee are looking forward to tackling big goals in 2023!

The committee will have their first meeting on February 8th, although planning is well underway. The Social Media Committee intends to work closely with the Membership Committee to help improve GKC MGMA’s presence virtually and push for an increase in member enrollment in 2023.

The group is also looking to hear from YOU. If you have ideas or are interested in a spotlight on the pages, please reach out to Temperance at tmcfarland@kcpsych.com. Additionally, please follow, like, SHARE, COMMENT, and connect with us on Facebook (<https://www.facebook.com/gkcmgma.nfp>) and LinkedIn (www.linkedin.com/in/gkc-mgma)!



Tracy Bird

FACMPE CPC CPMA

CEMC CPC-I

GKC ACMPE Forum Rep.

3 Pathways to Certification.

At right, see the page that shows the 3 pathways. Look at Start your CMPE pathway.

Any of the 3 pathways is acceptable.

On the next 2 pages is a clipping of slides from my National Presentation and the continuing education requirements.

Hope to see you in a future session. If I can be of help, please don't hesitate to contract me. -- Tracy

Forum News

ACMPE Board Certification Requirements

CONTINUING EDUCATION

Continuing education – 50 hours

- **30 hours** – MGMA National, State, Local
 - Webinars
 - Article Assessments
 - Lunch and Learns
- **12 of the 30 hours** – LIVE Learning from MGMA National, State, or local
 - Live webinars
 - Face-to-face events
- **20 hours** – Qualified sources that pertain to the medical practice management field or MGMA
 - Recognized professional associations/organizations
 - College coursework
 - Formal presentations
 - Distance learning with interactivity

Which Pathway to Certification Do I Qualify For?

PATHWAY 1

- Active MGMA Member
- Purchase and complete application
- 2 years of healthcare experience
- Bachelor's degree or 120 college credit hours

PATHWAY 2

- Active MGMA Member
- Purchase and complete application
- May complete the program once both experience and education are met (2 years of healthcare experience with a Bachelor's degree or 120 college credit hours)

PATHWAY 3

- Active MGMA Member
- Purchase and complete application
- 6 years of healthcare experience
- Of the 6 years, at least 4 years must be in a healthcare management or leadership role



BECOME A PRECEPTOR for KCU



Contact Us To Learn More!

VALORIE MILLICAN

Senior Director of Clinical Education
vmillican@kansascity.edu
816-654-7332

KCU DEPARTMENT OF CLINICAL EDUCATION

clinicaleducation@kansascity.edu
816-654-7330

Make a Positive Impact on the Next Generation of Physicians

Become a Preceptor for KCU

- Kansas City University has collaborated with hospitals, physicians and health systems like yours for decades. Our Department of Clinical Education provides the resources and tools to make the preceptor experience successful for everyone involved. Your investment of time and expertise will be rewarded by the patient-care our students provide, under your quality supervision and direction.

Benefits of Training Medical Students

- KCU College of Osteopathic Medicine is proud to partner with hospitals and physicians across the country to provide advanced clinical training to third and fourth-year medical students. Through this experience, our medical students receive invaluable hands on experience, and partner hospitals and physicians receive valuable benefits.

Preceptor Benefits

- **Exceptional student doctors to assist you in your day-to-day practice**
- **Continuing medical education credits (CME)**
- **Appointment as Adjunct Instructor with the opportunity to apply for Adjunct Faculty**
- **Financial compensation (when applicable)**
- **New Missouri Preceptor Tax Credit Incentive (SB 801):**

For all tax years on or after January 1, 2023, this act authorizes a taxpayer to claim a tax credit for serving as a community-based preceptor for a medical student's core preceptorship as such terms are defined in the act. The tax credit shall be equal to \$1,000 for each preceptorship, but not to exceed \$3,000 in any tax year. Tax credit authorized by the act shall not be refundable or transferable, and shall not be carried forward or backward to any other tax year. The total amount of tax credits authorized in a given year shall not exceed \$200,000. Additional tax credits may be authorized provided in amount not to exceed the excess funds available in the Medical Preceptor Fund, as created by the act.



Having a Growth Mindset

Growth Mindset. We've all heard it, but what exactly is it? "A growth mindset, as conceived by Stanford psychologist Carol Dweck and colleagues, is the belief that a person's capacities and talents can be improved over time, (Psychology Today, 2023).

Let's break this down a little bit.

- First, **"the belief."** Do you believe... in love after love. Oh, wait, that's not what we're talking about. Do you believe? What do you believe? Who do you believe in? Are your beliefs typically more positive or negative?
- Second, **"a person's capacities and talents."** What is your capacity? What are your talents? Are you using your talents to their full capacity?
- Lastly, **"improved over time."** Are you stagnant? Do you look to the future? Is there room for improvement? Are you patient? "Over time" can mean tomorrow or 5 years from now.

Now that we've broken that down, let's simplify; do you believe there is always room to improve and grow? What are you doing to improve yourself? Having a growth mindset isn't necessarily born in you; it's something you develop with each hurdle and with each victory. Here are a few steps you can take to begin cultivating a growth mindset:

- **I can learn from my Mistakes.** Don't get this twisted. It doesn't mean that you won't ever make any more. Sometimes people make the same mistake over and over again before they finally realize they need to do something different.
- I can make Improvements by working hard. This applies to every area of your life. You can improve your physical self, your spiritual self and your mental self, but only if you consciously work toward it every day.
- **I will Never give up.** This one is key. I find the easiest thing in life to do is give up and walk away when things get tough. Resist the urge. As a people, we are built to stay in the fight and learn from our experiences. It may hurt, but trust me, giving up hurts way more.

- **I am Determined to get better.** This one is so important. Remember even the top talent, the top athlete, and the smartest person in the room has room to improve. You must always keep pushing yourself to be better than you were yesterday without beating yourself if you made a mistake. Remember sometimes that is going to happen. Those people who don't make mistakes, aren't doing anything.
- **Self-reflection will help me be my best self.** This is the inner voice. Be careful with it. Make sure you are being honest and accountable with yourself. Do not use cruel and negative self-talk, that isn't motivating. No one knows you better than you.
- **I can overcome challenges with Effort.** The world presents challenges to us every day. It could be in the form of interactions with family, friends or strangers. It may be with a project at school or work. It could be a physical or mental challenge. Whatever it may be, remember you are equipped to overcome it.
- **I can Train my brain.** This one should be obvious to us. Think about all that we learn and absorb in a 24 hour period. The information that we take in a process whether it is learning a new skill, figuring out how to work a new feature on our phone or computer or simply fixing something that was broke. The pure satisfaction that come from learning how to do something new and then applying it is amazing. That is you training your brain. They say it takes 30 days to form a habit. I'm convinced of it. I challenge you to try it. Pick one thing you want to do and mark it on your calendar. Do that one thing every day for the next 30 days. Let me know how it works. That is how I started running marathons. I decided to walk one day and then I wanted to speed up so I jogged down the hill and walked up the hill. I did that every day until I found myself running down the hill and up the hill and the next thing I knew I had ran over 50 races; 7 of those were marathons and 15 were half marathons.

SUMMARY: Growth can be scary, challenging, uncomfortable, but you must maintain the mindset that it is possible. I truly believe you can do anything you set your mind to. Yes, some things are physically impossible, but I must say I have seen some pretty amazing people in the running world overcome what I would consider impossible odds. I don't count anyone out, including myself and neither should you. It's important to work on developing a growth mindset each and every day. Remember not every day is going to be a great day, but there is something great about every day!! On the not so great days, find the one great thing that pushes you forward, hold on to it and remember tomorrow is coming. *Author, Merry Mullins*

Works Cited -- Staff, Psychology Today. "Growth Mindset." Psychology Today, Sussex Publishers, 2023, <https://www.psychologytoday.com/us/basics/growth-mindset>.

ADVERTISE IN 2023!

No Cost to Business Partners

**Make Our Puzzle Complete!
Choose An Option!**

1. SPONSOR A WEBSITE PAGE:

All we need is your company logo or a small ad that you create. We'll post it on an available page. Only 1 ad per page.

2. SPONSOR AN AD FOR NEWS ISSUES:

Either monthly, quarterly, or annually. Send us your logo or ad and we'll post.

*3. SPONSOR A MEETING OR SPEAKER FEE:

GKC will place your logo and ad on the event webpage, in all advertising, etc. - 1 sponsor per monthly event.

All partners interested in providing a presentation or placing an advertisement in our news issue, sponsor a monthly meeting, or create a video agree to abide by the terms of our bylaws. Send your idea or call the office if you have interest in any of these options.

Have another idea? We're listening!!!

THE PUZZLE ISN'T COMPLETE WITHOUT YOU!
YOUR CONTRIBUTION MATTERS!



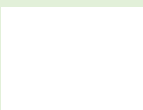
4. MONTHLY OR ONE TIME OPTION

Create a short educational videos 1-3 min clip, an advertisement, or logo in monthly newsletter or on the website partner page. Choose a month.

5. HAVE AN IDEA?

Submit it to the board. Email your idea and it will be reviewed at the next board meeting for consideration

Contact the GKC Office with your request:
info@gkcmgma.org





MASTER YOUR WEEK IN 3 MINUTES OR LESS.

Improving your productivity often starts by improving your physical environment.

In addition to being able to "look way up," today I share two other ways you can improve your physical environment to increase your productivity and/or creativity.

For more on this topic:

[Four Ways To Jumpstart A More Productive Day](#)

[Seven Reasons Your Productivity Stinks](#)

Are You Using The Cathedral Effect To Improve Your Productivity?



Insights From The Jones Zone

Click the link for this video.

<https://www.youtube.com/watch?v=COdee2uL36A>

Jones Loffin

THANKS to Sponsors & Exhibitors for your support of GKC MGMA!





2023 Board Officers

THE GKC MGMA PUZZLE ISN'T COMPLETE WITHOUT YOU!
YOU MATTER!



BOARD OFFICERS

- PRESIDENT** BARBARA SACK, FACMPE MSHA *(Succession)*
- PRESIDENT ELECT** REBECCA ALLISON, MBA *(Succession)*
- PAST PRESIDENT** ANDREA WYATT, FACMPE MBA *(Succession)*
- TREASURER** BRAD CARNEY, FACMPE CPC CPCO *(1 year term-Elected)*
- SECRETARY** JASON STALLING, MBA CFHA *(1 year term-Elected)*



MANAGER MEMBERS AT LARGE COMMITTEE CHAIRS 1-year terms *(Elected)*

- Programs** BARBARA BERGMAN, MBA CMPE
- Membership** ASHLEY BLACKETER
- Social Media Co-Chairs** TEMPERANCE MCFARLAND & CAROLYN BARUCH



BUSINESS PARTNER AT LARGE 2-year term *(Appointed)*

- BP Member at Large** LOU ANNE GONZALES *(2nd of 2 years)*
- BP Member at Large** SCOTT WALTERBACH, JD *(2nd of 2 years)*
- ACMPE Forum** TRACY BIRD – FACMPE AAPC CPC CPMA CEMC CPC-I

