

WSHLA
Core Principals



LEADERSHIP



COLLABORATION



INTEGRITY



EDUCATION



ADVOCACY



WSHLA

A professional state association founded by
healthcare leaders for healthcare leaders in 1956

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About WSHLA Update

WSHLA Update is a monthly member publication by the Washington State Healthcare Leaders Association to help keep our members informed of Association activity. Articles or portions of articles may not be copied without written consent of WSHLA. Articles published in WSHLA Update contain the expressed opinions and experiences of the authors and do not necessarily represent the position of Washington State Healthcare Leaders Association. The content of this publication is for information purposes only and is not intended to replace financial or legal advice.

Ad Space

Ad space is available for Washington State Healthcare Leaders Association. Vendor Affiliate Members. For rates, ad specs and deadline dates for future issues please contact the WSHLA office: info@thewshla.org

A Call to Authors

Washington State Healthcare Leaders Association welcomes the submission of articles and other information from our members for publication. To submit a potential article/information for the next issue please contact the WSHLA office: info@wshla.org

Contact Information

Washington State Healthcare Leaders Association

P.O. Box 1468 | Sandpoint, ID 83864

Phone: (678) 523-5915 | Email: info@thewshla.org | Website: www.thewshla.org

Pacific Northwest Medical Management Conference: www.pnwhealthcareleadersconf.com

Membership Reminders

Annual dues renewal invoices are issued to members via email, 30 days before your membership expiration date. Don't overlook renewal of your membership dues. You can always access a copy of your dues invoice and make payment directly from your Member Account at www.thewshla.org after you sign in to your Member Center.

We appreciate your continued membership. Contact our office at info@thewshla.org if you need help!

Message from the President



Jennifer Yahne MHA, CMPE
WSHLA President, 2024-2026
TRA Medical Imaging
Diagnostic Imaging Northwest
Tacoma

Dear Members of the Washington State Healthcare Leader's Association,

Summer is now upon us in Washington State, and like many of you, I always look forward to taking some time off during this season to rejuvenate and build connections with my family and friends. As healthcare leaders, we often find ourselves tasked with delivering high-quality, complex healthcare amidst challenges such as declining reimbursement, staffing shortages, and rising costs. Stepping away from these daily pressures is crucial for building resilience and avoiding burnout. It also enhances our ability to handle these challenges with renewed vigor and fresh perspectives.

Leadership can be lonely, making local networking essential for navigating tough times. Building connections within your community opens doors to new opportunities, resources, and collaborations that might not be accessible otherwise. By engaging with other practice managers, you can exchange knowledge, gain insights into market trends, and stay informed about developments that

developments that impact medical practices today. Moreover, local networking fosters a sense of belonging and support, creating a robust network of contacts who can provide guidance, mentorship, and referrals. Strengthening these relationships not only enhances your reputation but also lays a foundation for long-term success and resilience in your career.

This year, WSHLA is working on creating new opportunities to help build up your local network. The first of these are regional happy hours. We have three Happy Hours currently in the planning phases. Keep an eye out for the full announcements and RSVP information.

SW Washington:

Date: Thursday, July 18th, 5:30pm – 7:30pm | Location: TBD | Sponsored by: Rehab Without Walls | WSHLA Member Host: Lisa Morris

Tacoma:

Date: Fall 2024 | Location: TRA Medical Imaging's Speakeasy Bar at 1304 S Fawcett Avenue, Tacoma, WA 98402 | Sponsored by: Physicians Insurance | WSHLA Member Host: Jen Yahne

Spokane (in partnership with the Inland NW Medical Management Association):

Location and Date: TBD | Sponsor Needed: Those interested can contact WSHLA office at info@thewshla.org | WSHLA Member Host: Lydia Roloff

If you don't see your city on this list, please consider helping us organize an event! As a volunteer host, your responsibilities include identifying a good location and spreading the word to medical practice leaders in your area. WSHLA will secure sponsors to fund the event and help with advertisement. Please reach out to WSHLA Executive Director, Mindy Zaubi at info@thewshla.org to learn more.

In the months to come, you can expect to hear more about additional opportunities, including a monthly education series. We also anticipate announcing the date and location of our annual PNW Medical Management conference by the end of this summer. We have opportunities open for members to get involved; please consider joining either our Membership or Education Committees. You will find further information on these opportunities later in this newsletter.

In conclusion, I hope our members enjoy a vibrant and fulfilling summer. I want to express my heartfelt gratitude to our WSHLA members for your continued support and engagement in our association.

www.thewshla.org

Snapshots

visit www.pnwhealthcareleadersconf.com
for more photos

PACIFIC NORTHWEST MEDICAL MANAGEMENT CONFERENCE

HOSTED BY



www.pnwhealthcareleadersconf.org

Free Monthly Member Webinar Series

July 9 @ 10:00 AM pacific

MONTHLY MEMBER WEBINARS

JULY WEBINAR

**STRENGTHENING
CYBERSECURITY: A CHECKLIST
FOR HEALTHCARE LEADERS**

Presented by:
**AARON VOSS, CISSP, CEH &
CLAY SWANSON, SEC+**

**09 JULY
2024**

**1:00 PM EASTERN
12:00 PM CENTRAL
11:00 AM MOUNTAIN
10:00 AM PACIFIC**

Eligible for 1.0 CE credit

Register for live webinars and listen to previously recorded sessions on-demand. Sign-in to your Member Center www.thewshla.org with your username and password, then proceed to the "Online Education" button for registration & viewing.

**Access WSHLA
Webinars**

Upcoming Webinars:

Tuesday, August 13 @ 10:00 AM pacific
Tuesday, September 10 @ 10:00 AM pacific
Tuesday, October 8 @ 10:00 AM pacific



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PHYSICIANS

INSURANCE

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New Content

Dear Abby

Dear Abby is a new section of our WSHLA Update newsletter. We all face challenges navigating our roles as leaders and especially dealing with challenging employees. To support you in that, we are opening the opportunity for members to anonymously submit their toughest employee-relations questions. We will select one each month and crowdsource ideas (again anonymously) through our ListServ. A final summary of advice will then be published in the newsletter each month. If you need help, please email your question to WSHLA Executive Director at info@thewshla.org. We will strip your question of any identifiable information.

ADVICE

Dear Abby,

I have a new employee who tends to provide extremely specific and personal information in response to courtesy questions like, "How is your day?" or "How was your weekend?" Even when asking simple getting-to-know-you questions such as, "How many children do you have?" the answers often include graphic details about traumatic experiences. This makes me hesitant to ask questions, as the responses can be quite uncomfortable.

I value getting to know colleagues because it helps build trusting relationships. However, this person's habit of oversharing makes it difficult for me to engage in conversations with them. While I appreciate that they have had an uncommon upbringing, I'm unsure how to encourage them to build relationships without sharing too much detail.

How can I help this person understand the importance of boundaries in conversation while still fostering a positive and open work environment?

Sincerely, TMI in Tonasket

Dear TMI,

That sounds like a tricky situation and addressing them can feel awkward for leaders. Sometimes it can be difficult to detect when an interaction has crossed the line into oversharing, so I'll start with describing what oversharing is:

- Divulging more personal or sensitive information than is deemed appropriate for the given setting or relationship
- Can include information about personal relationships, health issues, financial situations, or other private matters
- Leads to discomfort among peers and potentially breaches of professional boundaries

Handling an employee who overshares about themselves requires a delicate balance of empathy and boundary-setting. Often, I find that the employee's intent may be to connect with others and express themselves. The issue may be that they lack understanding regarding professional boundaries. As their manager, you have the opportunity to make them aware that their words may be negatively impacting their reputation so that they can adjust and hopefully improve their work relationships.

To be successful in achieving this balance, you may start by creating a private and respectful setting to discuss the matter, ensuring the employee feels supported rather than reprimanded. It is important to use specific examples to illustrate the behavior and its impact on the workplace, emphasizing the importance of maintaining professional boundaries. If its symptomatic of underlying personal issues, encourage them to seek support from your company's benefits like an Employee Assistance Program (EAP). Reinforce the goal of fostering a positive and open work environment while maintaining the professionalism necessary for a productive workplace. This approach helps the employee understand the need for boundaries while still feeling valued and understood.

Sincerely,
Abby

Meet the WSHLA Board

During the next several editions of the WSHLA Update, we are introducing your WSHLA Board of Trustees for the new administrative term. The 2024-2025 administrative term started immediately following the election of our newest Board members during the April 18, 2024 annual business meeting.

The WSHLA Board of Trustees are members, **just like you**, who have volunteered to serve the association and its members. We would like to recognize our Board for their service, dedication, leadership and time in serving their members.



Lauren Harris
FACMPE, CPCO
Secretary/Treasurer
March 2024-2025
Harris Healthcare Consulting
Portland, OR

I am passionate about independent medical practices and love working with them to ensure their success. With over 25 years of experience in leadership and medical practice operations across various specialties and organizations, I launched my own consulting practice in July 2020. Since then, I've partnered with over 100 clients, helping them achieve their unique goals with my business and operational expertise. I thrive on connecting with people and identifying solutions that drive their success.

I'm also a co-founder of the nonprofit Assembly of the Wandering Shepherd, a 501(c)(3) organization dedicated to promoting the human-animal bond. We believe that all living creatures are imbued with aspects of the divine and strive to support health and wellness while reducing pain and suffering for all beings. I cherish the joy and companionship animals bring to our lives and have been mom to multiple cats, chickens and a dog.

In my free time, I enjoy outdoor photography, kayaking, and gardening.

Jana has worked in healthcare for more than 30 years, first as a clinician, then a healthcare executive and has often described her career path as "the road less traveled". She brings a zeal for leadership, volunteering, and professional development, and considers herself fortunate to have lived and worked in 10 states as a result of her uncommon choices.

From her work in forensic programming to medical practice leadership, she once described herself as a "corporate fireman", having spent much of her career creating and improving programs and practices. She excels in identifying systemic and operational roadblocks to success, and implementing strategies that affect positive change at multiple levels.

Jana has served on committees and boards throughout her career, as well as writing content and presenting at industry meetings and conferences. Jana believes mentorship is the foundation upon which a solid career and professional support system are built to this point, she loves sharing her knowledge and experience with others.

Jana enjoys travel, spending time with friends and family, hanging with her elderly dog, Kevin, and donating her time to a variety of organizations.



Jana Foor
FACMPE
Vice President, 2024-2026
Bellingham Anesthesia
Associates, P.S.
Bellingham



Meet the WSHLA Board



Mike Arnold
Account Executive, Partner
The Partners Group
Affiliate Member Advisor
to the Board
Renton

Mike Arnold is an Account Executive, Partner, and Healthcare Practice Leader at The Partners Group, an insurance brokerage and financial services company. Mike is a part of TPG's Commercial Insurance division where he helps clients with all aspects of their business insurance needs including medical professional liability insurance, general liability, excess/umbrella liability, property insurance, cyber insurance, management liability, workers compensation insurance, alternative risk financing strategies, and more. TPG's Healthcare Practice provides Commercial Insurance, Employee Benefits, Retirement Consulting, Wealth Management, and Personal Insurance, with unique programs specifically designed for physicians, practices, and facilities.

Mike and his wife spend most of their free time supporting their kids in sports, scouting, skiing, and other interests. Mike and his family enjoy hiking, running, golfing, skiing, traveling, and rooting on his local sports teams, primarily the Washington Huskies and Seattle Seahawks. Mike is a Northwest native, and lives in Sammamish, WA.

Mindy Zaubi has served as the Executive Director for WSHLA since November 2019. Mindy manages the day-to-day operations for WSHLA and works in tandem with the WSHLA Board of Trustees and Committees to help execute their vision, support membership benefits, communications, and assist with coordination of association events & conferences. Mindy also serves as the Executive Director for Oregon MGMA and Healthcare Leaders Association of Ohio.

Mindy has two children, who both attend the University of Idaho. She and her husband Jeff, recently relocated to Sandpoint, Idaho where they spend their free-time gardening, enjoying lake and mountain activities and are working to re-fill their "empty nest" with a menagerie of furry and feathered animals.



Mindy Zaubi
Executive Director
WSHLA
Sandpoint, ID

[CLICK HERE](#)
for full listing of the
WSHLA Board

HLA
Member
Listserv

HEALTHCARE
LEADERS
ASSOCIATION
**WASHINGTON
STATE**



Do you Participate?

A consistent favorite benefit of our membership, the Washington State Healthcare Leaders Association **member only listserv** is an email forum intended to facilitate dialogue and idea sharing among WSHLA members about current practice management issues.

All members are encouraged to post and respond to questions, participate in discussions, offer ideas and share experiences with others through the forum.

Send an email to info@thewshla.org if you would like to be added.

Vendor Affiliate Spotlight

A very BIG thank you to these organizations for supporting our association and member programs



Welcome Our Newest Member

Ceirra Reynolds
Puyallup Dermatology
Puyallup, WA
Active Member
Join Date: 06/04/2024

WELCOME !!!

New Posts on the WSHLA Job Board

- Pediatrician - Oregon City, OR
- Practice Administrator - Portland, OR

[CLICK HERE](#) for more information

Make a Difference and Volunteer with



Make a Difference and Volunteer with WSHLA!

WSHLA thrives on the talent and expertise of members like you. You can share your knowledge with our association by serving as a committee volunteer. By volunteering, you will meet new people and grow your connections with other healthcare practice leaders in our state. At the same time, you will have a positive impact on our association and the community we serve. We are looking for volunteers for the following committees:

- **Membership Committee:** Help WSHLA attract new members and support current ones. On this committee, you will focus on member recruitment and retention. You will also have the opportunity to assist in planning member networking events. If you enjoy networking and creating meaningful connections, this is a great committee for you. To volunteer for this committee, email Lisa Morris at lmorris@eyecarespecialtieswa.com.
- **Education Committee:** This team plans our monthly Lunch and Learns and proposes new educational offerings to support the growth and development of our membership. Are you a continuous learner who would like to have input into future education offerings? If so, this is the committee for you. To volunteer for this committee, email Lauren Harris at lauren@harrishealthcareconsulting.com.

Committee members can expect a time commitment of about 1-2 hours per month, including attending a committee meeting every other month and flexible committee work assignments.



*Wishing
Our
Members
a safe and happy July 4th*



HEALTHCARE
LEADERS
ASSOCIATION

WASHINGTON
STATE

www.thewshla.org