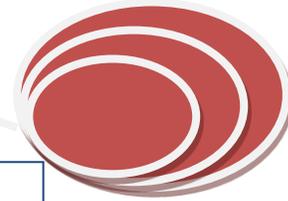




# Health Highlights

From The College of Health Sciences

Medical Business Professionals



## Dean's Discussion

Kathy H. Wood, PhD, FHFMA, University Dean, Health

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Lots of exciting plans continue to happen with the College of Health Sciences..

Our program committees continue to meet at least twice a month to review our program and course offerings. We continue to look to the future of the health sciences programs by assessing our programs, thinking strategically about how to support our students and alumni, and assessing our programs and outcomes.

We are always interested in our student successes. Please let us know what you are doing with your degrees—are you working in the field for the first time? Have opportunities changed as a result of earning a degree? Are you planning on returning to school for an advanced degree? We would love to spotlight your successes in one of our

future *Health Highlights!*

Look for the “Dialogue with the Dean” sessions to be held the second and final weeks of each session. I want you to have a voice!

As always, if you need assistance in your career search, contact Career Services. They will be happy to help you in your journey.

## New Program Director for Nursing Scott Weber, EdD, MSN, RN, FACHE, FHIMSS

Scott Weber joined Colorado Technical University in November 2011 as University Program Director for Nursing. Dr. Weber will help to guide and support CTU’s Nursing Education Programs, including the Practical Nursing on-ground, pre-licensure program in North Kansas City, MO, the Associate Degree Nursing on-ground, pre-licensure program in Pueblo-Colorado Springs, CO, and the Baccalaureate Degree (RN to BSN) Nursing Program

offered through CTU’s Online Service Center. Programmatic accreditation is being reviewed where applicable. Dr. Weber is assisting development of new Master of Science in Nursing Degree programs in several specialization tracks and is looking to design a new Doctor of Nursing Practice (DNP) program as well. All of these new programs will also be offered through distance-delivery learning instructional technologies through the Online Service

Center at CTU.

Dr. Weber is a native Minnesotan who now resides in Lake in the Hills, IL. He completed his Nursing Education at the University of Wisconsin and has completed masters and doctoral degrees in Educational Psychology from Boston University.

In his spare time, Scott enjoys gospel singing and playing the piano.

### Special points of interest:

- New program offerings in nursing being explored
- Programmatic accreditation review

## Online Program Administrator, Healthcare Management

Amber Krasny, MBA, RHIT, CPC, CMRS

*Balancing full-time career, school, family, and personal time—sound familiar?*

Amber Krasny joined CTU as an Assistant Program Director in January of 2010 and was moved to Online Program Director Program Manager, Healthcare 2011. Ms. Krasny provides online curriculum support and development along with instruction and advisory for the healthcare programs.

Prior to joining CTU, Ms. Krasny has more than eleven years in the medical industry serving as a management, supervising claims processor, client satisfaction lead, trainer and development coordinator. She has also served as a trainer and faculty advisor in

Health Information Management, Coding and Billing and all areas of healthcare administration. She brings her extensive administrative medical knowledge and expertise, as well as significant experience to her work here at Colorado Technical University.

Currently Ms. Krasny is pursuing her Doctorate in Healthcare Administration along with a Health Informatics Graduate Certificate to add to her RHIT, CPC & CMRS Credentials. She holds a Administration and a Bachelor of Science in Business Administration & Marketing from Walden

University to add to the addition of Associates in Health Information Technology from Master's degree in Business Fisher College.

On a personal note, Amber enjoys living in Buffalo with her husband and two daughters' ages 15 and 9. Living in Buffalo provides the advantage of having the 4 seasons all in one place. It is not unusual to have 80 degree weather one day and 20 degree the next. In her spare time outside of work and school, Amber enjoys reading James Patterson novels as well as spending time with her family.

## Professional Networking Series: Part II

Lisa Summerour, MSM | Coach and Education Management Professional

Let's begin Part II of this series with a quick review of my definition of professional networking:

Professional networking or business networking is the intentional process of developing and maintaining profitable relationships for the purposes of exchanging useful information and resources that benefit one or more individuals professionally. In this case profitable may include financial increase, access to resources, being a resource or gaining knowledge.

Now that you have completed Part I of this series, it would be a good idea to conduct an assessment. Evaluate what you have completed up until now. The areas of focus included:

- Assessing your contacts by dividing them into the three categories of valuable, accessible

- Ordering business cards
- Ensuring your resume is current and presentable
- Creating your 60-second commercial (knowing what to say and to whom)
- Researching networking forums

Examine your results. What areas challenged you the most? What aspects came easier to you? What have you gained or learned from your initial investment into professional networking? If you did the work, you are ready to move into the next phase of your networking plan.

It is time to meet, mix and mingle! This is where the process gets both fun and for some, a bit frightening. In order to be effective you want to have a mix of networking opportunities in your cadre; you want to mingle with people inside and outside of your area of expertise; and these two things can combine to help you meet those individuals who may be able to

assist you, as well as those you may be of assistance to.

Mix it up! Simply put, use more than one networking venue. Consider these three venues for developing your networking contacts: Personal connections, local professional networking venues and finally, online professional networking sites.

You already started your personal connections by assessing the contacts in your current files. Continue the process using the acronym F.R.A.N.K. to assist you in adding more individuals to your initial list. F.R.A.N.K. stands for:

F-riends; R-elatives; A-ssociates - Consider your dry cleaners, hair dresser, doctor/pediatrician and your trainer; N-ighbors - This could include current and previous neighbors; K-ids - These are individuals you have relationship with as a result of the children in your life. This might include coaches, teachers, baby-sitters, tutors and parents of their friends.

*"Use FRANK to assist in adding individuals"*

## Professional Networking Series: Part II, cont.

Create your lists using F.R.A.N.K. and determine where these individuals fit into the three categories: valuable, accessible and visible. The second networking venue includes the local (face-to-face) networking opportunities you were challenged to research. How did you do? Here is information you will want to gather: Who is this group designed to support? Is it for business owners, professionals in a specific industry, or professionals in general?

- Is there a fee to join?
- How often do they meet?
- What is the agenda?
- Does the group assist with job search strategies, or is it simply a support group? Do they teach working skills, or offer workshops?
- What is the dress code? Best to always assume business attire, but it's good to check so you feel properly

and comfortably dressed for the event. Know before you go! Researching in advance will ensure you maximize the benefits of attending.

Finally, there is the internet. Searching through thousands of networking sites can be daunting. Below are four professional/business networking sites you can review.

- [www.linkedin.com](http://www.linkedin.com) – The largest professional networking site in the world with more than 150 million members
- [www.ecademy.com](http://www.ecademy.com) – For those with an entrepreneurial focus
- [www.ryze.com](http://www.ryze.com) – Grow your business, build your career and life, find a job/make sales
- [www.xing.com](http://www.xing.com) – A social network for business professionals

My personal favorite is LinkedIn. With more than 150 million members worldwide\* (as of Feb. 2012) and a very well established system of groups, job search opportunities and discussion boards – I believe LinkedIn provides the best opportunity for developing, maintaining and growing your online professional network. Having said that, it is still a good idea to investigate and compare for yourself.

Once you begin the process of using various networking forums you will develop a natural progression to establishing multiple connections with individuals. You can meet someone at a local event, who you end up connecting with on LinkedIn. You might refer a friend to them to fill a position they have listed in a LinkedIn discussion post. When you begin your search for a hiring manager at a healthcare facility, this person is going to be more likely to want to help you, by connecting you with professionals they know, because you were willing to assist them when they needed it.

is going to be more likely to want to help you, by connecting you with professionals they know, because you were willing to assist them when they needed it.

Eureka! This is how the wonderful web of professional networking grows and grows and grows. Sometimes it is for your personal benefit and other times you will be the one adding value to someone else's situation.

Your action steps from Part II are to investigate and identify one online and one local "live" professional venue you can attend or join. In Part III we will wrap up this series by fine-tuning 60-second commercials; what to consider when completing a profile for networking groups; and how to identify and be a great networking resource.

Do you have questions regarding Parts I and II of this series? If so, please email Lisa at [lsummerour@ctuonline.edu](mailto:lsummerour@ctuonline.edu)

Resources:  
\*<http://press.linkedin.com/about>

Student Testimonials coming soon! Send me your thoughts!



### Spotlight on Alumni

#### *Seasoned, but also starting fresh* (excerpts from the article)

Ask Scherise Lewis to describe herself and she'll use words and phrases such as dependable, loyal, a go-getter and a fighter. Most of all, however, the president of the South Beach Tenants Association sees herself as someone who can get the job done. Indeed, in the 11 years she's been president, Ms. Lewis has done just that.

...  
Ms. Lewis attended Curtis High School and went on to earn a bachelor's degree in nursing administration online from Colorado Technical University. She worked as a home health care aide to support herself while she raised her two

daughters, including a 12-year-old with special needs. She also found time to be a foster mom to a little boy she raised from infancy to the age of 3.

...  
For her ongoing efforts, Ms. Lewis was among eight TA presidents cited as Women in History last month at an event sponsored by state Sen. Diane Savino (D-North Shore/Brooklyn), Assemblywoman Nicole Malliotakis (R-East Shore/Brooklyn) and City Councilwoman Debi Rose (D-North Shore).

For the complete article, go to:  
<http://bit.ly/IEY4Vu>

## Why Do Professional Organizations and Credentials Matter?

ACHE by Jeremy Howell; Medical Staff Services by Glenda Shaffer, CTU Adjunct Faculty

*"Why should I become affiliated and credentialed with a professional organization and what is required?"*

**ACHE Credentials:** At some point, you may ask yourself, "Why should I become affiliated and credentialed with a professional organization as a healthcare administrator?" After I completed my graduate education, I asked myself that same question. It wasn't until a seasoned healthcare administrator asked me, "Would you ever seek care from a doctor or nurse that wasn't credentialed or certified in their specialty?" Of course I wouldn't. So why would anyone in the healthcare industry take me seriously if I wasn't credentialed as a healthcare administrator?

Shortly after earning my graduate degree, I became affiliated with the American College of Healthcare Executives (ACHE), the premier professional society dedicated to helping leaders in healthcare excel. ACHE members enjoy an accoutrement of benefits such as: outstanding educational offerings, assistance with career management, and a professional network of more than 30,000 executives.

Being an affiliate doesn't mean that one is credentialed as a healthcare executive. There are a few requirements, such as uploading a resume or curricula vitae and taking and passing the ACHE Board of Governor's (BOG) exam. The BOG exam is a 230 question multiple-choice examination that tests 10 core knowledge areas (business, finance, governance, etc). By successfully passing the BOG exam, you earn the distinction of board certification in healthcare management as a Fellow of ACHE, which

I recently sat for the BOG exam in Chicago in March of this year in hopes to earn the Fellow title. It was a tough exam, but hopefully in a few weeks, I will be able to say I am committed to lifelong learning and career development by becoming a Fellow in ACHE.

### Medical Staff Services/Credentialing Health Care Professional

For those familiar with the health care field and as patients, we know about the importance of the electronic health record (EHR) also known as the electronic patient record (EPR) managed by HIM professionals. Another important record required in the health care setting is the medical staff/allied health professional application.

The health care professional who manages this highly important record is provided by any one of the following and works in hospitals, managed care organizations, credentialing verification organizations, and ambulatory care centers: Director of Credentialing, Manager of Medical Staff, Medical Staff Coordinator, or Credentialing Specialist. They work closely with medical staff leaders, hospital administration, and legal counsel regarding medical staff management activities and medical staff bylaw requirements

Because of the many responsibilities required from this health care professional, the following are education and training requirements needed when applying for this position. (Gassiot, Searcy, & Giles, 2007)

- Degree in business or health related field
- Previous experience in a Medical Staff Services Administrative position
- CPMSM and/or CPCS Certification by the National Association Medical Staff Services required or obtained within two years
- Interpersonal skills including the ability to communicate professionally both verbally and in writing to prepare and maintain documentation for the medical staff activities
- Affiliation with the National Association of Medical Staff Services and the State Association for Medical Staff Services, which are the professional organizations
- Supervision skills

In addition to assuring all elements from the Joint Commission manual and medical staff bylaws are obtained for the physician and allied health professional application's documentation requirements, other major functions are the following: (Gassiot, Searcy & Giles, 2007)

- Oversees processing of credentialing and re-credentialing of all physicians and allied health practitioners for presentation to the Board of Trustees
- Maintains knowledge of standards of the Joint Commission on Accreditation of Healthcare Organizations, National

Committee on Quality Assurance, other accrediting bodies, State and Federal regulations, and legal cases related to the medical staff credentialing

- Develops, maintains and enforces medical staff bylaws, rules and regulations, and policies that govern the activities of the medical staff
- Assists the Credentials Committee with development of privilege criteria and other documents necessary to have an effective credentialing process
- Documents multiple committee meeting proceedings including Medical Executive, Bylaws, Credentials, Medical Records, Quality and Peer Review, and medical staff department meetings such as Anesthesiology, Dental, Emergency Medicine, Internal Medicine, Radiology, and Surgery

Certification is essential for this health care professional. Two certifications are available, and the following knowledge is required for both certification exams. (NAMSS.org): Certified Provider Credentialing Specialist (CPCS) – entry level; Certified Professional Medical Services Management (CPMSM) – Management Position.

*These are just two organizations with certifications—there are many more in the healthcare field! Stay Tuned!*

## Take a Look at CTUs Credentialed Faculty!

### Kimberly Adelman, PhD.

Licensed Physical Therapist; Academy of Management (AMA); American College of Health Care Executives (ACHE); Board of Examiners (BOE) for the Tennessee Center for Performance Excellence (the state level Baldrige program).

**Sheba Schlaikjer, MBA, RHIT**  
American Health Information Management Association (AHIMA); American Association of Medical Assistants (AAMA); American Academy of Professional Coders (AAPC); ESA (Epsilon Sigma Alpha) Community and St. Jude Research Hospital based philanthropic organization

### Brenda Jeffers, CNOR

Certified perioperative nurse (CNOR); Sigma Theta Tau.

**Jan Carrell, FACHE, MHCA, RN**

### DeShawna Hill-Burns, RHIA

American Health Information Management Association (AHIMA); Health Information Management Association -Past President and Delegate; Health Information and Management System Society (HIMSS)

### Christian Wallis, DHA, FACHE

Commander, US Navy Medical Service Corps; Selected to serve on the 2011-2012 Board of Examiners for the Malcolm Baldrige National Quality Award.

### Arletrice Watkins

American Health Information Management Association (AHIMA); Illinois Health Information Association (ILHIMA); AHIMA-Approved ICD-10-CM/PCS Trainer

### Janet Cox, CPC

American Academy of Professional Coders (AAPC).

### Brandy A. Styron, RHIA, CCS-P

AHIMA-Approved ICD-10-CM/PCS Trainer

### Jeremy Howell

American College of Health Care Executives (ACHE)

### Stacy L. Pritt, DVM, MS, MBA, CPIA

Association for Vision and Research in Ophthalmology; California Biomedical Research Association; Association for Women Veterinarians Foundation; American Veterinary Medical Association; Huntington Medical Research Council Member

### Carole Sanders, MA, RHIA, CCS, CTR, AHIMA-

Approved ICD10CM/PCS Trainer

*Alphabet Soup—  
Professional Associations and Credentials from A-Z and all are voluntary!*

## Social Networking at CTU!

*CTU is revolutionizing the educational experience by creating a sense of community for our students on mainstream social networking sites. We've established and maintain university presences on Facebook, Twitter, LinkedIn, Google+, YouTube and Pinterest. The mission of these communities is to build and sustain meaningful, lifelong relationships with alumni, students, faculty and staff. By thoughtfully cultivating social media communities, CTU is able to challenge, motivate and recognize students throughout every step of their educational journey.*

<https://twitter.com/CTUHealth>

The College of Health Sciences for Colorado Technical University (CTU) provides curriculum, instruction and support to CTU health science students in order to support the CTU mission, "... to provide career-oriented education by teaching applied, real-world, industry-current programs in selected areas, serving the needs of students for employment and career advancement and the needs of industry for highly qualified professionals at the associate, bachelor's, master's, and doctoral level."

*Colorado Technical University does not guarantee third-party certifications. Certification requirements for taking and passing certification examinations are not controlled by Colorado Technical University but by outside agencies and are subject to change by the agencies without notice to [School name]. Therefore, Colorado Technical University cannot guarantee that graduates will be eligible to take certification examinations, regardless of their eligibility status upon enrollment.*

Colorado Technical University cannot guarantee employment or salary. Find disclosures on graduation rates, student financial obligations and more at [www.coloradotech.edu/disclosures](http://www.coloradotech.edu/disclosures). Not all programs are available to residents of all states.

