



## PRESIDENT'S MESSAGE

by Pati AR Howard, CMT, AHDI-F



The theme for June is “working smart” and ~ ACK! ~ that seems pretty close to “process improvement” from last month; but, perhaps not. Working smart is applying process improvement (whew!).

Working smart is not simply having your reference books close by and resolving not to answer the phone or check your personal e-mail while “on the clock.” Working smart is putting 2+2 together to make 4, not 4-1/2. By that I mean avoiding such habits as always accepting the first answer on a Google search, but taking the time to dig a little further; taking the time to look up the meaning of a word rather than accepting the spellchecker suggestion and moving on. The quantity of work produced is the way most of us get paid; hence, the emphasis ~ like it or not ~ is to produce, produce, produce, and find ways to produce faster and faster. Working smart in this instance, i.e., keeping production up as well as maintaining above-average accuracy, can very well require taking some time off the clock to develop a reliable list of resources to put in your “favorites” folder. Time spent off the clock like this ends up saving time and improving accuracy in the long run.

Working smart also means developing an ear to listen, not simply one which hears. For example, a patient is admitted and one of the diagnoses is “chronic renal insufficiency.” The dictator mentions the lab values and gives a BUN of 57 and a creatinine of 0.2. Do you notice a discrepancy or do you let it go, figuring that’s what he said, that’s what you heard and anyway, you are not “getting paid enough” to point out the dictator’s error. If you do not notice the discrepancy, or worse yet, you don’t bother to flag it, then you are not working smart.

We all need to work smart by pointing out discrepancies, errors in dictation such as the one above, in order to not only maintain the accuracy of the healthcare document but to make it plain to the dictator and our employers that we are vital. In this climate of healthcare reform, we MTs need to be “working smart” to maintain and claim our rightful place in the healthcare documentation process.

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## **Boost Productivity and Elevate the Profession into the Future**

Kristin Hagen, CPHIT, CPEHR, CPHIE, AHDI-F  
2009-2011 AHDI Board of Directors, Secretary

“Times are a Changing” in this evolution-revolution of our profession. Intelligent speech recognition, redesigned workflow processes, electronic medical record implementation, new rules and regulations are all colliding and impacting the way we do business. The *Association for Healthcare Documentation Integrity* is an organization that promotes and focuses the integrity of data capture, sets the standards of care in our profession, and produces best practices and industry white papers.

What opportunities are available to the transcriptionist to stay informed, boost productivity, and elevate our profession? First and foremost are industry awareness and knowledge. Connecting and advocating for our profession at the local, state/regional, and national levels are imperative to our future. Change is cyclically occurring at a rapid rate. From a personal and professional investment perspective, earning credentials are key to staying informed and networking with allied peers. Consider an investment in the speech recognition training curriculum and course offered through AHDI. Alternatively, the BenchMark KB InterFix knowledge base is another great tool that enables MTs and HIMs an associate membership to AHDI, provides a console of industry information happenings, maintains accurate databases, and showcases quality standards of care. Looking back at National MT week, celebrate the investment in

yourself combined with quality education as helpful “next steps” to drive a successful and rewarding career journey.

The time is now to prepare for networking with allied health professionals, vendors, and involving yourself to attend the Annual Convention and Expo (ACE) in Austin, Texas - <http://www.ace365.org>. This year’s theme “No Limits” will be hosted at the *Hilton Austin*, August 4-7. Plan to listen about industry trends and drivers, learn new technologies entering the market space, and ways to additionally prepare for increased security through national incentives of health information exchange and health reform –now on the horizon.

Through our national associations, board of directors, leadership committees, and staff, we are readily available to help “you.” Get connected, prepare for our future together, and work to sustain and advance our place in healthcare documentation. With multiple ways to input information into an electronic medical records system, come understand the modalities to place the information privately and securely. AHDI meets those needs to help sustain viability of our profession, support meaningful use requirements, and promote higher education within ourselves and our profession. Collaboratively the makeup of the leadership team, diverse professions, new professionals, students, and peers are all here to support “you.”



## Working Smart as a New Grad

By Kristine M Gordon, RMT

The first month working as a new MT is very similar to the sleep-deprived first month as a new mother... being surrounded by books, letting the housework slide, contracting "swiss cheese brain" syndrome, eating quick and easy comfort foods, and feeling a pang of anxiety when thinking about flying solo, whether that involves getting off QA or your husband returning to work, leaving you with a very demanding little bundle of joy.

All the Notes to Self that I have made over this past month with feedback from QA, new terms, account specifics, platform tips, etc., remind me of the incredibly detailed nursing schedule notes that my husband and I kept when we first brought our son home from the hospital. We were sure that the pediatrician would want to know every last detail of my breastfeeding history, but turns out that was not exactly at the top of her list of priorities, go figure. Apparently physicians work smart too.

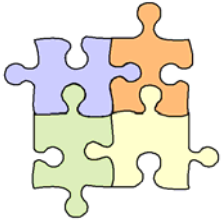
What a difference a month makes. I have only taken a few wobbly steps in my long journey as an MT, but I am making progress each day. Working smart meant taking several long hours to painstakingly convert every single file of sample reports that I had transcribed or compiled from helpful co-workers into a format compatible with our company's platform. It also meant learning how to compare documents in Word to quickly review feedback from QA instead of the "old school" paper and pen technique that took about 4 times longer to do and was far from accurate. I also discovered an excellent website that sells quality used and new textbooks for a fraction of the cost of retail to expand my reference collection.

I have learned that working smart means taking several short breaks throughout the day. Not only is it better for my body to avoid overuse injuries, but it also results in a far less fussy 13-month-old to see Mom more frequently, which in turn results in a much happier working environment. Yes, even with office doors closed that Mommy radar still works perfectly fine, thank you very much.

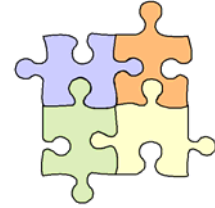
It has been stressful working full-time daytime hours while on QA instead of immediately starting the part-time late night shift I requested when I was hired. Part of my working smart solution was to revise my schedule to include working every Saturday to allow both Grandma (i.e. babysitter) and myself to take a day off in the middle of the work week to get personal errands/appointments done during business hours. I also do all my son's food preparation the night before, after he is dreaming of more household items to use as his personal teethingers, freeing up more one-on-one mother and son time in the morning.

I am sure I will look back on this article someday and laugh at all my New Grad/Mom epiphanies, but as one of my favorite quotes goes, "Only those who dare to fail greatly can ever achieve greatly."

Now if only there were sample reports for motherhood...



# CLASSIFICATIONS



D R B T J G V L E N N E R T X  
P I L L I K R S L E W U A P W  
H L A S C F Z B Z F K T R K Z  
C B C A L Z C A M B R I D G E  
L Y K S P A L E Y R F J C P L  
I E L S Q N K L L O K J G A T  
M G L O M A G D D A V N N V N  
H R X U B L R A U N R I W H J  
D E B N N E B U R A D N A O C  
N B M I A B N F N R N G E O L  
O K J N V U W X O Y G I D T L  
M Q N Z V F C M K I O M U H H  
A E V N Z F L M T I A N K O X  
I B L H R J Q T N N E X Y L C  
D K L J W Z Q C N O T L O C N

[www.WordSearchMaker.com](http://www.WordSearchMaker.com)

Armeth	Diamond	Nalebuff
Bado	Enna	ordinal
Bergey	Haggitt	Paley
Black	Kiel	Pauwels
Cambridge	Killip	Runyon
Codman	Lennert	Sassouni
Colton	Lown	
Couinaud	Milch	



## BLOOPERS, BLUNDERS, MISHAPS AND MAYHEM

SR: The patient needs to be agitated on Coumadin.  
D: The patient needs to be anticoagulated on Coumadin.

SR: She was a dull female.  
D: She was an adult female.

SR: SOCIAL HISTORY: Patient lives at home with her medication.  
D: SOCIAL HISTORY: Patient lives at home.

### MEDICATION:

SR: Attack p.r.n. hypertension.  
D: Vasotec p.r.n. hypertension.

SR: Denies any other focal symptoms, sensorial motel symptoms.  
C: Denies any other focal symptoms, sensory or motor symptoms.

SR: I have reviewed the blood smear, which shows moderate amount of she has 2 sons.  
D: I have reviewed the blood smear, which shows moderate amount of schistocytes.

SR: There is a large bowel systolic murmur.  
D: There is a large loud systolic murmur.

SR: Plan of care discussed with patient and her home medications.  
D: Plan of care discussed with patient. Continue her home medications.

SR: Patient is status post recite to me.  
D: Patient is status post rhizotomy.

SR: He is a veteran of 2 warts.  
D: He is a veteran of 2 wars.

SR: He 7 some minimal postoperative pain.  
D: He is having some minimal postoperative pain.

### WANTED

Your bloopers! Please share bloopers, flubs, misspeak, word-expansions gone wild with the readers of the newsletter for a laugh, smile or guffaw. E-mail us at [BBeditors@oa-ahdi.org](mailto:BBeditors@oa-ahdi.org). We promise that all submissions will remain anonymous!



## Member Profile

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### Spending Time With...RuthAnne Darr Interviewed by Kathy Melton

Are you currently a medical transcriptionist? If so, how long have you been a medical transcriptionist?  
I've been a medical transcriptionist for about 14 years.

If you are not currently a medical transcriptionist, what is your present occupation?  
I am also an instructor for an online medical transcription school.

What part of the country do you live in? How did you happen to end up there?  
I live in Tishomingo, Oklahoma, just about halfway between Oklahoma City and Dallas. My husband and I moved here almost 5 years ago so he could attend college here in the gunsmithing program. He completed that degree and is now working on a 4-year business degree. Interestingly, my husband and I are originally from different parts of the country. He's from Central Oregon, and I'm from Northern Maine.

What do you do to relax and unwind?  
Well, my husband and I used to lie outside in our double hammock until our puppy ate half of the cords that were holding it together. Yikes! Now we usually go for a walk, though we don't seem to have much free time to do that.

Please tell us anything you'd like (or not) regarding marital status and children.  
I've been very happily married to my wonderful husband for 11 years. We have "his" and "her" kids. He has 5, and I have 2. All are 18 or older. My step-daughter is actually graduating from high school this year. We also have 7 grandchildren. The most recent one was born 11 weeks early and only weighed 1 pound 9-1/2 ounces, but he seems to be doing good and is gaining weight every day. Can't wait to see him!

What is your all-time favorite movie?  
I absolutely love "Arsenic and Old Lace"!

If you had to choose a tag line for yourself, what would it be?  
Queen of Multitasking

What "one thing" can't you live without?  
My computer.

What do you like best about medical transcription? How about least?  
The best thing I like about medical transcription is the fact that I learn something new every day. It never gets boring! I think the thing I like the least is having to explain my profession to everyone because they have no idea what I do. Also, since I work from home, I have to explain to people that I actually DO have a schedule, and my employer WILL know if I'm not working!

What is your idea of a "dream vacation?"  
It definitely would involve water, preferably a cruise. My husband and I have gone on three cruises so far, and we definitely want to go on another one.

If you won the Lotto, what would be the first three things you would do?  
Give to charitable organizations, pay off bills, take a vacation.

Do you have pets? If so, what are they and their names?  
We got a Red Heeler mix puppy a few months ago. Her name is Cleopatra (Cleo, for short) because around her eyes is really black, and it looks like she has a lot of eyeliner. She actually was already named before we got her, but it seemed to fit so we kept it.

Is there something you would like to say to the OA-AHDI members?  
Stay active! Networking goes a long way!



## Fun Facts and Birthdays!

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Birthstone—Pearl



Flower of the Month— Rose



Full moon occurs on June 26

### Happy Birthday to the following OA members:

June 7 - Lisa Bolden, RMT

June 11 - Christine Holden

June 15 - Carol Kay Rodgers

June 25 - Christine Schumacher, CMT

June 28 - Elizabeth Dickerson

June 30 - Tammy Meacham, CMT, RHIA

**Happy Anniversary  
to all members who joined OA  
in the month of June!**

## This Month in History:



June 1, 1926: Marilyn Monroe (1926-1962) was born in Los Angeles (as Norma Jean Mortensen). Following an unstable childhood spent in foster homes and orphanages, she landed a job as a photographer's model which led to a movie career. She later married baseball legend Joe DiMaggio. Beneath her glamorous movie star looks, she was fragile and insecure and eventually succumbed to the pressures of Hollywood life. She died in Los Angeles from an overdose of sleeping pills on August 5, 1962. She is best known for *Gentlemen Prefer Blondes* (1953), *The Seven Year Itch* (1955), *Bus Stop* (1956), *Some Like It Hot* (1959), and *The Misfits* (1961).

June 3, 1937: The Duke of Windsor married Wallis Warfield Simpson in Monts, France. As King Edward VIII, he had abdicated the British throne in December of 1936 amid tremendous controversy to marry Simpson, an American who had been divorced. Following the wedding, the couple lived in France and had minimal contact with the English Royal family. The Duke died in Paris on May 28, 1972, and was buried near Windsor Castle in England.

June 6, 1944: D-Day, the largest amphibious landing in history, began in the early-morning hours as Allied forces landed in Normandy on the north coast of France. Operation Overlord took months of planning and involved 1,527,000 soldiers in 47 Allied divisions along with 4,400 ships and landing craft, and 11,000 aircraft. The Germans had about 60 divisions spread along France and the low countries. American forces landed on two western beaches, Utah and Omaha, while British and Canadian troops landed farther east on Gold, Juno, and Sword beaches. By the end of the day, 150,000 Allied soldiers and their accompanying vehicles had landed with 15,000 killed and wounded.

June 12, 1929: Anne Frank (1929-1945) was born in Frankfurt, Germany. She is perhaps the best known victim of the [Nazi Holocaust](#). Anne and her family moved from Germany to Amsterdam to flee Nazi persecution and then went into hiding in a small attic after Holland was invaded by Nazis. Anne, a girl on the verge of womanhood, was unable to go outside for any reason. In 1942, she began a diary to cope with the boredom, fear, annoyances, and loneliness of captivity. Her family's hiding place was eventually discovered, and Anne and her family were deported to Nazi concentration camps. She contracted typhus and died at Bergen-Belsen in 1945. After the war, her father published her diary, which inspired the world, revealing a young woman who had managed to remain hopeful, despite it all.

June 14, 1811: American writer Harriet Beecher Stowe (1811-1896) was born in Litchfield, Connecticut. She wrote *Uncle Tom's Cabin*, an antislavery novel containing vivid descriptions of the sufferings and oppression of African Americans. The book provoked a storm of protest and inflamed people in the North against slavery in the South. The names of two characters from the novel have become part of the English language - the slave, Uncle Tom, and the villainous slave owner, Simon Legree. During the U.S. Civil War, as Harriet Beecher Stowe was introduced to President Abraham Lincoln, he reportedly said, "So you're the little woman who wrote the book that made this great war."

June 18, 1983: Dr. Sally Ride, a 32-year-old physicist and pilot, became the first American woman in space, beginning a six-day mission aboard the space shuttle *Challenger*, launched from Cape Canaveral, Florida.

June 19, 1903: Baseball great Lou Gehrig (1903-1941) was born in New York City. He played in 2,130 consecutive games and seven World Series for the New York Yankees and had a lifetime batting average of .340. He contracted the degenerative muscle disease amyotrophic lateral sclerosis, now called "Lou Gehrig disease," and died on June 2, 1941.



## **DID YOU KNOW?**



- June 1-7 is National Sun Safety Week sponsored by the Sun Safety Alliance. In some parts of the world, melanoma is increasing at rates faster than any other cancer. More than 1.2 million new cases of skin cancer are diagnosed each year in the U.S. Melanoma, the deadliest form of skin cancer, kills one person every hour. One blistering sunburn can double a child's lifetime risk of developing skin cancer.
- June 14-20 is Men's Health Week. The purpose of Men's Health Week is to heighten the awareness of preventable health problems and encourage early detection and treatment of disease among men and boys.
- June 5-12 is Dystonia Awareness Week. Dystonia is a movement disorder that causes the muscles to contract and spasm involuntarily. The neurological mechanism that makes muscles relax when they are not in use does not function properly. Opposing muscles often contract simultaneously as if they are "competing" for control of a body part. The involuntary muscle contractions force the body into repetitive and often twisting movements as well as awkward, irregular postures. There are approximately 13 forms of dystonia, and dozens of diseases and conditions include dystonia as a major symptom.



## **WELCOME TO THE FOLLOWING NEW MEMBERS OF OA-AHDI**

Melissa Lochmiller  
Christine Peterson  
Jessica Burr



## IMPORTANT ANNOUNCEMENTS

June 2010

### CONGRATULATIONS

to Sandi Webb, CMT, BA - Sandi was honored with the Educator of the Year 2010 award by AHDI-Florida.



#### **AHDI 32<sup>nd</sup> ANNUAL CONVENTION & EXPO, AUSTIN, TX, August 4-7:**

Early discount deadline for registration is **June 7, 2010**. Use this link to find hotel, program, and registration information.

<http://www.ahdionline.org/GetConnected/Events/AnnualConventionandExpo/tabid/186/Default.aspx>

**WEBINAR TOPIC SUGGESTIONS:** We are looking for suggestions for webinar topics. What would you like to see offered? Please send your suggestions to [education@oa-ahdi.org](mailto:education@oa-ahdi.org).

**JOIN OA-AHDI:** Why put off joining the OA-AHDI any longer? Now is the time to get involved! Meet and network with other MTs, enjoy the benefits of belonging to a professional association of your peers. Send an e-mail to [membership@oa-ahdi.org](mailto:membership@oa-ahdi.org) for questions.

**SUBMISSION DEADLINE:** "*Bridging Boundaries*" submission deadline for the July 2010 issue is Friday, June 25. The theme for July is *caring for self*. Please e-mail your submission to ([BBEditors@oa-ahdi.org](mailto:BBEditors@oa-ahdi.org)).



**HAS ANYTHING CHANGED?** If your email address or mailing address changed please notify us by e-mailing [membership@oa-ahdi.org](mailto:membership@oa-ahdi.org).

**SHARE YOUR LAFFS:** The "Bloopers, Blunders, Mishaps and Mayhem" feature has been *upgraded* to the PCU! Please continue to keep this feature alive by submitting a "funny" to be shared ([BBEditors@oa-ahdi.org](mailto:BBEditors@oa-ahdi.org)). All submissions are kept confidential ~ we promise. ☺

**DO YOU YAHOO?** If your e-mail address is with Yahoo!, please add [forumsupport@oa-ahdi.org](mailto:forumsupport@oa-ahdi.org) into your address/contacts folder so that you receive all e-mails from OA, especially regarding any forums you may be "watching."

**CHECK THE HOME PAGE OFTEN:** Be sure and check out the "new look" for the OA website and make it a habit to visit the home page at least weekly. Upcoming events and webinars will be featured on the home page. Please be sure and check out future educational opportunities and registration information as well as association announcements. The website address is: [www.oa-ahdi.org](http://www.oa-ahdi.org)



**LOGO PINS!!** Logo lapel pins are available (see rendering below). The cost is \$8.50, which includes postage. Please e-mail [fundraising@oa-ahdi.org](mailto:fundraising@oa-ahdi.org) for ordering and payment information.

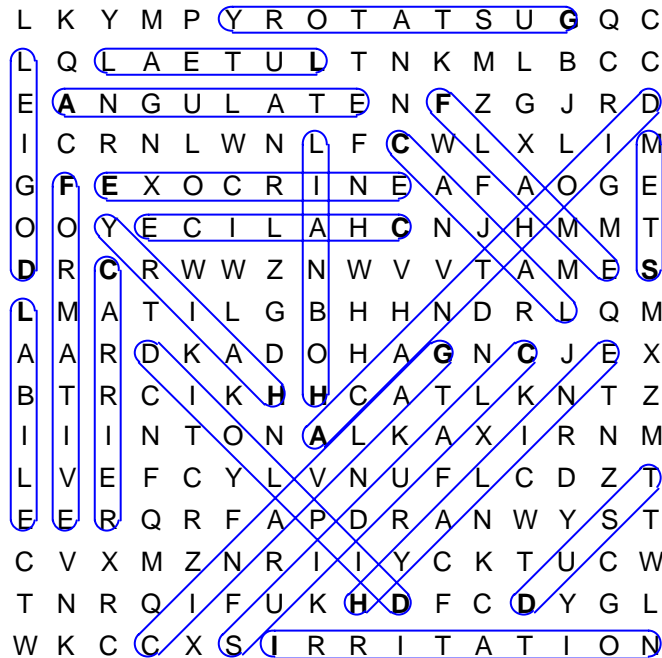


**ARE YOU TECH INCLINED?** Are you experienced in "behind the scenes" technology? Are you looking for an outlet and a way to serve the OA members? The tech committee is seeking qualified members who are experienced in managing forums and websites. Please contact [techsupport@oa-ahdi.org](mailto:techsupport@oa-ahdi.org) if interested.

HAPPY FATHER'S DAY!



## TYPES OF CELLS



(Answers to TYPES OF CELLS puzzle in the May newsletter)

### Interesting link:

Interesting site for further education regarding the human heart.

<http://www.visibleheart.com/index.shtml>



## BLUEPRINT FOR GREAT GOVERNANCE

By Lisa Farragut and Barb Marques, CMT, AHDI-F

Recently, AHDI has been looking at ways to streamline its governance and structure. That's right – changes may be coming. This is not exactly new as a similar topic has been tossed around for discussion in the past. The current project is being called Blueprint for Great Governance (BGG).

The four main areas the BGG will be looking at include purpose of components, how to better engage members as enabled by a new structure, financial sustainability of components, and tactics for achieving renewed member satisfaction at the community level.

The reason for this project: Declining number of components, leadership recycling, lack of member involvement, current attitudes toward volunteer organizations and purpose, and the need for volunteers to spend their volunteer hours wisely.

The project priorities: Meet the changing needs of the members at the grassroots level, encourage sharing of best practices for achieving initiatives and projects, and attract new members and engagement.

The tactics: Create new business models and structures for component associations to relate with the national office, alleviate burdensome administrative tasks currently making it difficult for components to continue, and create viable revenue models to sustain components.

Online Town Hall Meetings have been scheduled for members to review the models being proposed. The next meetings are scheduled for June 14 and July 14. Members can register to attend the meetings on the AHDI website.

<http://www.ahdionline.org/OnlineStore/MeetingsWebinars/tabid/112/Class/WEB/Default.aspx>

All AHDI members are encouraged to voice their opinions, ideas, and concerns. Our Online Association of AHDI will be affected by these changes. If you are not able to attend the online town hall meetings but have questions or want to voice your opinions, ideas, and concerns, please write to [BGGFAQ@ahdionline.org](mailto:BGGFAQ@ahdionline.org).

*“There is nothing wrong with change, if it is in the right direction.”*

**-Winston Churchill**

## 2010 Advocacy Summit Recap

By Sheryl Williams, CMT, AHDI-F

During the 2010 MTIA/AHDI Advocacy Summit this past March, the message of true “meaningful use” was carried to Washington DC.

Representing more than 30 states, Summit participants conducted more than 100 meetings with members of Congress and their legislative aides. During these visits the following points were stressed:

- MTs serve as an “extra set of eyes” to ensure accuracy of healthcare documentation, no matter what technology is used to capture the information.
- The process of creating medical reports via electronic health record (EHR) systems must be practical for both healthcare providers and patients.
- EHRs must allow for capture of the patient’s full health story.
- The medical transcription sector offers an established infrastructure for greater exchange of health information.
- The medical transcription industry is committed to safeguarding patient health information.

In addition, more than 600 letters written by healthcare documentation professionals were delivered to legislators during the Advocacy Summit. A huge “THANK YOU” goes out to OA AHDI members who contributed to this effort. This allowed the voices of the more than 75 Summit participants to be reinforced by members who were not able to attend in person.

The day following our Hill visits, we had an opportunity to listen to presentations by representatives from the American Medical Association, American Hospital Association, and the National Partnership for Women and Families. AHDI and MTIA have been partnering with other like-minded organizations in order to help strengthen our messaging.

Summit attendees also had an opportunity to participate in a Town Hall Meeting as part of the Blueprint for Great Governance efforts, facilitated by HOD Speaker Bonnie Monico.

About a month following the Summit, an “Advocacy Alert” was issued, encouraging Summit participants to send followup emails to their legislators and legislative contacts. This communication reiterated our concerns about the unintended consequences of EHR adoption without addressing practical use. The final rules will soon be issued on HIT standards, implementation specifications, EHR certification technology, meaningful use, and incentive programs for eligible professionals and hospitals.

Stay tuned for future alerts and other opportunities to participate in our important grassroots advocacy efforts. Please feel free to email me if you would like more information – [swilliamscmt@msn.com](mailto:swilliamscmt@msn.com).



Sheryl Williams with Sen. Al Franken (MN)

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*Article submissions are welcome for consideration for publication. They may be edited for length or clarity.*

Please submit to: [BBeditors@oa-ahdi.org](mailto:BBeditors@oa-ahdi.org)

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#### NOTICE

The information provided in the Online Association of AHDI Newsletter was last confirmed on 3/22/10.

All dates, times, and website links are subject to change without notice.

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