



# THE OBSERVER

Volume 145  
September,  
2018

## President's Message

Farewell Not Goodbye

As we approach our 2018 TMAA conference, I continue to be amazed at our organization, our resilience, and our commitment to this association of professionals. As I approach the end of my term as TMAA President I stand in awe of our board. The commitment to our organization and to excellence is apparent from planning to nominations to consistent execution of vision.

I could not have done anything without the board's support. For their support and for your confidence in me, I thank the members of TMAA for allowing me to serve. It has been a challenging and rewarding two years. I will continue to support TMAA in any way that I can.

We are all reflections of our association. As such, I call on every member to consider your TMAA and what you want it to be. When we call on members to serve on the board, please consider putting your name in the hat. We need you.

In closing, I again thank the TMAA board and members. I look forward to Debbie Moore's tenure as president and I know you will all support her as you have supported me.

I'll be looking for you all at the TMAA conference in Houston.



Gaye McClellan, RN  
Preside

## Website News



Are you ready? Is your lipstick on and your teeth bright? Better have those smiles big and beaming because I will have the camera ready and shooting pictures of you very soon. Can't wait to see each of you at the seminar. I am looking forward to visiting and catching up with both our professional and personal lives during the breaks and evening time off. Lots does happen to each of us during a year, so here is our chance to catch up and also feel blessed that we are able to come together. I personally feel so lucky to have met some really close friends from attending these TMAA seminars. I hope you feel the same way.

If you know of anyone to introduce TMAA to, or anyone you can invite to this year's seminar, send them to the website at [www.tmaa.info](http://www.tmaa.info). All the information they need is posted there, including the seminar brochure. We'd love to have them join us. So come eager to learn, flash me that smile, and be thankful that we can come to share best practices and changing job roles while together learning new things about healthcare. It will be a great two days of putting the "puzzle pieces" together of healthcare, jobs and our lives! See you there.



Debbie Braddock  
Website Coordinator

## Education Committee



Well, it's almost here! The fall seminar is just around the corner and we've worked really

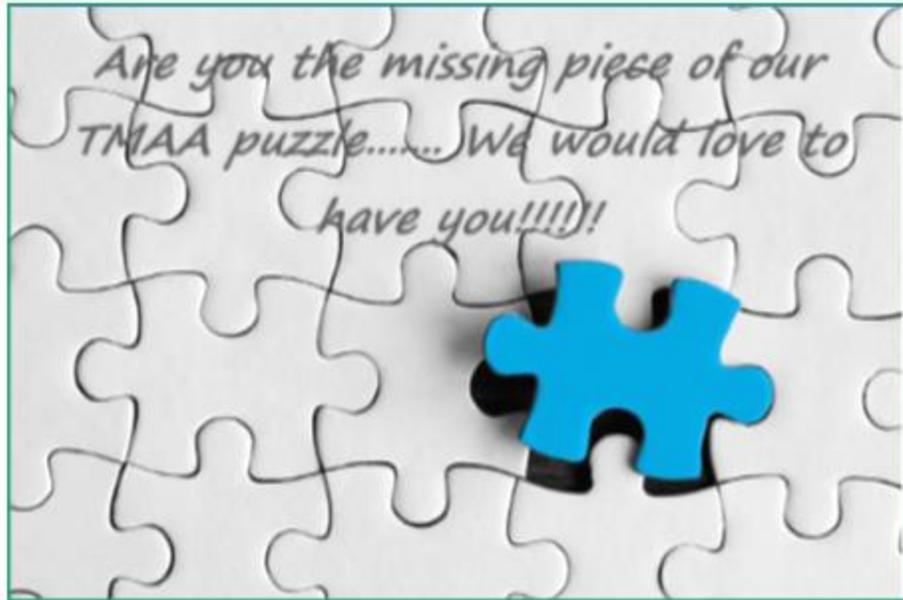
hard to bring you the topics you requested. The CEUs have been obtained already for both nursing and CMAS hours. We're down to the last of the details to pull it all together. I hope to see you there. Thank you for all your support.



Connie Vaughan  
Nurse Planner



Shirley Combs  
Programs Chair



If you are interested in running for Vice President, Treasurer, or Secretary –Please let us know!



## Current Nominations for TMAA Board

**Vice President**



Shonna Macaulay, RN, BSN, CCM

- **Past TMAA President**
- **Other TMAA Board Positions:** Programs Chairman, Education Chairman, By-laws Chairmen, and Vice President
- **More than 20 years of managed care experience including:** bill auditing, preauthorization, case management, telephone triage, and healthcare network administration.
- **Experience in these Lines of Business:** Commercial, Self-Insured Plans, Medicare, Medicaid, and Workers' Compensation



**Secretary**



Julie M. Diggins, LVN

- ❖ **Current Nominations Chair Board Member**
- ❖ **25 years in Nursing acute care:**
  - Mainly: ICU, Telemetry, PCU
  - Stroke/ONC/Med/Surg/Post-Partum
  - Outpatient Wound Care
    - WC Manager x 2 years
- ❖ **3 years of Revenue Management:**
  - Process Improvement Projects/Focused Audits
  - Observation Accounts
  - Education provided to hospital administration and staff
  - Patient complaints



**Barbara Thompson RN**

- \* Member of TMAA since 1987
- \* Currently the TMAA Treasurer
- \* Held several board positions in TMAA over the years (including president)
- \* Served on AAMAS board
- \* RN, medical auditor (both internal and external roles), now retired
- \* Wife, mother of two grown boys, mother to Murphy (fur baby), and grandmother to two adorable and active grandchildren
- \* Retired from the medical field, but remains very active in several social clubs, does crafting, painting and game playing with friends
- \* Eager to participate in the success of TMAA



*Stay tuned for more info about our new social media pages.*



## Identity Theft Increasing

There are numerous platforms with which to stay connected with family, friends, and co-workers. It is wonderful to keep in touch with people we care about, but this flow of information may have unintended consequences. Criminals use a wide array of strategies to obtain your information and steal your identity. According to the Identity Theft Resource Center's 2017 report, the number of credit card numbers exposed in 2017 totaled 14.2 million – up 88% over 2016. Furthermore, nearly 158 million Social Security Numbers were exposed in 2017, an increase of more than eight times the number in 2016. How can you keep your information safe? Below are some tips and resources to make protecting your identity second nature at home, work, and public locations.



### **How to Protect Yourself:**

- Review your statements (credit card, bank/financial reports and health insurance) regularly and thoroughly to make sure you recognize every charge.
- Use multi-factor authentication to add an extra layer of security when signing in to your accounts. Do not use the same password for every account!
- Enable alerts so that you'll receive a notification when charges are made on your cards.

- Shred old and unneeded personal and financial information. This includes receipts, credit offers, credit applications, insurance forms, physician statements, checks, bank statements, expired charge cards, and similar documents.
- Check your credit with each of the credit reporting agencies (Experian, Equifax and TransUnion) at least annually. Visit [annualcreditreport.com](http://annualcreditreport.com) to get a free report once per year.

### **What to do if your identity is stolen:**

- If you see fraudulent activity, create an identity theft report with the Federal Trade Commission. Then use the identity theft report to file a report with the local police.
- Inform one of the three major credit bureaus (Equifax, Experian and TransUnion) to have a fraud alert or freeze placed on your accounts. Use the credit bureaus' dispute process to remove fraudulent accounts and charges from your reports.
- Change your passwords immediately! Change the password on any other site where you used the same password.
- Request to have your accounts frozen or closed by the appropriate organization to prevent the thief from making further charges or claims.



**Shonna Macaulay**  
Vice President and Bylaws Committee

## Benefits of Care-Coordination Strategies

The Canadian Medical Association Journal published this week finds that older adults with two or more high burden chronic diseases, or multi-morbidity conditions, can benefit from care-coordination strategies.

The study, conducted by Kastner and colleagues, states that 42.6% of older adults (age 65 or older) in Canada live with multi-morbidity, compared to 65.8% in the United States. Living with multi-morbidity means greater healthcare needs, but according to the study, only 55% of these older adults receive proper care in Canada or the U.S. Different intervention strategies have been created to address managing chronic diseases, but little research has been done on the potential impact of interventions specifically for older adults.



The authors performed a systematic review of all research and clinical trials published between 1990 and 2017 on intervention and care needs for older adults suffering from two or more chronic medical conditions. They then selected the 25 studies that best matched their criteria and assessed the effects of the intervention methods used.

Ultimately, the study concluded that care coordination strategies, including one or some combination of case management, self-management, education, and care pathways have the most potential for

lowering HbA1c, reducing depressive symptoms, improving health-related functional status, and increasing the use of mental health services.

One example of these findings is that patients with depression and chronic obstructive pulmonary disease had reduced symptoms of depression when their care coordination involved case management, patient self-management, and patient education.

The authors suggest that one of the reasons for the lack of optimized strategies for managing multi-morbidity is that clinical practice guidelines tend to focus on a single condition. Other reasons may be that patients find it difficult to manage multiple conditions, and providers get overwhelmed by the heterogeneous nature of multi-morbidity. The authors suggest the optimal way to manage multi-morbidity includes understanding health priorities from patient and provider perspectives.



Shirley Combs  
Programs Chair

## The Importance of Hobbies for Stress Relief



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When someone asks me what hobbies do I have, I feel like saying I've made a hobby of constantly starting new hobbies. Why? Well, I like beading, reading, traveling in my camper, and playing Gin on my iPad, all which are acceptable hobbies that help me to de-stress. My problem is, I'm always open to starting a new hobby if someone wants to teach me. For example, my niece wanted to teach me how to make mesh wreaths to hand on my door for all the various holidays. Yes, I bought all the supplies but without her being there, it's not what I gravitate towards. A colleague of mine got me hooked on diamond painting. I like working on that when I'm watching television in the evening. I always seem to have a project going somewhere in every room of the house. I believe my friends think I make it a hobby to just collect all the things necessary to participate in a particular hobby. I have material, paints, a hot glue gun, framing supplies, and an a sundry of items all on my work table sitting out all the time. I'm ok with it though because it's just who I am now. It only took me forty years before I finally found one hobby I want to stick with.

Hobbies are great for people who live busy lives like we do. We shouldn't feel guilty for spending time on our hobbies. Beading, for example, helps me recharge my battery

when I feel so overwhelmed and drained with struggling to make it through life's little daily twists and turns. Sometimes, it can be the smallest "hiccup" in my day that can really be the last straw. So when you get home, take a break for 30 minutes and work on one of your favorite hobbies. It is just long enough to turn a crummy day into a good day or to break up a long work week. Hobbies can also stimulate your mind and actually provide you with eustress, the healthy kind of stress we all need to keep life interesting. They also can provide a social outlet by getting into a group of people who like to do the same thing you do, like a knitting circle or attending jewelry making classes. I don't know about you, but I get a warm and fuzzy feeling when I'm playing with my colorful glass beads and stringing them on a necklace. It's a very gratifying feeling to finish up a project I started ,even if it was a while back, and see how beautiful it turned out. I use all my senses when beading, such as sense of sight, hearing, and touch when I'm feeling the different surfaces of the beads and textures of the glazes. It's my outlet for all the stress I've accumulated during the day. I know if I feel relaxed and feel I'm in a pleasant state of mind, my body as whole has to be functioning way better. So when you get home this evening, stave off burnout by jumping in head first into your favorite hobby and let you mind just wonder.



**Connie Vaughan**  
Nurse Planner

## JELLO Surprise



Cool and refreshing dessert for any time of year. Great for holidays. You can choose the JELLO flavor that goes with the holiday or event. For instance, choose orange for Thanksgiving and lime green for Christmas dinners.

1 large package of jello (I always use sugar free)

1 16 oz carton of small curl cottage cheese

1 carton of frozen cool whip (I use sugar free)

1 large can of crushed pineapple, drained well

Slivered almonds, if desired

Mix together and chill overnight.

Add cherries or sprinkles for decorations on top.

Enjoy!



Debbie Braddock

Website and Membership Chair



## Thrifty Tip



With technology everywhere these days, you may notice that almost every fast food restaurant now has an app. I don't like spending money eating out, but when I'm running the kids around and we're on a time

crunch sometimes it's necessary. Before I do, I always check the apps for our favorite restaurants. Often times I'll find a freebie and some even let you earn points for every purchase, which can later be redeemed for free food. Download your favorites and see what you can find.



Katrina Fleming

Newsletter Chair

## Ranch Salad

Easy to make, cool and refreshing on these hot summer days



Head of lettuce, torn into bite size pieces  
1 can ranch style beans, drained  
Tomatoes, 2-3 diced  
1 small purple onion, diced (if desired onions)  
1 package of shredded cheese, your choice

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of kind

1 bottle of Catalina salad dressing  
1 package of Frito's, crushed while in the bag

(Can add Hamburger meat, fried and drained if wanting to make the salad into a meal)

Mix together, adding the salad dressing and the Frito's just prior to serving since will get soggy.



Debbie Braddock  
Website and Membership Chair

## "Game Time" Reminder



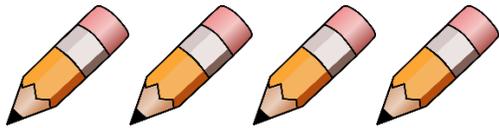
For those of you that like mindless games and want to spend time with other TMAA members while at the seminar, we invite you to play LRC (dice game) with us. We have been doing this for the past several years now. We find it helps to release stress and get to know each other better. This will happen on Thursday evening after the

seminar and after dinner plans. We meet in the hotel bar/lobby area and have a fun time laughing and playing...plus one of us will be a lucky winner! So bring a bag of quarters and I'll bring the game, and join us for some cheap fun. See you there.



Debbie Braddock  
Website and Membership Chair

## Membership Memos



Hello Members, time is almost here to get reacquainted and catch up on a year-long absence. Can't wait to each of your smiling faces. We are so fortunate to have TMAA to provide us with our needed nursing and CMAS credentialing, but also for the great friends we have become with each other. What other place of gathering can offer that! As you can tell, I am looking forward to seeing each of you.

Our membership is again low this year. Between member illness, retirement and layoffs we just can't seem to improve our membership number. However, many of us are faithful members and will do all it takes to keep TMAA alive and strong, even though small. One reason I bring this up, is because we need more volunteers to step up and help out by running for vacant office positions and volunteering for board positions. This year there are 3 positions open: Vice President, Secretary and Treasurer. We will be voting on them during our annual meeting. Then there are Board positions that will be filled by our president-elect, Deb Moore. I want you to soul search yourself, get involved at a deeper level and throw your hat in the ring. As many of you know I have been on the board for over 25

years, and I love every minute of it. It is fun trying out new ideas, finding new topics and speakers, and working alongside other TMAA members. Then in the end to see us create a seminar that is exciting, informative and successful...what a joy and sense of accomplishment! So speak up and join me in this venture. New ideas are always welcome, and we'd love to have you work with us. I will be happy to introduce you to Deb Moore (if you don't know her already) for the board positions, or you can contact Julie Diggins, our nomination chair, to get your name on the ballot to run for an office. It's not rocket science, just a small organization with a goal to keep TMAA strong, and present its members with knowledge they can use in the careers as medical auditors and in daily life as nurses/mothers/caretakers/wives. Think about it and call today.

See you in September!



**Debbie Braddock**  
**Membership Chair**



**Texas Medical Auditors Association**  
**Membership Application for \_\_\_\_\_ (year)**  
**Tax ID: 752127331**

Today's date: \_\_\_\_\_  New Member  Renewal

**Name:** \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_  
 Home Phone: (\_\_\_\_) \_\_\_\_\_ Home Fax: (\_\_\_\_) \_\_\_\_\_  
 E-Mail: \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 RN  LVN  Other: \_\_\_\_\_ List credentials: \_\_\_\_\_  
 Number of years in Medical Auditing: \_\_\_\_\_  Internal  External

**Employer:** \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_  
 Phone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_  
 E-Mail: \_\_\_\_\_

\_\_\_\_\_ **Please do not publish my contact information in the membership directory or newsletter**

- ▶ **Committee Preference:** *(Rate top three preferences for serving. #1 being the most preferred)*  
 \_\_\_\_\_ Continuing Education    \_\_\_\_\_ Newsletter    \_\_\_\_\_ Standards and Bylaws  
 \_\_\_\_\_ Historian    \_\_\_\_\_ Nominations  
 \_\_\_\_\_ Membership    \_\_\_\_\_ Programs    \_\_\_\_\_ Event Planner

▶ **Leadership/Organizational Skills:** *(List positions held and/or qualities you possess)*  
 \_\_\_\_\_  
 \_\_\_\_\_

▶ **Annual Dues:** \$60.00  
*(Dues received prior to March 1<sup>st</sup> will be included in the current year's membership directory)*

▶ **Mail membership application and annual dues to:**

*TMAA - Membership Chairman  
 P.O. Box 790351  
 San Antonio, TX 78246*

Membership fees are non-transferable  
 Membership expires December 31<sup>st</sup> of each calendar year  
 Website address: [www.TMAA.info](http://www.TMAA.info)

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**For Membership Chairperson Use**

Date Received: \_\_\_\_ / \_\_\_\_ / \_\_\_\_    Amount: \$ \_\_\_\_\_    Check#: \_\_\_\_\_  
 Received by: \_\_\_\_\_    From: \_\_\_\_\_    Directory \_\_\_\_\_



*Meet  
Your  
2018*

*Officers  
and  
Committee  
Chairs*

**PRESIDENT**

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**PRESIDENT ELECT/  
EVENT COORDINATOR**

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Dr. Martha Hahn PHD

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