

## LETTER FROM THE CHAIR



Dear Alumnus,

In this New Year, I would like to share some reflections on HMI and the health care field.

The University of Missouri School of Medicine Department of Health Management and Informatics (HMI) aims to contribute to the science and practice of health management and informatics through research and training. The HMI core mission states:

The HMI Department develops, translates, and disseminates knowledge innovations and evidence-based solutions to improve the performance of complex health systems through health management and informatics to advance the health of Missouri's communities, the nation, and globally through international partners by:

- Creating a culture of collaborative relationships in research, education, and service to generate innovative ideas and solutions;
- Providing professional and research-oriented health management and informatics education and fostering lifelong learning;
- Delivering data, technical assistance, and consultation by partnering with health, human service, and policy-making organizations; and
- Developing innovative commercial products and services for health- and education-related applications.

In meeting HMI's Mission, we have engaged in a new strategic planning process in 2012 that will chart our path until fall 2014, and every year afterward, through a continuous process.

Among many strategies in the plan, we want to ask our alumni members to support HMI's aim to strengthen graduates of health management (HA) and health informatics (HI) readiness for work. To this end, we will "make education offerings more practice-oriented" and "improve mentoring to and advising of students" through increased and improved internship and fellowship offering, among many other planned activities.

We are also fully aware of the diverse interests of our graduates and alumni that follow closely the changes in the health care industry in the past ten years. These new areas of interest are being incorporated and enhanced in HMI courses and practical-oriented exercises. Among these changes, I would like to highlight three that have had a transformational impact in the industry and elaborate how HMI is adapting to these changes.

First, the integration of informatics into health care delivery, such as in the ubiquitous nature of "electronic health records" (EHR) and the push by the federal government towards "meaningful use" of EHRs and the formation of "health information exchanges" (HIE). These changes alone dictate that our graduates, regardless of whether HA or HI, will need to learn and practice health care management strategies, methods, and tools that make them proficient in EHR, MU, and HIE and what they mean for the industry.

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## FAYE ANN KERSHEN '70



**Faye Ann Kershen, RHIA, HSM/MBA**, was in one of the first cohorts of the Masters in Health Services Management in the Health Management, at the University of Missouri. She earned her undergraduate degree in Registered Health Information Administration at the University of the Incarnate Word in San Antonio, Texas.

The first summer of the program, Faye had the opportunity to be mentored by a health care executive at Brooklyn Hospital in New York. She had eight years experience of working in rural hospitals, but felt this would give her an urban experience. Faye shared, “This Texas farm girl fell in love with New York City. The bumbling Mets became the Amazing Mets, NYC was filled with Mets-O-Mania (and went on to win the World Series), and the US put a man on the moon. It was such an exciting time to be in NYC.”

Upon receiving her degree in HSM/MBA she took a fellowship with E.D. Rosenfeld Associates and returned to New York City. Following the fellowship she continued to work for the consulting firm for another three years. Her career included working for the government on several projects and she spent the last sixteen years before retirement working for a multi-faceted facility/hospital where she helped with their health information needs, set up HIPPA administration, served as a privacy officer and much more.

Five years after moving to New York, Faye met her husband at Hunter College. They were both taking Continuing Education courses. He had two children in their teens who became the her “great loves, pride and joy.” She now has two grandchildren, whom she adores. Faye was widowed nine years ago. She states, “There was never a dull moment when my husband was around. He was brilliant with wide interests. We were, for that time, an odd couple. He being Jewish and me Catholic. We were married at the United Nations Interfaith Chapel by a priest and rabbi.”

In 1964, before Faye decided to pursue the HSM/MBA degree, she experienced her greatest career accomplishment. She was asked to take over the administration of a hospital in southern Arkansas. When she arrived that Labor Day weekend, she was shocked to see it was segregated. This was something she had never faced, nor understood. After touring the facility, she went to her office and found a letter asking if the hospital planned to comply with the Civil Rights Law. Faye signed it and sent it on, never thinking there would be any other way of thinking. That’s when she said, “all hell broke loose.” There were nights she sat in the hospital worried that a Molotov cocktail would come through the window, and the “tinderbox” of a hospital would go up in flames. The KKK visited twice, and she dealt with many challenges and threats.

The first step Faye took to beginning the process of integrating the hospital, was to remove all Black/White signs from over bathroom doors and drinking fountains. The next day she returned to find them back up as if never removed. She continued to remove the signs until whoever was removing them, either ran out of signs or became weary. The nursery was also segregated, so Faye kept two nurseries, but they became a full term and premi nursery.

It was a plantation town which was very poor and uneducated. Faye took a different issue to tackle in the process and worked through it, along with a progressive women’s auxiliary, who decided to offer two scholarships a year to African-American women to go to school to earn their LPN. This too was a struggle, as the recipient would need a high school diploma and a car. Looking back on that time, she didn’t realize the magnitude of the changes they were making, she just felt it was her job, and what was expected. She believes that her naivet was the best thing, that got her through a very difficult ,and sometimes scary time.

Since retirement, Faye enjoys reading, travel, opera, and spending time with her two grandchildren.

Thank you, Faye for sharing your experiences and we are proud to have you as one of our alumni. Faye said that the HSM program had given her a wonderful career. Certainly, her spirit, hard work and sense of justice also, led to her success. Best of luck in your future endeavors.

## REMINDERS

If you have any career changes, awards or information you would like to share as alumni please send to Veronica Kramer at [kramerv@health.missouri.edu](mailto:kramerv@health.missouri.edu) We would love to share your news in our quarterly newsletter.

Also, if you have not updated your contact information and have changes please visit our web site [Hmi.missouri.edu](http://Hmi.missouri.edu) Alumni tab Contact Update

And update your contact information, etc.

## HEALTH MANAGEMENT AND INFORMATICS

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**Amber Steidinger**  
Fundraising Chair, HMIGSA

HMI hosted its fall institute along with Missouri Healthcare Executive Group (MHEG) on October 25 - 27. This event was a great success this year! The Health Management and Informatics Graduate Student Association (HMIGSA) hosted a golf tournament and wine tour and tasting for students, faculty, and alumni to facilitate professional development. There were sixty alumni, students, faculty, staff, and healthcare professionals who participated in the golf tournament and wine tour and tasting. The golf tournament had two teams tie for first place in the nine hole scramble. The teams included – Christian Jones, Matthew Kurtz, Jared Long, Umar Hussain, John Denbo, David Baltzer, and Tyler Harris. In addition, gag gifts of exploding golf balls were given to the team that did not play well in the blustery cold weather. These teams were recognized at the silent auction.

The fall Institute raised \$6,212.00 for students to attend professional conferences in the spring. Andrew Cheney, HMIGSA Vice President expressed, "An added feature this year for the silent auction was the opportunity for alumni to donate funds specifically designed to help out students who are going to ACHE and HIMSS. Alumni, faculty, and students took home some great gifts from items donated by the community here in Columbia." The wine tour and tasting was enjoyed by all those who attended. Alex Kriegshauser stated, "I would never have thought of touring a winery in Columbia until it was presented by HMIGSA. Our tour guide kept it fun, the wine was great, and everyone had a wonderful time."

## Save the Date

**Fall Institute and Homecoming Weekend  
October 24-26, 2013  
Celebrating 10, 20 and 30 Year Reunions!**

## IN APPRECIATION



It is with mixed emotions we send Candace Garb on to her new venture. Candace, best known as "Candy", began work in the Health Management and Informatics Department in March of 1996, as a research assistant. In January of 2006, she was promoted to Coordinator of Program/Project Support and served in that role until January 18 of 2013. While Candy served the department, she also took the time to earn her MHA and graduated from the Executive program in 2004.

Congratulations to Candy on her new position as a Telehealth Coordinator at Missouri Telehealth Network! We wish Candy the very best in her new career path.

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We are currently re-evaluating HMI health informatics training (Master and Certificate) and plan to seek accreditation to assure our programs achieve the accreditation agency's standards while addressing industry needs. We will also increase the offering of scholarships to incoming students in the HI programs.

Second, the strategic orientation of the health care industry to deliver better care through both patient- and population-centric approaches. The latter focus brings the whole industry closer to the public health community in assuring that benefits are realized by populations and not just one patient at a time. It also demands a better grasp on dealing with population health issues that were, traditionally, the domains of public health and related fields. We feel HMI is especially prepared for this challenge, since we were one of the first programs to offer epidemiology of health care management nearly 20 years ago.

Third, the unprecedented level of accountability which third-party payers and the public have demanded of the health care industry. The Accountable Health Care Act (ACA) has accelerated and elevated this level of accountability, including an enormous emphasis in metrics, measurement, and monitoring efforts by providers and the industry at large. Again, we are re-evaluating our training curriculum and plan to target internships and fellowships to strengthen these core areas of knowledge and practice. We are especially thankful to the network of alumni who have helped us find the appropriate practice training ground for our students.

Finally, we would like to share with you a series of HMI reports with critical policy information about economic impacts of likely health care changes. Several members of the HMI faculty, led by Dr. Hicks, along with several graduate students, have completed four reports for the Missouri Hospital Association and the Missouri Foundation for Health regarding the impact of the Affordable Care Act on the health system, the population, and the economy of the state. The first report evaluated the economic impact of the reduction in the provider tax on the Medicaid program and on health care providers within the state. The second report, which is being used to influence policy decisions, evaluated the impact of Medicaid expansion on the population, employment, taxes, and health care providers within Missouri. The third report investigated the potential impact of sequestration on the state, and the fourth report analyzed the economic impact that hospitals in Missouri have on their local economies as well as the state, reflecting that hospitals not only provide essential services for the physical health of the population, but also the economic health of the local communities and the state.

Thanks for your support of and involvement in HMI. Please feel free to contact me if you have thoughts about any of the above.

On behalf of the HMI faculty and staff, I wish you a happy, healthy, peaceful and productive year.

Best,

Eduardo J. Simoes, MD, MSc, DLSHTM, MPH

Chairman and Health Management Informatics

Alumni Distinguished Professor



### HMI STUDENT ACCOMPLISHMENTS AND NEWS

The Department would like to acknowledge second-year student Phillip Berger, MHA Class of 2013, who was awarded a 2012 AUPHA David A. Winston Health Policy Scholarship. Phil was one of ten students in the nation to receive the scholarship, which is awarded to students in Masters of Health Administration programs who demonstrate their commitment to and ability to succeed in health policy at the state or federal level. In addition to \$5,000 of financial support, the scholarship included a two-day trip to Washington, D.C. in October 2012 to attend the Winston Scholarship Symposium, which focused on the potential impact of the Affordable Care Act.

Five students graduating in May have already accepted fellowships: Kaci Dannatt, BJC HealthCare; Cory Hernandez, St. Luke's Health System; Tyler Hillis, Mercy Health System-Mercy Hospital St. Louis; Pravalika Ramineni, Trinity Health; and Brandon Slama University of Missouri Health Care. In addition, Kyle Myers has been accepted to medical school.

We would like to acknowledge the hard work and dedication of these students and wish them the very best.