



Collected Thoughts

Upcoming Events:

CCI's Prescription For Profit Seminars—Please contact us to discuss Fall 2018 dates and locations at marketing@mycollectioncenter.com

Wyoming HFMA—Fall Meeting—November 14th—16th, Cody, WY

CO HFMA—Medicare Bootcamp Webinar—Oct. 4th, Oct. 18th & Oct. 25th—www.hfma-co.org

CO HFMA— Women in Leadership—Nov. 8th—Doubletree by Hilton, Westminster, CO

Wyoming HFMA, WHA & LeadingAge Wyoming Hold Joint Conference

The Wyoming Healthcare Financial Management Association, the Wyoming Hospital Association and LeadingAge Wyoming held its joint Annual Conference and Golf Tournament on September 4—6 at the University of Wyoming Rochelle Gateway Center and the Jacoby Golf Course.



Kirk Wyman—Dir. of HR, Kelsey Barber—Sr. VP of Business Services, Dan Russell—CEO and Tony Windis—Dir. CO Sales from CollectionCenter, Inc. team attends WHA Golf Tournament

This year's meeting offered a variety of panel and round table discussions ranging from "Leveraging Technology and Applications to Enhance Your Work" to "Engaging Employees During Hospital Campaigns."

The keynote speaker, Dr. Rulon Stacey of Navigant, discussed the need for developing initiatives that support cultural change in the health care arena. Dr. Stacey is a managing director and leader of Navigant's

healthcare strategy business unit and focuses on organizational transformation, strategy development and performance leadership.

With over 200 attendees, more than 150 participants and 50 business vendors, "once again this year we had to turn away vendors," said Rose Fishback, WHA Administrative Assistant.

"We were happy with the turnout and we want to thank all of our vendors, including the CollectionCenter, Inc. for sponsoring. We couldn't provide the educational programs we do without their support."

The golf tournament also had good participation with nearly 50 association members and vendors playing for bragging rights and door prizes.

"This was a really good event for the

conference and the course," said Skiy Martin, Business Manager at Jacoby Golf Course. It was a great tournament and we love hosting events like this for the community."

The Wyoming HFMA is an association of individuals organized to improve financial management of healthcare institutions and related patient care organizations.

The WHA is a member owned, non-profit organization representing Wyoming hospitals that serves as the voice of Wyoming hospitals before local, state and national legislative and regulatory bodies, the media and the general public.

LeadingAge Wyoming is an association of 29 non-profit long-term care providers that is committed to providing services and supports for the aging.



First Interstate Bank Celebrates 50 Years—Branches Are Committed to Their Communities

In 1968, First Interstate Bank was established when founder, Homer Scott, Sr., purchased the Bank of Commerce in Sheridan, Wyo., starting to build what has become a \$13 billion community bank with more than 120 branches across six states.

"In celebrating 50 years in 2018, First Interstate Bank is proud to look back on the countless clients, businesses, employees and community members we've been honored to serve," Shawn Rost, South Dakota

Market president of First Interstate Bank," said. "The piece that keeps bubbling up as we share stories and reminisce about the past five decades has to be our commitment to community, a value we've taken seriously from day one."

"All our branches are excited to reflect on the bank's history, growth, and look forward to achieving future success together," Rost said.

He described that the bank started as a family company, with family involvement remaining in place

today, which influences how the bank serves its clients and communities. The company has embraced change in the last 50 years, but always in the context of putting people and communities first.

Rost added that First Interstate Bank and the First Interstate BancSystem Foundation are committed to supporting the communities they serve via sponsorship dollars and donations – and the employees go above and beyond by volunteering and donating their time.

As part of the 50th anniversary, the bank is holding a companywide Day of Volunteering on Monday, Oct. 8.

"We couldn't think of a better way to commemorate 50 years of service than by putting attitudes into action, rolling up our sleeves and donating time to the communities we love," Rost said. We also look forward to maintaining our values for the next 50 years."

Swisher, Kaija (2018, Sept. 17) "First Interstate Bank celebrates 50 years" Black Hills Pioneer

5 Tips To Hold A More Productive Meeting

We've all been there: A meeting without a clear purpose that drags on and on... It's not just you - meetings are a major time suck: Inefficient meetings result in massive direct and indirect costs for organizations through salaries and office-related costs.

Here are 5 productive meeting tips you can use to lower your meeting costs, reduce the time you spend on meetings and make them a more enjoyable time for everyone involved:

1. Prepare an agenda: Most of the time you spend on a meeting should be spent before you even enter the meeting room.

Start by defining why you want to hold your meeting. Use a few words to a sentence to describe the goal of the meeting and cre-

ate an extremely focused and actionable agenda.

Be specific about the items you include in your agenda. Instead of listing vague topics, make statements and ask questions.

2. Limit attendees: As one of the most successful companies in the world, Google can teach us a thing or two about productive meetings.

They are famous for allowing no more than 10 people at a meeting and the attendees should be directly responsible for action items.

3. Keep meetings as short and concise as possible: What's the optimal meeting length? Research shows that our attention spans are 10-18 minutes. Never schedule a meeting that takes up more



"And should there be a sudden loss of consciousness during this meeting, oxygen masks will drop from the ceiling."

than 30 minutes.

4. Stick to your agenda: As productive meetings need to be planned in advance, your colleagues should prepare their input before the actual meeting... this means making the agenda available beforehand.

You can even ask the meeting attendees to send a short summary of their contributions to you.

5. End your meeting with action items: Always make sure that your meeting has a clear outcome. Use the last minutes of it to recap what has been said, the next steps, who is

responsible and in what time frame.

After the meeting, send out a summary of your meeting minutes with the specific action items you discussed at the end of the meeting.

Conclusion: That's it.... Now you know what makes a productive meeting.

Create an agenda template so that everyone in your organization has the tools to plan productive meetings and make it a standard procedure for meeting attendees to keep track of their action items. Your organization and meeting attendees will thank you for it.

Meet the Team—Sr. VP of Business Services

Kelsey Barber is a South Dakota native who loves living in Colorado, is an avid golfer and if she weren't such an integral part of the team at CollectionCenter, Inc. she says, "I'd love the opportunity to buy a bus, make it my home and travel."

She oversees the Business Services department at CCI which consists of audit, operations, compliance and education. She also supervises the technology team which includes a group of programmers and data processing specialists.

In her role she has several direct reports and enjoys being a resource and providing them with the tools they need to succeed.

"I love getting in the weeds," she said. "So, when there's time, you can find me sitting on the floor with my team doing exactly what they do on a day-to-day basis."

She prides herself on being able to manage a variety of projects at once and feels most productive when

things are chaotic.

With nearly 9 years of experience in the industry, "looking back on how far I've come and those I've helped since stepping into this career, really keeps me motivated to come to work every day," stated Barber.

The passion to better help consumers' financial situations is what she likes best about the industry.

"Some people have misperceptions of collection agencies, but we live by our mission statement; to recover a maximum number of dollars for our clients, respect the consumer's rights and dignity, and maintain our client's good public image," said Barber. "The most difficult thing in the industry is educating (regulatory) entities that make it a challenge to do our jobs."

Barber's guilty pleasure is ice cream, she's currently reading "Girl, Wash Your Face:" by Rachel Hollis and her hometown is famous for free ice water. "If you're traveling I-90 through South Dakota, check out Wall Drug," states Barber.



Brain Teaser — Do You Sudoku?

	9	6		4			3	
	5	7	8	2				
1			9			5		
		9		1				8
5								2
4				9		6		
		4			3			1
				7	9	2	6	
	2			5		9	8	

Want the answer? Email marketing@mycollectioncenter.com