



WOPA Quarterly

November, 2016

Leadership Spotlight

WOPA would like to recognize Jeryl Wikoff, Patient Access Manager at Centura Health, for her outstanding leadership skills. During the seven years Jeryl has been with Centura, she has grown as a respected leader within the organization.

Her accomplishments include helping in the opening of a new facility, increasing point of service collections by creating an in-house payment plan for facilities to increase front line collections, and implementing a work at home program for insurance verifiers. She has been instrumental in the EHR conversion for Centura by leading the Patient Access teams through new workflows, policies, training and process improvement efforts.

All of these accomplishments have been performed with a smile on her face and a servant heart. If you look at the qualities of a servant leader, she has all of them!

- 1) Values others opinions
- 2) Cultivates a culture of trust
- 3) Develops other leaders
- 4) Helps others with life issues
- 5) Encourages others
- 6) Sells instead of tells
- 7) Thinks you, not me
- 8) Thinks long-term
- 9) Acts with humility



When asked what drives her passion for Patient Access, Jeryl says, "I am inspired to come to work every day to try to improve metrics/come up with new ways of doing things. I love metrics and dashboards as well as trying to come up with more efficient/different ways of completing tasks."

Outside of work, Jeryl enjoys spending as much time as she can with her growing family, which includes an 18-month old daughter and a baby boy on the way in December. Family hobbies include time outdoors and camping as much as possible when it isn't snowing.

Keep up the great work, Jeryl! We salute you!

Nominate a Leader

Do you have a leader you would like to nominate for the spotlight? Contact Amanda Williamson at awilliamson@accuregsoftware.com. Be sure to include your leader's name, title, and why she deserves to be recognized for her accomplishments and skills.

Relieve Stress at Your Desk

Even on the best of days, we still typically encounter a stressful moment or two. Hopefully you have a chance to decompress after work – but why wait that long? [Check out these powerful stress relievers you can do at your desk.](#)

Why Women Make Great Leaders

Did you know many believe a woman's natural instincts can be credited for her leadership skills? [Here are 17 reasons why women make great leaders.](#)

In Her Own Words

As we navigate our career paths, we can find ourselves faced with questions and obstacles. [These 10 women share their experiences and tips that produced successful outcomes.](#)

What's Your Leadership Style?

Are you a servant leader like Jeryl? [Take this quiz to discover your leadership style.](#)

November Event

Our next event will be held November 15th from 6 – 8pm at Bella Sera in Brighton. The event is free for COHAM members and \$50 for non-members, which will include a new membership to COHAM. Please note, several organizations have a corporate membership. Check with your Patient Access leader to see if your facility has a membership so you can attend for FREE!

To register for the event, please email Sheri Smith at sheri.smith@carepayment.com by Thursday November 10th.

Women of Patient Access, a COHAM Affiliate

Our mission is to promote the empowerment of women in leadership development by providing a platform for collaboration and mentoring opportunities for women to share strengths and experience within Patient Access, as well as to encourage the celebration of achievements.

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