



President's Message

**Tammie Galindez, Dir. Client Mgmt.
TransUnion**

First and foremost—Happy New Year to you and your families! I hope that 2014 holds opportunity and success for each one of you.

I continue to be surprised at how quickly time flies. We are midway through our fiscal year and there continues to be a frenzy of activity. Not only are we busy finishing up certification initiatives and program planning but, believe it or not, we are also busy planning for our next year. That includes identifying individuals to fill next year's leadership roles, coordinating strategic initiatives and always continuing to look back and learn. I have two specific items to share with you.

First, I am happy to share with you results from the Membership Satisfaction Survey that HFMA conducted in November 2013 as it is absolutely a tool we leverage to look back and learn. Thank you for taking the time to respond as well as the feedback that you shared. I can assure you we take the feedback very seriously and use it to refine what we do in the future. With the national benchmark of 60% satisfaction, I am excited that 73% of our members are either very satisfied or extremely satisfied and I am even more excited that this is a 7% improvement over the previous year's survey. We will continue to work hard to further enhance your HFMA experience.

Second, we added two new programs this year one of which is the Women's Forum that will be held April 25, 2014. Although named the Women's Forum and incorporating issues specific to women, you will find the topics to be of benefit to both men and women. It is a strong agenda presented almost entirely by providers with Kay Bailey Hutchison as the keynote speaker. I encourage you to visit our website, www.stxhfma.org, for additional details and registration.

In addition to our webinars and virtual conference, we have three meetings left in this fiscal year—the state meeting in March, the Women's Forum in April and our Annual Meeting in May. I do hope to see you soon. Please remember to share your positive experiences with your colleagues—we welcome them as well!

Thank you for the opportunity to serve the South Texas Chapter.

Best wishes for the New Year,

Tammie

Tammie Galindez
President, 2013-2014

"Your present circumstances don't determine where you can go; they merely determine where you start."
-Nido Qubein

IT TAKES
WHATEVER IT TAKES