

New Member Spotlight



SUNY (State University of New York) Upstate Medical University is an academic medical center based in Syracuse, NY. It is part of the New York State higher education system, and is the area's only Level 1 Trauma Center, Pediatric Emergency Department and Children's Hospital. SUNY Upstate Medical University is a center of clinical, research and educational excellence. Its mission is to provide comprehensive, compassionate, innovative, and family-centered patient care and to improve the health of the communities it serves. For further information, please visit <http://www.upstate.edu/emergency/>.

Excerpts from a conversation with Janice Harvey, MBA, Business Manager

Janice Harvey has worked for SUNY Upstate Emergency Medicine for 21 years. Janice provides leadership and oversees the team responsible for all business functions including contracts, financial functions (e.g. revenue cycle optimization, coding, budget, accounting, and analysis), strategic planning, compliance and new business development. Janice also has a coding certification so she can support that team.

SUNY Upstate Emergency Medicine has a total of 33 residents (11 per year) for a three-year residency in Emergency Medicine. SUNY Upstate Emergency Medicine also teaches Emergency Medical technician courses, Heart Association programs and paramedic courses. And, it provides annual conferences in Emergency Medicine, Pediatric EM, Hyperbarics/wound care, toxicology, Wilderness Medicine, and Pre-hospital medicine.

Janice encouraged her Emergency Medicine Department Chair to agree to join EDPMA after talking with a few long-standing members of EDPMA and with EDPMA staff at an ACEP conference. Janice's philosophy infuses all that she and her team does -- to support the provision of the highest quality patient care and to be working in an environment that always encourages employees to grow. Janice wants to ensure that SUNY Upstate Emergency Medicine works in a culture where physicians and staff can bring up new ideas and all team members support the physicians and patients.

Janice sees her main challenge as supporting the best quality patient care while getting paid for their services. Janice has had many situations where insurers claim to cover, but did not pay for, certain services. Janice and her team want to fully understand how to address issues like this and ensure that they are knowledgeable about the possible coding issues and advocate their needs to the insurer.

Janice said "EDPMA is one of the key associations I count on to advise and share information about reimbursement issues so vital to our overall success." Janice has joined the Quality, Coding and Document Committee.