

FACTs

A newsletter for friends of Frost-Arnett and Nashville Adjustment Bureau



ViewPoint

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Let Your Actions Speak

"Actions speak louder than words". You must have heard this statement many times? It's something that is drilled into us from childhood. Our words are merely statements about who we are and what we do. Our actions confirm or deny those statements.

Make all the rules and recommendations you want, but don't lose sight of the fact that your team is led more by your actions than your words. As a leader, it is vital that you recognize the importance of being a positive role model and use your behavior and attitude to set the tone for an effective work environment.

You can greatly improve your chances of success by maintaining an awareness of the impact your behavior has on staff. You might not like being the focus of such scrutiny, but it is an important aspect of the manager-staff relationship. New managers can greatly increase their chances for success by managing their own behavior and attitudes. Employees watch their managers and leaders carefully and respond to the cues they perceive regarding appropriate behavior.

Be respectful of the formal and informal rules of the organization or team. Change often comes slowly, and you should learn as much as possible about your new team before trying to change it. You also need to model the behaviors and attitudes you want to see in your staff and realistically evaluate your own strengths and weaknesses. Understanding what you do well and not so well is important in building confidence and in strengthening areas that need improvement. People may doubt what you say, but they will always believe what you do.

Cedar Lake Surgery Center partners with FAC for more than a decade

Cedar Lake Surgery Center, a privately owned, licensed and accredited outpatient surgical center established in 1977, was the first freestanding outpatient surgery center in Mississippi.

Since 1997, Frost-Arnett has partnered with Cedar Lake to provide collections services.

"Frost-Arnett is sensitive with its methodology in collecting patient balances. We wouldn't want anyone to be disrespectful to our patients. We try to work with our patients and provide them as much leeway as possible," said Michael Gossman, Cedar Lake Surgery Center administrator.

Gossman said Frost-Arnett has provided good service to his company.

"It's always a pleasure to work with the Frost-Arnett team. Every time we have asked for anything from Frost-Arnett, it has been promptly handled, very professionally and with a great attitude," he said.

Cedar Lake is a multi-specialty center which includes ENT, plastics, GI, orthopedics, podiatry, pain management, GYN, general surgery and ophthalmology. The center has been in the forefront of new surgical technology and, according to Gossman, the center was involved in the first clinical trials of balloon sinuplasty, a new form of functional endoscopic sinus surgery utilizing a balloon. The ASC also performed the first live telecast of a sinuplasty procedure from an operating room at the center to an ENT society in Toronto.

Located in Biloxi, Miss., Cedar Lake's 16,000 square-foot, state-of-the-art facility houses the latest in medical equipment, including the newest Instatrac sinus surgery computer system, laser technology and the most advanced arthroscopy and surgical equipment.



It has six operating rooms, two procedure rooms and performs around 7,500 procedures annually. Additionally, the facility can accommodate 23-hour stays and has separate procedure areas for endoscopy and pain management.

"Our mission is to create the highest quality outpatient surgical care at the lowest cost. Our mission is also to take very good care of our patients, employees and surgeons," said Gossman, who has been with Cedar Lake since 1995.

Gossman was one of the founders of the current Mississippi Ambulatory Surgery Center Association (MASCA). He served as President from inception until this past year. He was also honored as 1 of 50 Administrators to Know in the ASC in the recent August/September issue of Beckers ASC Review.

For more information about Cedar Lake Surgery Center visit <http://www.cedarlk.com/>.

Frost-Arnett ASC Highlights

- Serves over 200 Free-standing Ambulatory Surgery Centers.
- Business Partners with 11 National Surgery Center organizations.
- Corporate member of Ambulatory Surgery Center Association (ASCA).

Two Frost-Arnett veterans look to retirement this winter

For Doug Leatherwood and Lynda Hamilton, going to work every day at Frost-Arnett has been a routine for decades.

Come January, Leatherwood and Hamilton will be altering that routine as they retire from Frost-Arnett.

Lynda Hamilton, a native of Dickson, Tenn., began her career as an operator at BellSouth. Growing weary of working evenings, Hamilton decided to make a career move and joined the ranks of Frost-Arnett on July 10, 1963 as a file clerk.

Through the years Hamilton has served Frost-Arnett in a variety of capacities.

"I worked in the skip tracing department where we looked for people in the city directory. We used to have paper files and send that information on to the typing pool," said Hamilton.

Following that, Hamilton worked as switchboard operator and, most recently, as clerical support.

Hamilton said the people at Frost-Arnett are what she has enjoyed the most through the years.

"People here have always treated me so well. We have a good time while we work. Sometimes we get in hot water for talking too much, though," Hamilton said jokingly.

Hamilton has witnessed many changes through the years.

"Work is much easier now with all the technology that we have," she said. "We can do things faster. When I came off the switchboard in 2000, I had to learn the computer. I was nervous and scared of it at first. Now, I like the computer."

Hamilton, who will officially retire on Jan. 8, said her plans for retirement include "not doing anything for a while. I just want



to live the life of Riley."

Doug Leatherwood got his start in sales as a youngster selling Krispy Kreme donuts at Atlanta's Lenox Square. But, he invested most of his career at Frost-Arnett. Since October 1973, Leatherwood has played a key role in sales and marketing at Nashville Adjustment Bureau and Frost-Arnett.

Much of his time has been spent in the field serving clients, finding new clients and training new employees. He said coming to work at Nashville Adjustment Bureau "was the best thing I ever did."

"I've been so thankful to come here. It's been like a family over the years. It's also been a very fast 36 years. When I retire, it's going to feel like I've lost a family member," he said.

"Being here has helped me to be a better

person. The best aspect of working here has been the people at the office and the people that I've known during my many years here and meeting their needs."

Leatherwood has also observed a number of changes in the industry. He said that technological advances such as electronic transmission of information and cell phones has enabled him to conduct business more quickly and efficiently. But, he said he believes the keys to success are not dependent on technology.

"Even though the way to do business has changed, you still have to be professional and personable to your clients," he said.

Leatherwood said he will have to "adjust to retirement" although he is never "bored with anything I do." He will retire at the end of December.

Total U.S. Bankruptcies Rise 36 Percent in First Half of 2009

The total number of U.S. bankruptcies filed during the first six months of 2009 increased 36 percent over the same six month period in 2008, according to the American Bankruptcy Institute (ABI), using data released by the Administrative Office of the U.S. Courts on Aug. 13, 2009. Total filings reached 711,550 during the first half of the calendar year of 2009, compared to 522,205 cases filed over the same period in 2008.

Business filings for the six-month period ending June 30, 2009, totaled 30,333, representing a 64 percent increase over the first-half

2008 total of 18,456. Chapter 11 business reorganizations increased 113 percent to 7,396, up from 3,470 in 2008. Chapter 7 business liquidations also increased from 13,002 in 2008 to 20,375 in 2009.

Filings by individuals or households with consumer debt increased 35 percent to 681,217 for the six-month period from the 2008 total of 503,749. The overall percentage of consumers filing for Chapter 13 protection fell slightly from 34 percent during the first half of 2008 to 28 percent over the same period in 2009. Conversely, the

first-half 2009 percentage of Chapter 7 consumer filers increased to 72 percent from the 66 percent recorded in the first half of 2008.

Nevada was the state with the highest per capita filing rate in the country, with 9.33 residents per thousand filing in all chapters, and also had the highest per capita filing rate for Chapter 7 filings at 6.67. The state with the highest per capita filing rate for Chapter 13 bankruptcy was Tennessee at 4.35 per thousand for the 12-month period ending June 30, 2009.