

From the President's Pen

By Doug Lyon, CPA
CEO and President, Lyon Software



Welcome to the first volume of the CBISA Community™ Newsletter!

We, at Lyon Software, have worked for years to develop a sense of "community" with our clients. We have listened to your questions and requests for enhancements to our CBISA™ program. We have helped you to understand the importance of reporting community benefit and telling your story to your community. We have also given you the opportunity to share your experiences through group trainings and other educational opportunities.

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In our quarterly CBISA Community™ Newsletter, we will spotlight various hospitals that have received recognition nationally or in their communities. We may also include "best practices" from community benefit professionals across the country. You will receive important updates from our support team and information about upcoming educational events from our training coordinator.

CBISA™ users have a voice and Lyon Software is going to give you a place to be heard! We are announcing a pilot program called "CBISA Community™", a national user's group online forum. In this online forum, CBISA™ users will be able to share ideas, post questions, give/receive advice on how to best use CBISA Online™, *THE* tool for collecting, tracking, and reporting community benefit. See our official announcement on page 3.

To all of our 1400+ current clients and the new users added each month, **thank you** for making the CBISA Community™ a great place to be!

VHA, Inc. Honors Hospitals for Community Benefit Excellence

By Trina Hackensmith

Congratulations from the CBISA Community™ to this year's recipients of VHA's Community Benefit Excellence Award!

Lyon Software and the CBISA Community™ would like to congratulate the 2009 winners of VHA's Leadership Award for Community Benefit Excellence. According to VHA, the Community Benefit Excellence award "recognizes organizations for their focus and commitment to community benefit and the effective strategies used to communicate their community benefit story."

Please see *VHA Honors* on page 2

VHA Honors from page 1

Congratulations to ProHealth Care, Inc. in Waukesha, WI. Robert D. Speer, Director of Community Benefit for ProHealth Care, Inc., says that receiving the Community Benefit Excellence Award from VHA is a "great honor for ProHealth". Some others who worked with Bob are Andy Dresang, Business Strategist and System Coordinator - Community Benefit Reporting, Deb Ziebarth, Manager, Parish Nursing and Community Benefit Outreach and Kathy Allen, Director Corporate Communications

"Clearly CB is one of those 'it takes a village' operations."

Middlesex Hospital in Middletown, CT is another worthy recipient of VHA's Community Benefit Excellence Award. According to Buffi DePierro, Senior Project Specialist, and Catherine Rees, Manager Community Benefit, it's a hospital staff committed to community benefit that made this award possible. "The VHA award is a truly significant recognition and the Hospital is proud to have received such an acknowledgment. Clearly CB is one of those "it takes a village" operations...it does require the commitment of the Hospital as a whole to make a successful Community Benefit organization."

Community Health Network, headquartered in Indianapolis, IN, also received this prestigious award. "We are proud to celebrate all the hard work inside and outside the boundaries of our hospitals," said Dan Hodgkins, vice president of community benefit and economic redevelopment for Community Health Network. "This is where community-owned, not-for-profit hospitals like ours can make a difference, and we have. Without the network's leadership, staff and physicians, none of this would be possible." Hodgkins went on to say, "Thanks to the Community Health Network Foundation for its work in funding and supporting these unique award-winning programs, which contribute to our success in developing an organizational culture of philanthropy." In a recent conversation with Dan, he praised CBISA™ and said that the software was a "lifesaver for our team" and helped them to "organize their thoughts".

Congratulations ProHealth Care, Middlesex Hospital, and Community Health Network! Thank you for all you do to make your communities a healthier place to live!

Introducing CBISA Community™

Lyon Software is pleased to announce a new pilot program entitled CBISA Community™. Our initial trial period of the CBISA Community™ users group will last approximately five months. During that time, we will host an online users forum that will allow our CBISA™ clients to post questions, give advice, and offer comments on our premier software tool, CBISA Online™.

New hospitals and health systems are being added to the CBISA™ family almost every week! Who better to help them get started with practical advice and “how to” than long time clients with well established practices and policies? We also have long time CBISA™ users who are looking for new ways to capture community benefit information or need help choosing the right reports to submit to management and boards.

Lyon Software’s greatest resource is you, the CBISA™ community benefit professional. We want to help you connect with other community benefit professionals who are equally dedicated to collecting, tracking, and reporting the ways you are improving the health of your communities and demonstrating fiscal accountability.

CBISA Community™ will be open to CBISA clients, beginning with System Administrators, who will then be able to pass along the invitation to join the group to other interested individuals (i.e., Coordinators and Finance). After replying to the invitational email, you will receive an enrollment form. Upon completion of the enrollment form, you will be assigned a user name and password and given instructions on participating in online discussions.



*Linking community benefit
professionals nationwide!*



Spotlight on Customer Support

By Jody Branham

The first time you call Lyon Software for customer support you may be surprised to learn that a real live person actually answers the phone! You won’t be given a “ticket number” or be caught in an endless loop of electronic voice mails. You will be given the best customer service possible by our dedicated support team.

*“...it is refreshing to work
for a company whose
mission remains focused
on the people it serves.”*

We strive to provide service that is unmatched and unparalleled, in an effort to help, assist and aid our clients in any way possible. I am excited and grateful to be part of a team where I can spend my day providing the highest standard of service – not only in the software industry but in any industry. In today’s technological world, it is refreshing to work for a company whose mission remains focused on the people it serves.

Meet the Staff

By Trina Hackensmith

Lyon Software employs an eclectic staff. Each person brings their own unique skill set and talent to the company, working towards the single goal of ensuring that Lyon Software remains the “gold standard” in community benefit and social accountability reporting.

Beca joined the company in April, 2009. Her main responsibilities as Administrative Assistant include coordinating all employee travel, payroll, and assisting the president. Beca is also our documentation specialist and has the arduous task of keeping all of our materials up to date and accurate.

Many of us at Lyon Software consider ourselves to be dog lovers, but our newest employee, Beca Zaun has taken her love for canines to the next level.



Beca and her “best of breed”, Roxy

“I’ve been in the software development field for 20 years as a Technical Writer and a Documentation Specialist, mostly in and around the San Francisco Bay Area. I’ve been involved in all aspects of the software development life cycle, from initial business analysis to final quality control. I’ve also worked in E-commerce website development as an Information Architect.

Several years ago my husband and I decided to move here [Sylvania, Ohio] from Petaluma, California, to help care for my elderly parents. This is where I grew up so it was very much like coming home. We are also much closer now to my two stepdaughters and their families in Virginia. We have a total of 12 grandchildren and we visit whenever we can.

My husband is a dedicated golfer. And my hobby is purebred dogs. I have been breeding and exhibiting dogs in American Kennel Club conformation for about 12 years. I started with Dobermans and switched to Boston Terriers a couple of years ago.

I have a Bachelor of Arts degree in Communication Theory from the University of San Francisco.”

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