



Business Manager Darci Linstrum— Confessions of a professional gold digger!

Whoever thinks keeping up with changes in healthcare regulation, billing and insurance contracts is easy, needs to spend a day with business office manager Darci Linstrum. "It's definitely not boring," she admits.

A 1980 Davenport Gorilla grad, Darci's Lincoln Hospital career began in 1987 when she was hired as a receptionist. "In high school I said I would never marry a farmer, I would not get married before I was 30, and I would never live in Davenport," laughs Linstrum of her life. "I was married at 20 to a Davenport farmer and here I am!"

Although it wasn't her initial plan, Davenport and Lincoln Hospital have been a good place for Darci's talents and work ethic.

"Back in 1987, there were only 5 people in the business office and Millie Rinker took me under her wing. I liked healthcare and liked learning new things so she taught me every job except for keying cash. No job is beneath anyone, so I did it all."

And those jobs have changed dramatically over the past 20 years.

"We had no computers. We did everything by hand or with a typewriter, and we used this huge ledger for patient accounting and everything was done on carbon copies. There was a gigantic machine that took up a small office that we used to key charges and post cash."

In 2003, Darci was promoted to Business Operations Manager, a job Millie had prepared her well for.

"I learned a lot from her — to treat others the way you want to be treated and to strive for excellence. She was always direct, but gracious in the way she handled people and situations. She's a very classy lady!"

Living up to Millie's example, Darci says she stays on top of ever changing regulations, insurance issues, admissions and billing changes. "It's a challenge to keep up with everything," she admits. "I'm always trying to find a few extra dollars whether it's new revenue or existing revenue that's been buried, or knowing the insurance companies and how to best jump through their hoops to get the highest reimbursement."

Her favorite pastime? "Working with the Cost Report Prep Team to see if we can find any more money hiding somewhere."

One way she keeps up with the constant changes is through membership in the Idaho Chapter of the Healthcare Financial Management Association — which has recently honored her with its prestigious Follmer Bronze Merit Award.

"Ron Gleason dragged me in because he was a member, and now I'm the president elect and program chair," she laughs. And that's also how she met our current CFO Tyson Lacey. "He's a small town guy and I thought he would be a good fit for Lincoln Hospital so I talked him into applying."

The group helps Darci and Tyson network, get the latest professional news, earn hours toward licenses and ongoing education, and work with state and national hospital associations to better the financial position of rural hospitals.

"We're all working here to make a difference in our own way. Mine is to find ways to keep our financial situation positive. The hospital is more than a great community asset. It's a family."

