

Bobette M. Gustafson, *President*

As founder and principal of G+A, Bobette Gustafson feels privileged to work with talented and devoted associates who share her passion for helping clients achieve their golden revenue cycle future. Her inspirational and energetic leadership style reflects more than 35 years of experience in healthcare business and revenue cycle-related activities. In her roles as project administrator, facilitator, trainer, and consultant, she has focused on access, billing and financial counseling, as well as information systems, medical records and patient case management. Bobette derives special satisfaction from equipping her clients with the skills they need to serve as their own consultants - and to continue to build their own success.



Bobette, her husband Gregg (G+A co-owner and Vice President Administrative Services + Information Technology) and their labs Chloe and Lily, enjoy living in the Florida sun coast area. Their move to Florida was primarily prompted by their desire to be able to spend time with and support an elderly relative.

Bobette's and Gregg's love of God and their desire to serve Him, are the core of everything they do. They believe that G+A is the ministry that God has given them and this belief is evident in everything that G+A does.

Bobette has recently completed serving as a Director for the HFMA Great Lakes Chapter and is also active in the Wisconsin Chapter. She has held all leadership positions in the First Illinois Chapter of HFMA and also served a term as a National Director. Designated as an HFMA "Distinguished Speaker" Bobette regularly teaches National HFMA's course on revenue cycle management and presents annually at the ANI. She has received the Bronze, Silver, Gold and Medal of Honor awards and was the recipient of National HFMA's first annual PFS Lifetime Achievement Award. Ms. Gustafson also regularly accepts appointments to many state and national task forces.

Kim Miller

Consultant Analyst

Kim Miller has been involved in hospital revenue cycle operations for over 10 years. She began as a front-line registrar and as her leadership gifts and technical abilities quickly became known, she ultimately became the Director of Patient Access at a major Atlanta children's hospital. In her role she was responsible for directing Scheduling, Pre-Certification, Insurance Verification, Registration, Financial Counseling, Utilization Review, Quality Analysis and Training.



G+A was privileged to have Kim join our team. Although Kim's skills would clearly qualify her to be a full time consultant, Kim is devoted to her role as wife and mother of 2 young and precious daughters. Remaining true to her promise to work a limited schedule, she accepts focused assignments performing various TouchstoneSM assessment activities and providing Series LearningSM training to our client's frontline employee team members. We admire and fully respect Kim's dedication to her family, and we treasure every hour that Kim spends as an amazing member of our team.

Kim is a Certified Patient Accounting Representative who has served on multiple advisory boards and participated in local and national access management associations. Kim has a Bachelors in Theatre Arts and a Masters of Science in Healthcare Management. She is also dedicated to her church and uses her amazing vocal music talents as a member of the church worship team. There is nothing her G+A family members enjoy more than when Kim breaks into song or "acts out" a recent - usually hysterically funny - event. It is impossible to be near Kim and not be energized and touched deeply.