



# Practice Intelligence Symposium

A PAHCOM Northeast Regional Partnership

## CONFERENCE SCHEDULE

Thursday, September 26

### Pre-Conference

#### 8:00 – 12:00 iMap Leadership Course

Let's kick things off with Connie Charles from iMap Strategic Solutions as she shares the tools which she has brought small businesses to Fortune 50 companies. The iMap technology has made its mark on changing the way we communicate and lead. This 4-Hour interactive course will completely engage you in the 4 major components of an individual's personality which will help you to understand how to:

- Build Better Teams
- Understand Motivation and Cultural Fit When Hiring
- Improve Communications with Your Team.

Attendees can attend this pre-conference session for just \$200 (a 60% savings!). More information is available at [www.practiceintelligence2019.com](http://www.practiceintelligence2019.com)

#### 8:30 – 12:00 PAHCOM CMM Exam

The CMM Credential provides assurance to physicians, medical boards, and the public that the PAHCOM CMM has been tested under strict requirements using psychometrically determined processes and found to be competent in the administrative management of health care organizations. The examination created and administered by PAHCOM, for the healthcare administration profession, is the Certified Medical Manager (CMM) Credential. The CMM Credential validates knowledge of the Nine Domains of Medical Practice Administration and recognizes the knowledge, skills, and abilities required to manage physician practices and ambulatory service centers in increasingly complex environments. CMMs work as critical links between providers, patients, staff and payers. The CMM is the only nationally accredited professional certification specific to practice management with focus on managers of solo provider and small group physician practices.

A separate \$385 (\$700 for non-PAHCOM members) exam registration fee required. More information is available at [www.pahcom.com](http://www.pahcom.com)

## Main Conference

### 1:00 – 1:30 Opening Remarks

Welcome to the 1st Annual Practice Intelligence Symposium!

### 1:30 – 3:00 Keynote Speaker - Strategic Planning 2.0

For our inaugural year we have invited Tom Garrity from Compass Point, a business management consulting firm, to kick things off with Strategic Planning 2.0!

### 3:00 – 3:30 Snacks and Beverages with the Exhibitors

Meet and Greet with our Exhibitors and Sponsors

### 3:30 – 5:00 Are You Ready for the Unthinkable?

Have a chance to engage with A.J. Schall, the Director of the Delaware Emergency Management Agency, who will be leading a discussion on leading an organization through a major event that impacts employees and those you serve. (building loss, active shooter, cyber, etc...)

### 5:00 – 5:30 Updates from CMS

Stay up-to-date with all of the latest government and regulatory requirements from CMS.

### 5:30 – 5:45 Closing remarks and Exhibitor giveaways

### 6:00 – 8:00 Optional Evening Reception (RSVP)

We invite you to join us after the first night and relax with your fellow attendees while listening to local live bands play for a night of music and fun.

## Friday, September 27th

### 7:30 – 8:30 Continental Breakfast

No matter what you're craving for breakfast, Embassy Suites Newark - Wilmington/South offers more options for the most important meal of the day.

### 8:30 - 8:45 Opening Comments

Let Day 2 Begin!

### 8:45 – 10:15 Keynote Speaker - Confessions of a (Now) Unemployed Practice Administrator

Join George C. Hlavac, Esq. who will discuss the employment-related decisions that you make as the Practice Manager/Administrator have significant consequences for you, the employee (or prospective employee), and the Practice. Mistakes could be ex-

tremely costly for both you and the Practice. This presentation will dissect real-life case studies involving mistakes by Practice Managers/Administrators that led to disastrous consequences for both the Practice and the (Now) unemployed Practice Administrator.

### 10:15 – 10:45 Snacks and Beverages with the Exhibitors

Grab a snack and coffee with our exhibitors and sponsors.

### 10:45– 12:15 Breakout session 1 - Data Drive Profit

Join Jim Malloy, CHBME from Global Health Management Services who will discuss reducing operational costs and maximizing profits using business intelligence-tools and techniques for any size practice.

By the end of this session you will be able to:

- Learn to use and create business intelligence tools from your practice data.
- Use business intelligence tools to influence decision makers within the practice to help steer to financial success through the constant changing healthcare industry.
- Learn how to watch the shop instantly and how transparency with business intelligence can free up valuable time for managers and other key staff members.

### 10:45 – 12:15 Breakout Session 2 - Creating a Healthy Workplace Environment

In this session, Brian J. Courtney, RPLU, AAI from The Safeguard Group, Inc., will give an in-depth view of bullying, harassment and sexual harassment in the workplace.

By attending this session you will:

- Gain an understanding of the prevalence of these issues.
- Learn how to identify and mitigate the risk.
- Know how to establish a work environment that is healthy and productive for the staff and their patients.

### 12:15 – 1:15 Networking Lunch

Lunch and an opportunity to network with colleagues.

## Hotel/Venue Information



Embassy Suites Newark-Wilmington South  
654 S. College Ave.  
Newark, DE 19713

All conference attendees receive a discounted rate of \$129.00/night if you book by August 28th.

Visit [www.practiceintelligence2019.com](http://www.practiceintelligence2019.com) to reserve your room.

## Registration Information

Pre-conference - iMap Leadership Workshop

<http://www.imapmylife.com>



Main Conference Registration

[www.practiceintelligence2019.com](http://www.practiceintelligence2019.com)



## Contact Information

For more information or special requests, send us a message at [practice.intelligence@gmail.com](mailto:practice.intelligence@gmail.com) or please call us at 302-455-8690 and we will get back to you as soon as we can.

### 1:30 – 3:00 Breakout Session 1 - Denial Management Tools and Training: From Basics To Best Practices

We invite you to listen to Tammy Tipton from Appeal Solutions who will present how to develop a denial management team that accomplishes the triple aim of denial management – lower denials, successful appeals and loyal patients. I give extensive information on both denial prevention and successful appeals. Attendees can be provided with sample appeal letters and other tools to make immediate denial management improvements to the revenue cycle.

Tammy will teach attendees how to lower denials, improve appeal letters and enhance patient engagement via benefits advocacy.

### 1:30 – 3:00pm Breakout Session 2 - Your Practice Compliance Toolbox

We are happy to welcome PAHCOM's own Kathryn Eiler, CMM, HITCM-PP & Kimberly Wise CHC, CPC, CMM, HITCM-PP who will be presenting on behalf of the Tucker Advisory Group the Top 12 things to Audit for Compliance in your practice. By understanding these components you will be able to:

- Identify Compliance Requirements
- Identify needs.
- Tools, resources for solutions.

### 3:00 – 3:30pm Break with the Exhibitors and final prize giveaways

One last chance to network with our exhibitors and sponsors... and of course there are those precious giveaways

### 3:30 – 5:00pm Seeing 2020: A Clear Vision of the Future of Healthcare and Practice Management

Sarah Fontenot, BSN, JD, CSP, from Trinity University, Department of Healthcare Administration will help us wrap things up by giving us a much anticipated head's up on what is happening in Washington D.C. Whether it's new regulations or the election cycle, Sarah will discuss how all of these changes will likely impact individual physician practices.

### 5:00 – 5:15 Closing comments

A few last minute words and a bittersweet farewell to the 1st Annual Practice Intelligence Symposium!