

# MGMA<sup>®</sup>

OHIO



## **“Exceptional Leaders Playbook”**

Ohio MGMA Winter Healthcare Leadership Conference

March 9, 2018

Embassy Suites Columbus Dublin



## Healthcare Champions Exceptional Leaders Playbook March 9, 2018 / Embassy Suites Columbus Dublin

7:45 AM – 4:10PM.....

Registration Desk Open

7:45 AM – 3:00 PM.....

Exhibit Hall Open

7:45 AM – 8:30 AM.....

Attendee Check in, Registration and Breakfast

8:20 AM – 8:30 AM.....

Welcome and Opening Announcements, Sheelah Westerbeck

8:30 AM – 10:00 AM.....

**The THREADS that Connect a High-Performance Culture - Part I, Tracy Spears**

This impactful program will help leaders identify and embrace the seven keys to organizational culture. The interconnected THREADS are Trust, Humility, Recognition, Engagement, Accountability, Diversity & Sustainability. Attendees will leave the session with immediately actionable techniques and a new understanding of what a high-performance office culture is all about.

10:00 AM – 10:25 AM.....

Break

10:30 AM – 11:30 AM.....

**The THREADS that Connect a High-Performance Culture - Part II, Tracy Spears**

Identify and embrace the seven keys to organizational culture. A continuation of Part I.

11:40 PM – 12:30 PM.....

**Breakout Sessions (choose one)**

**1. Ohio Legislative Update, Todd Baker**

This update will provide timely information on the status of pertinent legislative healthcare issues under consideration. Attendees will learn about breaking legislative and regulatory developments affecting medical groups and gain a deeper understanding of these issues and their impact on the day-to-day activities of medical group practices.

**2. Behind the Audit 8-Ball - Part I, Linda Duckworth**

Physician practices are finding themselves behind the “8-Ball” when audited by payors. Often the initial audit response (release of records) is mishandled by staff who are not qualified to process the release. So, what can be done proactively? After this session, Practice Managers will have a heightened awareness of how their practice is measured by payors, and what they can do to self-monitor. They will be able to anticipate the most problematic areas for physicians of all specialties. They will receive instruction on how to respond to documentation requests correctly, and completely, the first time around, and learn key coding terms to interject into their audit responses. Case studies will be provided so that the audience can see their provider’s documentation, coding and claims through a compliance officer’s, and auditor’s eyes.

12:30 PM - 1:20 PM...

Networking Lunch

1:30 PM – 2:20 PM...

**Breakout Sessions (choose one)**

**1. Ongoing performance appraisals- from short term pains to long term gains, Scott Foster**

Join Scott as he leads the discussion surrounding the movement away from annual staff evaluations to ongoing performance conversations utilizing high, middle and low evaluations to move up staff performance.

**2. Behind the Audit 8-Ball - Part II  
Linda Duckworth**

A continuation of Part 1.

- Once the full session has ended attendees will be able to recognize the most concerning of third-party payor audits;
- Participants will be better prepared to oversee, delegate, or participate in the audit response with confidence, no matter what their role is, or the size of organization they’re affiliated with;
- Managers will receive tips to pass along to their providers in documentation best-practices to lessen the chances of overpayments and refunds.

2:30 PM – 2:50 PM

Break

2:55 PM – 4:00 PM

**Toxic People in the Workplace  
Scott Foster**

Toxic people can be a combination of self-centered attitudes, motivations, and behaviors that have adverse effects on staff, the organization, and mission performance. This person lacks concern for others and the climate of the organization, which leads to short- and long-term negative effects. Scott will identify ways to work in this environment and discuss how you can protect yourself and your staff from buckling under the pressure.

4:00 PM – 4:10 PM

Conference Closing Announcements and Adjournment

*Ohio MGMA reserves the right to change or modify the agenda in any way and at any time for circumstances which extend beyond our control.*

## Register by February 12 for “early bird” rates



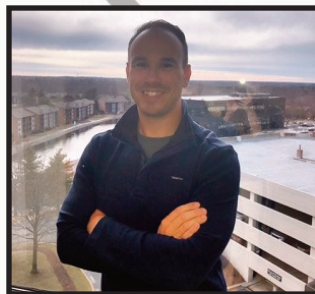
## Healthcare Champions Final Four Conference Speakers

Tracy Spears  
Speaker, Author, Trainer  
Exceptional Leaders Lab

***"The THREADS that Connect a High-Performance Culture:  
Part I & II"***

***"Tracy's content was spot on. I would have loved this  
session to have been longer, she had so many great  
takeaways. Tracy's style makes her very accessible to her  
audience"***

*- July 2017 evaluation from Illinois MGMA  
conference attendee*



Scott Foster  
Speaker, Trainer, HR Professional  
***"Toxic People in the Workplace" and  
"Ongoing performance appraisals- from short term pains  
to long term gains"***

***"Scott presented a fresh approach to staffing challenges. He is a  
VERY effective presenter."***

*- May 2017 evaluation from Missouri MGMA conference attendee*

Linda Duckworth, CPC, CHC  
Senior Managing Consultant and Compliance Officer  
Soerries Coding & Billing Institute, Inc.  
***"Behind the Audit 8-Ball: Part I & II"***

***"Awesome!"  
"Very knowledgeable - and great information"***

*- March 2016 evaluations from Ohio MGMA  
conference attendees*



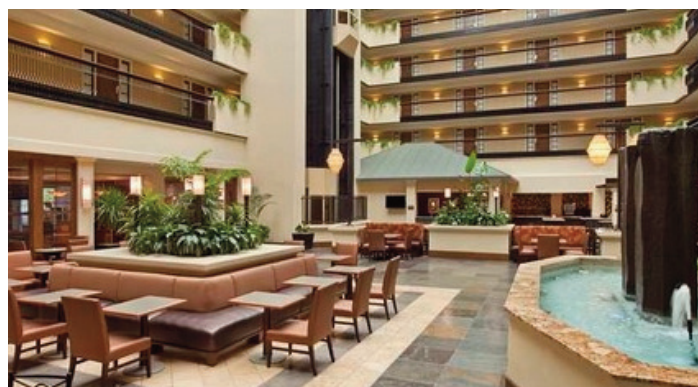
Todd Baker  
CEO  
Ohio State Medical Society  
***"Ohio Legislative Update"***

***Mr. Baker was named new CEO of the Ohio State Medical  
Association in January 2017, the first leadership change in the  
physicians' organization in nearly a quarter of a century. He has  
been co-CEO of the organization since 2014, overseeing  
day-to-day operations.***

Full bios and contact  
information for all speakers will  
be provided on-site at the  
Winter Conference.

Easy online registration at [www.ohiomgma.com](http://www.ohiomgma.com)

# Healthcare Champions Play-by-Play Conference Information



## CONFERENCE DATES & LOCATION

Date: Friday, March 9, 2018  
Time: 8:00am – 4:10pm  
Location: Embassy Suites Columbus Dublin  
5100 Upper Metro Place  
Dublin, Ohio, 43017

## HOTEL ACCOMMODATIONS

There are no formal room block arrangements for this conference. If you require an overnight room to attend the conference, we recommend contacting our host hotel, the Embassy Suites Columbus Dublin directly and book the best available rate.

(614) 790-9000

## WHO SHOULD ATTEND

Join your peers! Attending the Ohio MGMA Winter conference will be a network of healthcare executives and professionals, both new and experienced, in the field of practice management: chief executive officers, chief operating officers, chief financial officers, practice administrators/managers, business operations managers, physicians, faculty and students interested in healthcare management.

## EARN 5.0 ACMPE CONTINUING EDUCATION CREDIT HOURS

American College of Medical Practice Executives (ACMPE) credit hours have been assigned to this program. Ohio MGMA will supply, upon request, a certificate of attendance for this conference to use for submission for potential CEUs from additional accreditation bodies

## EDUCATION OVERVIEW

The sessions included in the conference were selected to provide timely and practical education on the most important topics that have an impact on today's medical practices. By taking advantage of up-to-date and relevant knowledge and tools, attendees will become better positioned to manage a medical practice in today's changing healthcare environment. The content of the sessions will cover the issues and topics found in all domains of MGMA's Body of Knowledge.

## CANCELLATION AND SUBSTITUTION POLICY

Cancellations received on or before February 12 are subject to a \$50 processing fee. Cancellations must be sent by email to

[main@ohiomgma.com](mailto:main@ohiomgma.com). Cancellations after February 12 and no-shows will not be refunded. Substitutions from within the same group are acceptable. Please email [main@ohiomgma.com](mailto:main@ohiomgma.com) if you plan a substitution to avoid issues during conference check-in.

## WHAT TO WEAR

Business casual attire is appropriate for our conferences. We do suggest bringing a light coat or jacket to maintain your comfort as meeting room temperatures tend to fluctuate through the day.

## Eligible Ohio MGMA conference attendees are:

- An individual employed by or retired from a medical group, hospital or healthcare system, practice management firm or other independent business entity providing administrative management to one or more medical practices.
- A full time student in a college or university working toward a degree related to medical management.
- A person whose primary profession is teaching business or healthcare administration at an accredited college or university.

## Eligible Additional Staff attendees:

- Member or Non-Member registration required prior to registering staff from same office.
- Individuals eligible for membership in Ohio MGMA may not register as additional staff but are invited to join Ohio MGMA and take advantage of lower pricing available to our members.

## Eligible Consultants:

- A consultant who registers to attend this conference as an attendee agrees that it is for educational purposes only and will not market or solicit their services or products to other attendees. Should marketing or soliciting occur, the consultant will be required to leave the meeting without a refund.

## Vendors

Vendors offering or selling products and services to medical practices are ineligible to register for this conference as an attendee, at attendee rates. Please refer to our exhibit and sponsorship options if you are interested in attending at [www.ohiomgma.com / events / exhibitors](http://www.ohiomgma.com/events/exhibitors).

# Registration Form



Discounted member registration rates are a benefit of membership. To qualify, you must be a member, current in your membership dues at time of registration. Membership will be verified.

To apply for membership with Ohio MGMA visit [www.ohiomgma.com](http://www.ohiomgma.com)

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More exhibit/sponsorship information, rates and registration at [www.ohiomgma.com](http://www.ohiomgma.com)

Registration fees cover all educational sessions, meals and breaks listed on conference agenda.

### REGISTRATION FEES on or before FEBRUARY 12

Ohio Members	\$159
Ohio MGMA Members additional attendees from same group	\$129
Non-Member	\$259
Non-Member additional attendees from same group	\$229
Student Members of Ohio MGMA	\$25

### REGISTRATION FEES after FEBRUARY 12

Ohio Members	\$199
Ohio MGMA Members additional attendees from same group	\$169
Non-Member	\$299
Non-Member additional attendees from same group	\$269
Student Members of Ohio MGMA	\$50

Organization Name: \_\_\_\_\_

Organization Address: \_\_\_\_\_

# of FTE Physicians in Organization: \_\_\_\_\_

#### Registrant 1 (check one)

\_\_\_\_\_ Add or Renew Ohio MGMA Active Membership for \$99

\_\_\_\_\_ Ohio MGMA Member \_\_\_\_\_ Ohio MGMA Student Member

\_\_\_\_\_ Non Member

\_\_\_\_\_ Ohio MGMA Member Additional Attendee

\_\_\_\_\_ Non Member additional attendee

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Are you a new 2018 member? ☐ Yes ☐ No

Are you a first time attendee? ☐ Yes ☐ No

#### Registrant 2 (check one)

\_\_\_\_\_ Add or Renew Ohio MGMA Active Membership for \$99

\_\_\_\_\_ Ohio MGMA Member \_\_\_\_\_ Ohio MGMA Student Member

\_\_\_\_\_ Non Member

\_\_\_\_\_ Ohio MGMA Member Additional Attendee

\_\_\_\_\_ Non Member additional attendee

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Are you a new 2018 member? ☐ Yes ☐ No

Are you a first time attendee? ☐ Yes ☐ No

#### Registrant 3 (check one)

\_\_\_\_\_ Add or Renew Ohio MGMA Active Membership for \$99

\_\_\_\_\_ Ohio MGMA Member \_\_\_\_\_ Ohio MGMA Student Member

\_\_\_\_\_ Non Member

\_\_\_\_\_ Ohio MGMA Member Additional Attendee

\_\_\_\_\_ Non Member additional attendee

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Are you a new 2018 member? ☐ Yes ☐ No

Are you a first time attendee? ☐ Yes ☐ No

Please indicate any special dietary needs or special assistance required for anyone in your group to attend this conference:

Amount Enclosed (refer to fees above) \$ \_\_\_\_\_

Make checks payable to **Ohio MGMA** and mail to:

**Ohio MGMA P.O. Box 790, Sherwood, OR 97140**

Easy online registration with your credit card at: <http://ohiomgma.com>

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