OR/WA MGMA Annual Conference
Greater Tacoma Convention & Trade Center
May 15–17, 2016

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Succession Planning
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wsmgma.org/2016
OMGMA
The Oregon Medical Group Management Association’s (OMGMA) mission is “To continually improve the performance of medical group practice professionals and the organizations they represent, by promoting growth and professionalism through facilitation of networking within the context of Oregon’s unique environment.” Our members are closely connected and utilize their networks to build professional skills and create collaborative, collegial relationships.

MGMA-WA
Since 1956, Washington State MGMA has worked to understand what our members need to grow professionally, manage a medical practice, deliver quality patient care, and develop strong administrator and physician leadership teams. For more than 50 years, we have grown to become one of the most dynamic state MGMA organizations in the country with more than 350 practice manager and administrator members throughout the state.
Welcome to the 2016 OR/WA MGMA Annual Conference!
Celebrating 16 Years of Joint Oregon & Washington MGMA Meetings.

Engage your Drive for Success and find the route you need to improve outcomes for your practices, patients and yourself. Put yourself in the driver’s seat and learn, refresh, network and brainstorm with your peers and industry experts.

The 2016 OR/WA MGMA Annual Meeting is the largest educational and networking conference for medical practice leaders on the West Coast. It features a combination of nationally renowned speakers, highly rated break-out sessions by experts in their field, and practical take-home tools that makes this meeting a can’t miss, unsurpassed educational opportunity.

If your focus is on medical practices, the 16th Annual joint OR/WA MGMA Annual Conference should be on your calendar.

Jeffrey Baird, MBA, CMPE
Willamette ENT & Facial Plastic Surgery
Salem, Oregon
Conference Co-Chair, Oregon MGMA

Cyndy Jackson, Nominee
Administrator, Puyallup Dermatology
Puyallup, Washington
Conference Co-Chair, MGMA Washington State

2016 Planning Committee

Conference Co-Chairs
Jeff Baird, MBA, CMPE
Cyndy Jackson, Nominee
OMGMA President, Willamette ENT & Facial Plastic Surgery
MGMA-WA President-Elect, Puyallup Dermatology

Planning Committee
Debbie Anderson
Susan Blane, MPH, CMPE
Sue Curtis, FACMPE
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Pam Keil, FACMPE
Pete Lolos, MBA
Kerry McMullin, FACMPE
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OMGMA-WA Conference Coordinator, OMGMA Executive Secretary
OMGMA Member (Past President), Peace Health
OMGMA MGMA ACMPE forum Representative, Oregon Neurology, PC
OMGMA-WA Vice-President, Providence Medical Group
OMGMA Secretary, Women’s Healthcare Associates
FACMPE | OMGMA-WA Secretary, Confluence Health
OMGMA Past President, Mt. Hood Women’s Health, PC
OMGMA-WA Trustee, Allegro Pediatrics, Bellevue
OMGMA-WA Executive Director, WSMA
OMGMA-WA President, Allegro Pediatrics, Bellevue

Registration Inquiries: Debbie Anderson, Conference Coordinator — execsecretary@omgma.com / 971-373-1477
Tacoma has as much art to see as there is land to explore. The region offers an assortment of attractions, recreation and shops so you won’t have any trouble finding things to do. A haven for hikers, runners and cyclists, Tacoma is alive with activity. Tacoma is the birthplace of world renowned glass artist Dale Chihuly, and home to a vibrant, creative community of writers, artists and musicians, photographers, filmmakers, passionate entrepreneurs and small business owners. The tough part will be deciding if you’re going to catch a performance, grab a paddle or shop downtown. See for yourself what makes this region unique!

Just 20 minutes away from the Seattle-Tacoma International Airport, and easily accessible from downtown Seattle and other neighboring cities, Tacoma is a city on the rise.

Hotel Accommodations

THE HOTEL MURANO

1320 Broadway Plaza
Tacoma, Washington 98402
1-888-862-3255 | 253-238-8000
HotelMuranoTacoma.com

Hotel reservations are REQUIRED by April 24th, 2016 to guarantee the discounted room rates, however space may be available after the guarantee date.

Remember to state you are part of the OMGMA/WSMGMA group (Oregon & Washington MGMA) for the discounted room rate.

For a map & driving directions, go to HotelMuranoTacoma.com
Greater Tacoma Convention and Trade Center (“GTCTC”)
Conveniently located next door to the Hotel Murano, this impressive facility will host our registration desk, Monday night reception, exhibit hall and all education sessions and activities with the exception of the Sunday Opening Reception which will be held at LeMAY America’s Car Museum®.

Hotel Murano
hotelmuranotacoma.com
Wake up Inspired! This highly rated hotel is centrally located in downtown Tacoma, adjacent to the GTCTC, and just blocks from the city’s most fabulous restaurants, great shopping, and the city’s esteemed Museum District. Taking the name from Murano Italy - famed for the glass art it produces, the hotel's private collection of art now garners international acclaim.

Its extraordinary commitment to art and its reputation for top notch service are only a couple of reasons why Hotel Murano was voted sixth on the Condé Nast Traveler’s Reader’s Choice list.

Amenities include complimentary Wi-Fi throughout the hotel and in guest rooms, 24-hour fitness center, 24-hour business center, day spa, and beauty salon.

Guest Room Reservations
A block of guest rooms is being held for the OR/WA MGMA conference until April 24th, or until the guest room block is full. Don’t delay, make your reservation today.

Call the Hotel Murano at 888-862-3255 and ask for the OMGMA/WSMGMA group (Oregon & Washington MGMA) Special Guest Room Rate: Single/Double $159; Junior Suite $219. A special $10 overnight self-park rate is available to meeting attendees.

Driving Directions to the Hotel
1320 Broadway | Tacoma, WA 98402
Hotel Murano is located 17 miles from Sea-Tac Airport, 32 miles from Seattle, and 142 miles from Portland, Oregon.

From the Sea-Tac Airport / Interstate 5 Southbound
From I-5 South, take Exit 133 toward City Center. Merge onto I-705 N. Take the A Street exit on the left toward City Center. Keep left at the fork, follow the signs for South 15th Street/Pacific Avenue and merge onto South 15th Street. Turn right onto Broadway.

From Interstate 5 Northbound
Take Exit 133 toward I-705 N/City Center. Keep right at the fork, follow signs for Interstate 705 N/City Center /Pacific Avenue. Keep left at the fork, follow signs for City Center and merge on I-705 N. Take the A Street exit on the left toward City Center. Keep left at the fork, follow the signs for South 15th Street/Pacific Avenue and merge onto South 15th Street. Turn right onto Broadway.

Many Thanks to Our Sponsors

Monday Night Networking Social

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Silver Sponsors

Bronze Sponsors
CNA Healthcare • Jackson | Main Architecture, P.S.
Merchants Credit Association • Pulse Systems
National Research Corporation • Renton Collections, Inc.
**Who Should Attend**
The varied education and networking sessions are structured to meet the needs of health care executives, practice professionals, managers of all levels, physicians, nurses, and other business professionals. Attendance by administrator-physician teams, including mid-level managers, is highly encouraged to cover all the educational offerings and to support one another in undertaking the challenges of today’s health care organizations.

Only members of the Oregon MGMA and MGMA Washington State, along with full time employees or principals from the same medical group practice at the same location may register for this meeting at the member rate.

Independent medical group consultants may register at the non-member rate. (An independent consultant is self-employed and offers a broad range of expertise and counsel to medical groups, and does not represent, sell or advise clients on any one particular product or service.)

Vendors, suppliers, and all other consultants are not eligible to register as an attendee, and are encouraged to contact the conference coordinator for information on exhibit opportunities.

**Venues**
Arrangements for this conference take place at the Greater Tacoma Convention and Trade Center (GTCTC). It is a pleasant 1 block walk to the GTCTC.

**e-Syllabus**
Prior to the meeting, you will receive an e-syllabus via email. It will include all the details about the meeting, including an up-to-date schedule and available speaker handouts. The e-syllabus is in a mobile-friendly format and will be viewable on your laptop, tablet, or phone.

**Complimentary Wi-Fi**
To access your e-syllabus during the meeting, complimentary Wi-Fi is available throughout the Greater Tacoma Convention and Trade Center.

**Upon Registering**
All meeting registrations will be done online. Once you register you will receive a confirmation email and receipt confirming your registration. If you don’t receive this, or have questions about your registration, please contact the conference coordinator, Debbie Anderson, 971-373-1477 or email at execsecretary@omgma.com.

**On-Site Check-in**
Upon arrival at the meeting, please check in at the registration desk which will be located on level 3. Name badges will be issued at the time of check-in and are required for access to all educational sessions and networking activities. See the online registration form to order tickets to the evening networking activities for your spouse or guest, who will need a name badge to access networking events.

**Meeting Notebook**
Upon check-in, you will also be provided with a handy meeting notebook which includes an updated schedule, room locator maps, and other need-to-know information.

**What to Wear**
Attire at this conference ranges from business casual to totally casual. Be sure to dress in layers since meeting room temperatures may vary, and be sure to bring a jacket.

**Specialty Networking**
Networking is essential to your overall success as a practice manager. We all learn something from each other. In order to facilitate more opportunities for practice leaders from specialties to connect with each other, come to the Exhibit Marketplace during breakfast on both Monday and Tuesday mornings. Tables will be set up in the hall with signs indicating different specialties. Here, you can connect and collaborate with others in similar practices. Make the most of this conference to grow your base resources and opportunities for informational exchange.
Meeting Hashtag
Join in on the conversation! Include #ORWAMGMA16 on any meeting related posts on Facebook, Instagram or Twitter.

Exhibit Marketplace
Maximize your time at the conference. Visit with more than 100 exhibitors offering programs, demonstrations and information on the latest products, services and educational opportunities all in one place. This is a perfect venue to view and explore some of the industry’s most advanced products and services, while obtaining ideas that can help your practice succeed in today’s challenging environment. Also, be sure to bring plenty of business cards for your chance to win many of the valuable door prizes offered by exhibitors during this show.

Door Prize Drawings
Be sure to be present during the final break on Tuesday when door prize drawings will be given away on the Exhibit Floor. To enter the drawings, just leave your business card at the participating exhibits at anytime during the Exhibitor Show. During the last break on Tuesday, check each exhibit to see if your name is posted as a winner.

$1,000 Cash Prize
Sponsored by HealthCo Information Systems
Be sure to visit HealthCo Information Systems’ Booth and enter to win $1000 cash - Drawing will be held at the end of the closing session on Tuesday.

Opening Night Reception
Opening Night Reception
Sunday, May 15, 6:00–9:00 pm
LeMAY – America’s Car Museum® 2702 East D. Street, Tacoma, Washington 98421

Join us at this year’s opening night reception held at LeMAY America’s Car Museum®, Reacquaint yourself with old friends and introduce yourself to new colleagues. While enjoying heavy hors d’oeuvres and refreshments, take a tour through the museum to see over 300 cars on display. You can even “Go Racing.” Take a turn driving slot cars on the pro-class, 4 lane track and even take a spin in a CXC sound, sight and motion racing simulator. Fun for your whole family. Additional tickets available for your guests.

Hit the Road Map – Win additional prizes!
Back by popular demand, attendees will have the option to win even more prizes by visiting all of the sponsors identified on the Hit the Road – exhibit hall map. The map will be included in your registration materials distributed at meeting check-in. Follow the instructions for completing and turning in the map to make sure you are entered for the additional prize drawings!

ACMPE Credit Hours
This program is eligible for American College of Medical Practice Executive (ACMPE) credit hours. To apply this program toward your ACMPE continuing education requirement, simply calculate the total number of clock hours you spent in educational sessions and enter your hours online in the My Transcript area of www.mgma.com. Please note that OR and MGMA-WA staff do not keep track of your hours.

While no other accredited CME or CE hours have been arranged for this meeting, a general certificate of attendance will be available for you on the meeting e-syllabus to download and self-apply for credit with your professional organizations.

Services for People with Disabilities
If under the Americans with Disabilities Act you require specific aids or services during the conference, please contact the conference coordinator, Debbie Anderson at 971-373-1477, or by email sent to execsecretary@omgma.com. Please provide adequate time for arrangements to be made.
All events held at the Greater Tacoma Convention Center unless otherwise noted.
This is a tentative schedule!

Sunday, May 15, 2016
7:30 am - 5:00 pm  Member Registration
8:00 am - 3:00 pm  Pre-Conference (7 hour class including a working lunch)
  □ 1: Lean Six Sigma - MGMA Yellow Belt Certification, Owen Dahl
10:00 am - 2:30 pm  Pre-Conference (4.5 hour classes including a working lunch)
  □ 2: Building Blocks for Effective and Efficient Practice Management, Deb Wiggs, FACMPE
  □ 3: Physician Compensation Plans: Past, Present and Future, Jeffry B. Milburn, MBA, CMPE
  □ 4: ACMPE Workshop, Susan Curtis, FACMPE, Jay Johnson, MA, FACMPE, Lauren Harris, FACMPE
1:00 pm - 5:00 pm  Exhibitor Registration & Move In / Setup — Location: Exhibit Hall
3:00 pm - 5:00 pm  Opening Session — Extreme Leadership: Your Radical Leap Forward at Work and Beyond, Steve Farber
6:00 pm - 9:00 pm  Opening Reception — Location: LeMAY America’s Car Museum®
  2702 East D Street, Tacoma, WA 98421

Monday, May 16, 2016
7:00 am - 5:30 pm  Registration
7:00 am - 8:00 am  Breakfast — Attendees & Exhibitors
8:00 am - 9:15 am  Opening Session — How to Say ANYTHING to ANYONE: Setting Expectations for Powerful Working Relationships, Shari Harley
9:15 am - 10:00 am  Break with Exhibitors — Location: Exhibit Hall
10:00 am - 11:00 am  Breakout Sessions — Series 1
  □ 1A: JUST SAY IT! Making ANY Conversation Easy, Shari Harley
  □ 1B: The March to MIPS: Implementing Medicare’s New Merit-Based Incentive Payment System, Graham Fox  Presented by Physicians Insurance A Mutual Company
  □ 1C: Scheduling Optimization: Appointment Scheduling and No-Show Management, Elizabeth Woodcock, MBA, FACMPE, CPC  (Session Repeats)
  □ 1D: Better Health and Lower Costs for Patients with Complex Needs, Dr. Tanveer Bokhari, MBBS
11:05 am - 12:05 pm  Breakout Sessions — Series 2
  □ 2B: Washington Connection – MGMA National, Mollie Gelburd, MGMA Associate Director, Government Affairs
  □ 2C: Maximizing Patient Collections, Elizabeth Woodcock, MBA, FACMPE, CPC  (Session Repeats)
  □ 2D: Physician Relations – Managing Your Boss, Owen Dahl
12:05 pm - 1:30 pm  Lunch & Keynote — Enjoy the Ride™, Steve Gilliland
### 1:35 pm – 2:35 pm
**Breakout Sessions** — Series 3
- **3A:** Employment Law Part 2: Winning the Employment Case Before It Begins - Effective Practices for Managing Work Performance & Termination, Randall Sutton
- **3B:** Hide the Goat — Strategies to stay positive when negativity surrounds you, Steve Gilliland
- **3C:** Scheduling Optimization: Appointment Scheduling and No-Show Management Elizabeth Woodcock, MBA, FACMPE, CPC *(Repeat Session)*
- **3D:** A Practice Administrator’s Perspective to Developing a Responsive Practice Compliance Program, Jeffrey Cousins *Presented by The Doctors Company*

### 2:35 pm – 3:20 pm
**Break with Exhibitors** — *Location: Exhibit Hall*

### 3:20 pm – 4:50 pm
**Breakout Sessions** — Series 4
- **4A:** Identify Your Practice Potential “Managing the Missed Opportunities”, Lori Laubach, CHC *Presented by Moss Adams, LLP*
- **4B:** 2016 Legislative Session and Beyond...What happened in Washington State that can impact your practice and what’s next?, Katie Kolan, JD
- **4C:** Maximizing Patient Collections, Elizabeth Woodcock, MBA, FACMPE, CPC *(Repeat Session)*
- **4D:** Oregon Legislative Update, Courtni Dresser, OMA Director of Government Relations

### 4:50 pm – 5:30 pm
**Oregon and Washington MGMA State Business Meetings**

### 5:30 pm – 6:00 pm
**Cocktails**

### 6:00 pm – 9:00 pm
**Networking Social & Casino Night**

### Tuesday, May 17, 2016

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<td>7:00 am – 8:00 am</td>
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<td>8:00 am – 9:10 am</td>
<td>Opening Session — Change Management, Kelly Wyngarden</td>
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<td>9:15 am – 10:15 am</td>
<td><strong>Breakout Sessions</strong> — Series 5</td>
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<td>9:15 am – 10:15 am</td>
<td><strong>5A:</strong> Ally or Adversary? The 3 secrets to cultivating successful professional relationships, Kelly Wyngarden</td>
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<td>9:15 am – 10:15 am</td>
<td><strong>5B:</strong> Top Marketing Trends to Implement in 2016, Jamie Verkamp</td>
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<td>9:15 am – 10:15 am</td>
<td><strong>5C:</strong> Employment Interviewing: Making the most of team interviews, Patti Lind</td>
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<td>9:15 am – 10:15 am</td>
<td><strong>5D:</strong> Excel Part 1: Payer Contracting Made Easier: Excel Tips and Tricks for Practice Managers, Nate Moore, CPA, MBA, FACMPE</td>
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<tr>
<td>10:15 am – 11:00 am</td>
<td><strong>Break with Exhibitors</strong> — <em>Location: Exhibit Hall</em></td>
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<td><strong>Breakout Sessions</strong> — Series 6</td>
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<td>11:00 am – 12:00 pm</td>
<td><strong>6A:</strong> Succession Planning ”It’s All About That Bench”, Kelly Wyngarden</td>
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<td>11:00 am – 12:00 pm</td>
<td><strong>6B:</strong> The New Era of the Patient Experience: Utilizing Social Media, Digital Practice Tools and Other Online Options to Educate and Engage Your Patients, Jamie Verkamp</td>
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<td>11:00 am – 12:00 pm</td>
<td><strong>6C:</strong> The Power of Dialogue, Patti Lind</td>
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<td>11:00 am – 12:00 pm</td>
<td><strong>6D:</strong> Excel Part 2: Payer Contracting Made Easier: Excel Tips and Tricks for Practice Managers, Nate Moore, CPA, MBA, FACMPE</td>
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<tr>
<td>12:00 pm – 2:15 pm</td>
<td><strong>Lunch &amp; General Session</strong> — Gen Y: The New Physician, Employee and Patient Opportunity for Your Organization, Kyle Matthews</td>
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<td><strong>$1,000 Grand Prize Sponsored by HealthCo Information Systems</strong></td>
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<td><em>Must have entered to win at HealthCo Information Systems’ booth and be present at the end of the Lunch General Session to win.</em></td>
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**Registration Inquiries:** Debbie Anderson, Conference Coordinator — execsecretary@omgma.com / 971-373-1477
Keynote Speakers

Conference Opening Session
Sunday, May 15  3:00–5:00pm

Extreme Leadership: Your Radical Leap Forward at Work and Beyond

STEVE FARBER
Best-Selling Author of The Radical Leap and a Sought-After Leadership Coach

In this chaotic and extreme age, business leaders must demonstrate an unprecedented level of passion, determination, foresight, dedication, and fearlessness. In this wildly popular speech that is based on the book named as one of “The 100 Best Business Books of All Time,” leadership speaker Steve Farber shows audiences how to use the LEAP framework – Love, Energy, Audacity and Proof to radically improve their organization and their lives. In this energetic and insightful program, leaders discover how to:

• Harness fear and use it to their advantage
• Use the power of the heart to achieve the extraordinary at work
• Inspire themselves and others to change the world they live in
• Earn customers’ and employees’ love and loyalty
• Keep themselves and others passionately engaged in the work at hand—even in troubled or difficult times

Steve Farber is listed as one of Inc’s “Global Top 50 Leadership and Management Experts,” Steve Farber has shaken up and re-defined what it means to be a leader of substance, significance, and success. He is one of the world’s most in-demand leadership speakers and executive coaches and the best-selling author of three ground-breaking books. His third book, Greater Than Yourself: The Ultimate Lesson In Leadership, was a Wall Street Journal and USA Today best-seller. His second book, The Radical Edge: Stoke Your Business, Amp Your Life, and Change the World, was hailed as “a playbook for harnessing the power of the human spirit,” and his first, The Radical Leap: A Personal Lesson in Extreme Leadership – now out in its 10th anniversary edition, is already considered a classic in the leadership field. It received Fast Company’s Readers’ Choice Award and was recently named one of the “100 Best Business Books of All Time.”

Farber shares deeply thought-provoking and eminently practical leadership techniques and tips. Whatever the audience, his voice is always humorous, poignant, and original and his speeches inspiring and entertaining. No matter what is challenging an organization—improving customer service, coping with change, inspiring transformation, improving corporate culture, recruiting and retaining great talent, building teamwork, fostering innovation—it all comes down to leadership. Farber’s “Extreme Leadership” framework is a new and vital paradigm for this exciting – and challenging – business environment. Coaching and inspiring leaders at all organizational levels is Farber’s passion, and he does so with a style that is part strategist, part social commentator, and all energy.

Monday Opening General Session
Monday, May 16  8:00–9:15am

How to Say ANYTHING to ANYONE: Setting Expectations for Powerful Working Relationships

SHARI HARLEY
Founder and President, Candid Culture

You have a request for one of your co-workers but don’t know how to say it, so you don’t say anything. A project you worked on for six months has become a black hole. There is no information about the status. You’re frustrated, but you don’t say anything. Two employees aren’t working well together. It’s impacting the atmosphere in the office. You don’t know what to say, so you don’t say anything. Speaking up when we are frustrated is hard and, as a result, most of us don’t. Instead, either we tell other people (aka gossip) or we say nothing, and relationships become strained. You can say anything to anyone and have it be easy. You just need to lay the groundwork to do so, and most of us don’t.

• Build trust in all of your business relationships, making it easier to say hard things.
• Find out what the people you work with need from you, so you don’t have to guess.
• Tell others what you need, making it more likely that your needs are met.
Shari Harley, author of the book *How to Say Anything to Anyone*, is known globally as an engaging, funny, content-rich business speaker. Her international training firm, Candid Culture, is making it easier to tell the truth at work. Shari is bringing candor back to the workplace. A former HR practitioner and operations leader, Shari’s practical approach has led her to speak and train in Singapore, Thailand, Malaysia, India, Dubai and Australia. From ‘Making Meetings Work’ and ‘Delegating Better’ to ‘Managing Your Career’ and ‘Saying Anything to Anyone,’ Shari’s tips are sure to delight and inform in a real, direct and very funny way. Watch videos and learn more about Shari at www.candidculture.com.

**Monday Lunch Session**  
**Monday, May 16 | 12:30–1:30pm**

**Enjoy The Ride™**

**STEVE GILLILAND**  
*Member of the Speaker Hall of Fame, Master storyteller and brilliant comedian*

A blueprint for getting the most out of life, Enjoy The Ride™ is a hilarious and brilliantly conceived keynote that causes people to examine where they are personally and professionally. It lifts people up and inspires them to evolve and appreciate, rather than simply maintain and exist.

The three key points in this presentation are:

- Check Your Passion: Love what you do; never forget why you do it
- Cure Your Destination Disease: Live more for today, less for tomorrow & never about yesterday
- Refocus Your Attention: Decide what’s important & never take it for granted

**Takeaway Message** – If you want to achieve true success and fulfillment, you must first discover an enthusiasm for your work and personal life. Decide where you are heading, get on the bus, choose the right seat and Enjoy The Ride™.

Steve Gilliland, a member of the Speaker Hall of Fame, is one of the most in-demand and top-rated speakers in the world. Recognized as a master storyteller and brilliant comedian, he can be heard daily on SiriusXM Radio’s Laugh USA and Blue Collar Radio. Steve speaks to more than 250,000 people a year and influences the lives of millions through his keynote speeches, books, CDs and DVDs.

Steve Gilliland is a prolific, accomplished author, evidenced by four of his books—Detour, Enjoy The Ride, Hide Your Goat and Making a Difference—perennially making the publisher’s best seller list and his being named Author of the Year. He was also recognized by Who’s Who for Speakers and Business Professionals.

He built a multimillion-dollar company from the ground up on the same philosophy he expounds to his audiences: If you continually learn more about your company, your industry, your customer and yourself, you will always be a leader. You will be purpose-driven rather than process-driven, and you will make a difference.

**Tuesday Opening Session**  
**Tuesday, May 17 | 8:00–9:10am**

**Change Management**

**KELLY WYNGARDEN**  
*Senior Vice President, SkyeTeam, a global leadership development and human resources consulting firm*

Change can create significant challenges and displacements in organizations due to the difficulty of many individuals and groups being able to adapt to change. Whether change is incremental or transformation, organizational success and survival is dependent on the ability of leaders and employees to respond to and manage the change well. Leaders are a critical component on not only setting the vision for change but for guiding and leading the process so that the change effort is a success.

- Delineate the differences between change and transitions
- Identify six key competencies of resiliency and their relationship to managing change well
- Transitions Model and the leaders role
- Addressing enemies of change: resistance and complacency
- Acquire models of organizational and change effectiveness
- Utilize tools to facilitate teams through change

**Kelly Coyle Wyngarden**, Senior Vice President with SkyeTeam, a global leadership development and human resources consulting firm dedicated to building successful organizations by focusing on how business gets done. Kelly has been providing customized organizational development services to organizations for the past 20 years. She works closely with leaders and organizations to strengthen their
internal capacity, navigate complex relationships, and manage change. Kelly has a strong collaborative approach and facilitation style building strong relationships while maintaining a focus on results and impact.

She designs and facilitates comprehensive, integrated leadership academies within organizations increasing the level of excellence and performance for the individual leader and the organization as a whole. She was a senior facilitator in Mountain States Employers Council’s Executive Leadership Program and Co-lead the Organizational Development Certificate program for over six years. Kelly facilitates cultural assessment, integration and transformation using the Denison Culture Assessment and a wide variety of additional techniques. She is a skilled facilitator of meetings, team-buildings, group level assessments / interventions and new manager transition meetings as well as designed and delivered over 1600 training courses on a wide variety of content areas.

**Tuesday Lunch/Closing Session**
**Tuesday, May 17 | 12:45–2:15pm**

**Gen Y: The New Physician, Employee and Patient Opportunity for Your Organization**

**KYLE MATTHEWS**
*Practice Administrator*

For years we have discussed the behaviors and values of the so-called Generation Y, or Gen Y, the demographic cohort whose members are now becoming our physicians, employees and patients. On the physician/employee side, misidentifying the unique needs of this group can lead to increased turnover, lower employee satisfaction and even lawsuits. Among patients, ignoring Gen Y demands can result in decreased patient satisfaction and, ultimately, lost loyalty to the practice. This session will identify the unique needs of Gen Y and will feature role-play activities to help participants better understand the real world of Gen Yers in specific scenarios. Attendees will interact with a Gen Y practice executive to identify what works, critique current communication methods and integrate new management methods into their organizations to meet the needs of this critically important audience.

Kyle Matthews, Practice administrator, volunteer, pilot, and millennial are all words that summarize Kyle. In 2008, he started working for CardioVascular Associates of Mesa (CVAM). He also served one term as Chief Operating Officer of Cardiovascular Management of Phoenix which has brought together 12 practices and over 100 physicians into a consortium of cost-savings, strategy and quality management. Kyle is very active in MGMA having served as Treasurer, President-Elect and President of Arizona MGMA and Western Section Liaison. In 2015, he became a member of the MGMA Board of Directors. When away from the office, Kyle can be found chasing around one of his 2 Shiba Inus or up in the sky as a private pilot flying out of Chandler, Arizona.
Sunday, May 15, 2016

1 - Lean Six Sigma
MGMA Yellow Belt Certification

Owen Dahl
Principal, Owen Dahl Consulting

8:00 am – 3:00 pm
note: 7 hour class including a working lunch

The program objectives
• To improve the ability to communicate Lean Six Sigma concepts
• To build on the Voice of the Customer
• To identify improvement projects within their medical practice, relate practice goals to these concepts - these projects include fixes but also consider new programs to address our changing health care world
• To develop or refine a project charter
• To gain an understanding of key tools for use in improvement projects
• To gain an understanding of the root causes of issues in the medical practice

Prerequisites for attendees:
• White belt or
• Another program presented at an MGMA meeting or
• Another industry certification

The program content and agenda
• Six classroom hours plus a one hour working lunch
• Lecture and discussion, introducing the principles
• Case study analysis and presentation
• Follow up project with application to the work environment

The program evaluation
• Participant will complete a 20 question multiple choice assessment

Registration and participation includes:
• Participants will receive a certificate of completion for the Lean Six Sigma Program – MGMA Yellow Belt Certificate
• Participants will receive seven hours of CMPE credits

Owen Dahl is a principal of Owen Dahl Consulting, in The Woodlands, Texas and the author of Think Business – Medical practice quality, efficiency and profit – a guide to applying business fundamentals to the practice of medicine. His second book is an eBook complete with template, Medical Practice Disaster Planning Guide. He also is the contributing author of the popular book Lean Six Sigma for the Medical Practice and the soon to be published Integration of Behavioral Health Into Medical Homes: A Rapid Implementation Guide. Owen has 48 years experience in consulting, running a medical billing service and managing medical practices. He is also an independent consultant with the Medical Group Management Association, MGMA. He often speaks on issues related to strategic planning, Lean and Six Sigma, culture, human resource management and the revenue cycle. Prior to establishing his independent consulting firm, Owen was a hospital administrator. More recently, he was the Chief Executive Officer of SALCO management, a New Orleans, LA company that grew from one oncology client to over 11 clients with 65 physicians directly managed by the firm. SALCO was selected as one of the top 10 places of employment in New Orleans in 2003 and 2004, Katrina stopped the trend! Owen’s passion for education inspired him to become an adjunct professor at the University of New Orleans and the University of Houston. Owen received his Bachelors degree in Hospital Administration at Concordia College, Moorhead, MN and his Master’s from the University of Northern Colorado as well as work at NOVA Southeastern University. He recently achieved his Lean Six Sigma Master Black Belt through Villanova University.
Sunday, May 15, 2016

2 - Building Blocks for Effective and Efficient Practice Management

Debra Wiggs, FACMPE
Partner and Senior Principal Consultant with V2V Management Solutions

10:00 am – 2:30 pm
note: 4.5 hour class including a working lunch

This workshop is designed to provide a look at some of the fundamental skills and tools needed to ensure efficient and effective operations.

The content will review three primary objectives:

1. Performance management:
   a. Understand the impact of clarity and accountability on productivity
   b. Identify ways to improve workflow and productivity
   c. Create an assessment plan to evaluate the practice workflow
   d. Identify tools and steps toward applying proficiencies
   e. Discuss the impact of communication process on leadership
   f. Discuss importance of planning, accountability, and delegation

2. Benchmarking and Budgeting: Benchmarking is the exercise used by management to evaluate various aspects of a process in relation to “best practices” using internal or external resources as a reference. This presentation will provide the inexperienced “benchmarker” a review of the concept and methods to begin utilizing this important financial resource within your practice.
   a. Why is it important to benchmark?
   b. Tools to gather
   c. Where to focus efforts
   d. Setting your goals

3. Critical Skills – Focus is on the basics:
   e. Review medical practice alphabet (ICD-10, RBRVS, HIPAA, ACO, PQRI, MU1,2,3) and what that means to the practice manager
   f. Strategic planning – build a road map
   g. Resources for continued success

There are hands on exercises and examples of successful planning processes, lists of available resources and what pitfalls to avoid.

Debra Wiggs has a genuine passion for helping medical practices operate as effective, innovative businesses. Currently, Debra is a Partner and Senior Principal Consultant with V2V Management Solutions and is currently serving as interim Executive Director for Mt. Baker Kidney Center, Bellingham, WA. Through her career, she has earned a solid reputation of successfully guiding physicians and healthcare systems as they navigate the daunting challenges of healthcare delivery. Debra gained her expertise through an intentional journey in medical group administration experience, serving in executive leadership and management roles for large, small, private, public and hospital-based ambulatory care organizations, in both rural and metropolitan settings.

Debra currently serves as the immediate past chair of the national MGMA Board of Directors, an Englewood, Colo.-based 33,000 member professional practice management organization, representing more than 500,000 provider group practices across the U.S. In addition to her Bachelor of Science degree in Healthcare Administration, Debra is a board certified Fellow in the American College of Medical Practice Executives and a certified facilitator for strategic planning and workflow design.

Drawing from her diverse expanse of expertise, Debra is adept at speaking about a broad range of practice management topics to a wide variety of groups. She has presented workshops at local, state, regional and national MGMA conferences, as well as local medical societies, and software application user group meetings.
3 - Physician Compensation Plans: Past, Present, and Future

Jeffrey B. Milburn, MBA, CMPE
MGMA Partner Consultant

10:00 am - 2:30 pm

note: 4.5 hour class including a working lunch

Organizations often benefit from outside assistance in dealing with this complex, sometimes emotional and potentially disruptive topic. Few issues have the potential to cause greater conflict in a medical group than its physician compensation/income distribution system. Based on your specific concerns, we utilize individual and organizational participation to develop compensation systems that are consistent with your practice goals.

- Identify your current compensation plan's strengths and weaknesses
- Benchmark current and proposed plans against market and peer group performance
- Develop alternative structures
- Match incentives to organizational goals
- Provide you with alternative structures, measurement metrics and facilitate decision-making

Jeffrey B. Milburn, CMPE
has more than 25 years of healthcare management experience, formerly the senior vice president and interim chief executive officer of a 90-physician multispecialty group. He has served as a chief financial officer and held responsibility for his organization’s payer contracting and management. Prior to entering the healthcare field, he worked for 10 years in the commercial banking and finance field.

Jeff has presented programs and workshops on a variety of healthcare topics and provided editorial assistance on a number of publications related to healthcare financial management. He is the recipient of the 2007 ACMPE Edward B. Stevens Article of the Year Award for his article, “Mining for gold: Extract revenue from unprocessed claim denials.”

4 - ACMPE Workshop

10:00 am - 2:30 pm

note: 4.5 hour class including a working lunch

The American College of Medical Practice Executives (ACMPE) is the standard-setting and certification body of MGMA. Earning board certification and Fellowship through ACMPE is one of the best professional decisions you can make as a group practice administrator. The Certified Medical Practice Executive (CMPE) credential validates and verifies your expertise and experience in medical practice management and reflects the knowledge and skills necessary for success. This workshop provides an in-depth understanding of the ACMPE board certification requirements, process, study methods, and preparation for the examination along with materials to assist you in the process. This will include sample questions from the objective and essay exams along with study techniques and tips for the certification exam. Fellow status (FACMPE) is the highest level of distinction you can earn in the medical practice management profession through MGMA. The professional papers portion of this presentation will include instruction and handouts on how to complete your professional paper for your Fellowship. You will leave the workshop with tools and hopefully a topic in mind for a Fellowship paper. Connecting with mentors and other attendees in this workshop will give you readily accessible resources and assistance in this journey.

Susan Curtis, FACMPE
Oregon MGMA,
ACMPE Forum Representative

Lauren Harris, FACMPE
MGMA - ACMPE
Advancement Committee

Jay Johnson, MA, FACMPE
Washington MGMA
ACMPE Forum Representative
1A – JUST SAY IT! Making ANY Conversation Easy

SHARI HARLEY
Founder and President, Candid Culture

Giving feedback is challenging for everyone. No one wants to hear that she isn’t doing a good job. And thus no one wants to tell her. Telling your boss you’re frustrated or aren’t hitting your targets can be even more difficult, and thus many of us say nothing. Worse is that most feedback, positive or negative, is useless because it’s vague.

Get a simple formula to make even the most difficult conversations easier. Conversations will be short, specific and to the point. They won’t be personal. They will be actionable. You’ll be able to say what you want to say, when you want to say it, in a way that people can hear you and take action.

1B – The March to MIPS: Implementing Medicare’s New Merit-Based Incentive Payment System

MARTIE ROSS
Principal, Pershing Yoakley & Associates, PA

Presented by:
Physicians Insurance A Mutual Company

Effective January 1, 2019, the Merit-Based Incentive Payment System (MIPS) will replace current Medicare physician value-based purchasing programs.

This session will explain key elements of MIPS:
- Timeline for implementation
- Calculation of individual composite scores
- Payment adjustments based on composite scores
- Broader impact of composite scores
- Participation in qualifying alternative payment models
- What to do today to prepare for MIPS

1C – Scheduling Optimization: Appointment Scheduling and No-Show Management

ELIZABETH WOODCOCK, MBA, FACMPE, CPC
Principal, Woodcock & Associates

Are your patients constantly complaining that they can’t get in to see you? Is every day a desperate attempt simply to hold the wait times down to a “reasonable” amount of time? Do you just “squeeze in” patients with urgent needs? Is your OR volume going down because you can’t seem to manage your clinic? Does every day start late? Are you losing money because of no-shows? Learn new methods for scheduling appointments and managing your appointment no-shows. This is the session for you if you want to optimize your schedule and increase your profit margins.

1D – Better Health and Lower Costs for Patients with Complex Needs

DR. TANVEER BOKHARI, MBBS

A review of the foundations of the Institute for Healthcare Improvement’s (IHI) Better Health Lower Cost (BHLC) program implemented by several groups throughout the United States and Canada. A focus on improving the delivery systems, i.e. optimizing them to provide high-quality care to patients, by implementing the Triple-Aim (TA) model. The presentation will show that by improving the overall quality-of-care we can mitigate the [business] risks which have increased in the present healthcare environment. Today’s challenge: To meet the goals of TA, by using resources available within the Macro-System, and where necessary building additional capacity.

RANDALL SUTTON | LAWYER
Saalfeld Griggs, PC
Business Litigation & Employment Law

The goals and legal protections of the ADA and family leave laws are very different. Managing these issues requires administrators to walk a fine line that can defy common sense. Although these laws require engagement with the employee, being too curious or too helpful can backfire. Managing the mental and physical health issues of providers can be especially difficult, given the clinic’s conflicting interests in patient safety, clinic reputation, shareholder productivity/compensation, and employment law compliance. Through use of sample problems, this interactive session will discuss best practices for effectively managing provider and staff health and disability issues.

2B - Washington Connection - MGMA National

MOLLIE GELBURD
Associate Director, Government Affairs

This update will provide timely information on the status of pertinent healthcare issues under consideration by Congress and federal regulatory agencies. Attendees will learn about recent legislative and regulatory developments affecting medical groups, gaining a deeper understanding of these changes and their impact on the day-to-day activities of medical group practices. Additionally, attendees will learn what resources are available to clarify these federal initiatives. This presentation will help you identify how legislative and regulatory initiatives affect your daily work, learn about new or pending policy changes, and describe the resources available to assist you.

2C - Maximizing Patient Collections

ELIZABETH WOODCOCK, MBA, FACMPE, CPC
Principal, Woodcock & Associates

In the era of consumer-driven health care, more financial responsibility is in the hands of the patient -- and it’s up to you to collect from them. Industry research reveals that more than 80 percent of self-pay bills are never collected, and more than 50 percent of patient responsibility after insurance ends up as bad debt as well. Come to this breakout session to avoid bad debt sinking your practice into real debt. Learn everything your practice needs to know to maximize your patient collections performance. Discover how pre-visit processes can improve collections and how to structure them, how to improve time of service collections and eliminate billing altogether, tips for improving patient collections after the service is complete, and advice for holding your collection agency accountable.

Discover new ways to collect what patients owe - from writing collection letters that get results to improving the effectiveness of your patient statements. You’ll come away from this breakout session armed with Elizabeth’s array of tools you can use to improve patient collections-- and boost your practice’s bottom line.

2D - Physician Relations - Managing Your Boss

OWEN DAHL
Principal, Owen Dahl Consulting

We will discuss the issues surrounding the four generations, the physician mentality - how they approach patients AND management AND employees AND management. There are many issues the experienced managers have encountered but new techniques may help. The new manager will benefit from sharing ideas. All will become more familiar with the global as well as internal aspects. Improved leadership, management, planning, operations, finance, clinical relationship to the business side all are part of the expected outcome.

RANDALL SUTTON | LAWYER
Saalfeld Griggs, PC
Business Litigation & Employment Law

Not every disgruntled or terminated employee sees a lawyer or sues the clinic. How an employee's performance issues are managed directly impacts whether the unhappy employee will seek out or retain a lawyer. In the event of a lawsuit or administrative complaint, effective documentation and management of substandard performance can help win an employment case before it gets to trial. Unfortunately, your providers and supervisors are the source of (and cure for) the most serious employment law claims, so it’s critical that they are effectively trained and managed. In this interactive session, we will discuss best practices that will increase your comfort level when managing or terminating problem employees, while minimizing the risk that the former employee will successfully sue the clinic.

3B – Hide the Goat – Strategies to stay positive when negativity surrounds you

STEVE GILLILAND
Member of the Speaker Hall of Fame, Master storyteller and brilliant comedian

Our fast-paced and stress-filled schedules open the gate to allow people and circumstances every opportunity to “get our goat.” Hide Your Goat puts into perspective how your daily life intersects with people of diverse backgrounds, opinions and personalities. In this eye-opening session, Steve Gilliland shows how to avoid being robbed of the opportunity to perform at peak performance because of negativity.

- How to head off conflict when negativity runs rampant & how to improve your own outlook
- How to deal with by-products of bad attitudes
- How to assign the right value to every situation & not give people permission to ruin your day

3C – Scheduling Optimization: Appointment Scheduling and No-Show Management Repeat Session

ELIZABETH WOODCOCK, MBA, FACMPE, CPC
Principal, Woodcock & Associates

Are your patients constantly complaining that they can’t get into see you? Is every day a desperate attempt simply to hold the wait times down to a “reasonable” amount of time? Do you just “squeeze in” patients with urgent needs? Is your OR volume going down because you can’t seem to manage your clinic? Does every day start late? Are you losing money because of no-shows? Learn new methods for scheduling appointments and managing your appointment no-shows. This is the session for you if you want to optimize your schedule and increase your profit margins.

3D – A Practice Administrator's Perspective to Developing a Responsive Practice Compliance Program

JEFFREY COUSINS
Vice President of Sales, Medical Advantage Group

Presented by:
The Doctors Company

Medical practices are faced with a myriad of compliance requirements from both federal and state government and health plans. The level of complexity regarding compliance requirements will continue to increase as providers transform practices and shift to value-based contracts. Practices without a diligent compliance program are at extreme risk for penalties and or criminal liability which may threaten practice business operations. Developing a comprehensive compliance program for your practice may be a daunting task if you do not know where to access available resources. This presentation will summarize key federal requirements, define key elements of an effective compliance program and rationale for development, and outline available resources and tools for practice administrators. It is no longer a question of whether or not a practice will be audited by a third party, but when. This presentation will also describe the role of implementing and sustaining compliance in the practice, and offer strategies and best practices.
4A – Identify Your Practice Potential
“Managing the Missed Opportunities”

LORI LAUBACH, CHC | PARTNER
Moss Adams, LLP

Presented by:
Moss Adams, LLP

With an endless number of variables, leading your organization to a targeted net income can be hard work. This presentation will focus on roles that each staff member plays in the effort to reach your goals. This workflow management-focused presentation will address innovative approaches to creating successful outcomes.

4B – 2016 legislative session and beyond...
What happened in Washington State that can impact your practice and what’s next?

KATHRYN KOLAN, JD
Washington State Medical Association’s (WSMA) Director of Legislative and Regulatory Affairs

Katie Kolan, Director of Legislative, Regulatory Affairs for the Washington State Medical Association, will provide an update on policies and provisions that will impact your practice such as legislation addressing administrative burdens, standardizing credentialing turn-around time, balance billing, and more! She will also provide an update on certain regulatory activities such as prior authorization, and what to look out for in the 2016 elections!

4C – Maximizing Patient Collections
Repeat Session

ELIZABETH WOODCOCK, MBA, FACMPE, CPC
Principal, Woodcock & Associates

In the era of consumer-driven health care, more financial responsibility is in the hands of the patient -- and it’s up to you to collect from them. Industry research reveals that more than 80 percent of self-pay bills are never collected, and more than 50 percent of patient responsibility after insurance ends up as bad debt as well. Come to this breakout session to avoid bad debt sinking your practice into real debt. Learn everything your practice needs to know to maximize your patient collections performance. Discover how pre-visit processes can improve collections and how to structure them, how to improve time of service collections and eliminate billing altogether, tips for improving patient collections after the service is complete, and advice for holding your collection agency accountable.

Discover new ways to collect what patients owe – from writing collections letters that get results to improving the effectiveness of your patient statements. You’ll come away from this breakout session armed with Elizabeth’s array of tools you can use to improve patient collections-- and boost your practice’s bottom line.

4D – Oregon Legislative Update

COURNTNI DRESSER
OMA Director of Government Relations

This presentation will provide an overview of current legislative issues in the state of Oregon, as well as the services provided to Oregonians and how the medical community can become involved in education and outreach.
5A – Ally or Adversary? The 3 secrets to cultivating successful professional relationships

KELLY WYNGARDEN
Senior Vice President, SkyTeam, a global leadership development and human resources consulting firm


Cultivating Winning Relationships™ focuses on the ‘how’ of successful businesses, clarifying the rules of engagement across teams. In organizations where toxic behaviors are ignored, invariably inefficiencies abound, productivity and customer satisfaction decline and costs go up. Relationships matter.

The corporate world is likely the biggest team sport we will play, however, few of us have a mindset that values mutual success over individual success. As a result, especially in turbulent times, where emotions are raised, opinions differ and stakes are high, those who have not spent the time to cultivate winning relationships may find results deteriorate just when outstanding team performance is required.

5B – Top Marketing Trends to Implement in 2016

JAMIE VERKAMP
EMERGE, Chief Speaking Officer

The New Year is upon us. And like most industries, change is ever abundant in the healthcare landscape. As our industry continues to evolve, so do the needs of our consumers—our patients—and also the ways that they communicate, get news and share information. In this session, we’ll discuss some of the trends to take notice of in 2016. Jamie will share how they affect the ways you engage with your current patients and also how these trends will affect your marketing efforts in the upcoming year.

5C – Employment interviewing: Making the most of team interviews

PATTI LIND
Founding Partner of the Lind Consulting Group

It is a common practice for medical clinics to involve physicians and staff members with the interview process of potential new employees. These opportunities oftentimes serve as a simple “meet and greet” rather than an employment interview. This workshop will provide you with ideas and tools to take back to your clinic to improve everyone’s ability to gain greater insight into the applicant’s knowledge, experience and maturity through the use of competency based questions. The workshop will also provide cautions on questions which should be avoided.

5D – Excel Part 1: Payer Contracting Made Easier: Excel Tips and Tricks for Practice Managers

NATE MOORE, CPA, MBA, FACMPE
Vice President of Sales Medical Advantage Group

Payer contracting can be a time-intensive, frustrating process, and that’s just getting data to talk to the payers about. This session will provide Excel shortcuts and techniques to organize, compare and strategize with sample contracting data. We’ll focus on time saving techniques like VLOOKUP that make it easier to compare reimbursement by payer across time periods. Watch for ways to model contract changes to see the effects of potential rate changes and ideas on how to approach value based reimbursement with data. This presentation will be a live demonstration using Excel 2016 for the PC.

Note: Participants are invited to bring laptops with Excel 2013, 2010, or 2007 to follow along with sample practice data used during the presentation. The class will assume an intermediate level of Excel experience.
6A – Succession Planning – “It’s All About That Bench”

KELLY WYNGARDEN
Senior Vice President, SkyeTeam, a global leadership development & human resources consulting firm

It’s all about that bench, about that bench, get planning! If life were as simple as a pop song, we wouldn’t have to worry about things like bench strength, successors, and business continuity. Understanding the bench strength of your team to ensure business continuity must be a focal point for all managers. This is not simply a business imperative, or an HR responsibility. Effective succession planning is a leadership imperative.

Think of the A-players on your team. What happens if one of them (or more) come in tomorrow and tells you, “I’m really sorry, but I’ve been given this fantastic opportunity, and I just have to take it. My last day will be two weeks from Friday.” Gulp. Now what? We can’t keep everyone. We don’t want to keep everyone.

As the boomer generation begins to exit the workforce, tribal knowledge and long-term customer relationships will exit your business. The war for talent is a real thing…and, it’s really heating up. Right now.

What’s your plan to retain the knowledge and prepare the next generation of leaders and managers to step up? Having a “people plan”, and ensuring that it aligns with your strategic plan is critical and will give your organization the ability to adapt to changing markets and evolving customer needs.

People make it happen, and that’s why “It’s All About That Bench”.

6B – The New Era of the Patient Experience; Utilizing Social Media, Digital Practice Tools and other Online Options to Educate and Engage Your Patients

JAMIE VERKAMP
EMERGE, Chief Speaking Officer

The patient experience now extends beyond your phones and the four walls of your office; it includes how patients interact with you online as well—before, during and after office hours. Nearly 88% of patients turn to the Internet to assist with their provider decision-making, learn more about their health concerns, manage their health records and even talk with their providers. How is your practice leveraging these new tools like social media, patient portals and other digital platforms to provide a more comprehensive patient experience? During this interactive session, we’ll showcase several practices who are capitalizing on these new tools to not only grow their patient volumes and control their online reputations, but to engage with patients to provide them with important information and even resolutions to their health concerns. You’ll also learn how all of these digital tools can work together to educate patients on how to become more involved in their health care and how to drive patients to these valuable tools for engagement.

6C – The Power of Dialogue

PATTI LIND
Founding Partner of the Lind Consulting Group

Increasingly we are losing the ability to successfully dialogue with one another. And yet, dialogue in the workplace is critical in decision-making, resolving conflicts and strengthening the leadership connection with staff. Without the ability to dialogue, we default into interrupting, over-talking, withholding critical background information or trying to prevail through argument or power. This workshop will help you develop your own dialogue skills and learn how to set conversations and meetings for successful dialogue, including techniques for what to do when dialogue breaks down.

6D – Excel Part 2: Payer Contracting Made Easier: Excel Tips and Tricks for Practice Managers

NATE MOORE, CPA, MBA, FACMPE
Vice President of Sales Medical Advantage Group

Payer contracting can be a time-intensive, frustrating process, and that’s just getting data to talk to the payers about. This session will provide Excel shortcuts and techniques to organize, compare and strategize with sample contracting data. We’ll focus on time saving techniques like VLOOKUP that make it easier to compare reimbursement by payer across time periods. Watch for ways to model contract changes to see the effects of potential rate changes and ideas on how to approach value based reimbursement with data. This presentation will be a live demonstration using Excel 2016 for the PC.

Note: Participants are invited to bring laptops with Excel 2013, 2010, or 2007 to follow along with sample practice data used during the presentation. The class will assume an intermediate level of Excel experience.
Eligible 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.
- An independent consultant is self-employed and offers a broad range of expertise and counsel to medical groups, and does not represent, sell or advise clients on any one particular product or service. (An Independent consultant must register at the non-member rate.)

**Conference Registration Pricing**

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<th>Through April 1, 2016</th>
<th>April 2, 2016 and After</th>
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<tr>
<td>OR/WA MGMA Current Member</td>
<td>$395</td>
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<tr>
<td>Employee or Principal of Member Group (at same location)</td>
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<tr>
<td>Non-Member</td>
<td>$550</td>
<td>$650</td>
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<tr>
<td>Student (Must be enrolled in MHA program)</td>
<td>$125</td>
<td>$175</td>
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**Not a member yet? Join today!** Take advantage of the registration discount and all of our other valuable member benefits!

To become an Oregon or Washington MGMA Member, please contact:

- MGMA Washington State: Rachel Ricci – rachel@wsgmga.org – 206-956-3643
- Oregon MGMA: Debbie Anderson – execsecretary@omgma.com – 971-373-1477

**Pre-Conference Class Registration Pricing**

**Pre-Conference Workshops – Sunday, May 15th, concurrent sessions, pick only one, lunch is included. You must register and pay separately to attend a Pre-Conference workshop.**

1. Lean Six Sigma – MGMA Yellow Belt Certification | $175 | $200 (7 hr class 8am – 3pm)
2. Building Blocks for Effective Practice Management | $125 | $150 (4.5 hr class 10am – 2:30pm)
3. Physician Compensation Plans | $125 | $150 (4.5 hr class 10am – 2:30pm)
4. ACMPE Workshop | $50 | $65 (4.5 hr class 10am – 2:30pm)

**Additional Meal Tickets for Spouse or Guest**

An individual accompanying a conference attendee. Includes name badge – required for access to meal(s) and/or reception(s). Excludes all opening, general and breakout sessions.

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<th>Through April 1, 2016</th>
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<tr>
<td>Sunday Night Reception - Car Museum</td>
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Your email address is your username. All current OMGMA & MGMA-WA members are in our system and will be registered at the member rate.

Payee Details: Register online and pay with credit card or print invoice and Make Checks payable to: MGMA-WA 2001 Sixth Avenue, Ste 2700 | Seattle, WA 98121 | Tax ID Number: 91-6182713

If paying by check, please note: Payment **must** be received within 21 days of registration but **no later** than the first day of conference. Late payments will be charged a $50 service fee.

Cancellation Policy: We must receive written notification of cancellation requests. A $50 processing fee will be deducted from the registration refund. No refunds issued after Friday, April 3, 2015.
This is THE Marketplace for discovering solutions. Browse the list of providers below and come prepared with a list of those that will help you with your practice needs. (This list includes registered sponsor and exhibitors at time of printing – more to come!)

◆ Event or Meal Sponsor  ● OMGMA Partner  ▲ Washington State MGMA Partner

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Hawes Financial Group
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The Partners Group ●
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Washington State Labor and Industries
Register for the OR/WA MGMA Annual Conference Today!

April 1, 2016
Last day for Early Bird Registration