MGMA Louisiana MGMA Mississippi Southern Summer Conference July 18-20, 2018 Golden Nugget, Biloxi

PLAY TO WIN!
**Conference Site**

We are proud to designate the Golden Nugget Biloxi as our 2018 conference headquarters. Nestled on the gulf coast of Biloxi, Golden Nugget offers resort-style luxuries for everyday escapes. Visit [www.goldennugget.com/Biloxi](http://www.goldennugget.com/Biloxi) and enter Promo Code S186134 to receive the special group rate of $149.00/night plus tax. If you have any trouble, please contact Kristina at admin@lmgma.org or info@mgmams.com

**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.

**Exhibit Hall**

Representatives from a variety of industry related vendors will be on site to discuss their products and services with you. This is the ideal venue to locate specific answers and problem-solving solutions to the most challenging issues in your practice.

**Registration Hours**

Wednesday, July 18  12:00pm-6:00pm  
Thursday, July 18  7:30am

**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 light jacket.

**Meeting Hash Tag**

Join in on the conversation! Include #MGMALAMS18 on any meeting related posts on Facebook or Twitter.

**Grand Prize Drawing**

Be sure to stay through the last session of the conference to be eligible to win a CASH prize! Amount to be announced!
The 2018 MGMA-Louisiana/MGMA Mississippi Southern Summer Conference is the second annual collaborative event bringing healthcare professionals from Mississippi and Louisiana together. It features top notch speakers, presentations and materials along with valuable networking opportunities.

**The Event will feature**

- Outstanding speakers on timely topics targeted to medical group administrators, executives, managers, health administration students and faculty.
- Networking events, meals and social functions to facilitate discussion and relationship building.
- Valuable continuing education credits
- Exhibit Hall featuring providers of the industry’s most sought-after products and services

**Who Should Attend**

Medical group managers and administrators of all practice specialties who are interested in learning the practical health care solutions. Professionals encouraged to attend are medical group administrators, executives, managers, coders, billers, health administration students and faculty.

**Objectives and Learning Methods**

The MGMA- Louisiana MGMA Mississippi Southern Summer Conference is designed for health care professionals engaged in managing the business of medicine. This program will help you advance your professional knowledge, create collegial connections through networking and acquire up-to-date information on the latest issues affecting your practice. You’ll leave this meeting with practical solutions.

**Continuing Education**

This program is approved for: 10 ACMPE CEUs 8 MS State Board of Public Accountancy CPEs 8 LA State Board of Public Accountancy CPEs

*an additional 4 CEUs are available if attending the preconference session*
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Conference Schedule

Wednesday, July 18
12:30pm  Registration
1-5pm  Pre-Conference Workshop: *But We’ve Always Done it This Way - Managing Change* – Julie Laperouse
5:30pm  Kickoff Cocktail Reception

Thursday, July 19
7am  Registration Opens
7-8am  Breakfast in Exhibit Hall
8-9:30am  General Session: *Delivering Exceptional Patient Experience* – Stephen A. Dickens, JD, FACMPE
9:30-10am  Break in Exhibit Hall
10-11:15am  General Session: *How to Terminate an Employee (with mock dismissal)* – Stephen A. Dickens, JD, FACMPE
11:20am-12:30pm  Breakout I
Breakout A: *CyberSecurity* – LAMMICO
Breakout B: *OSHA Compliance and Workplace Safety* – Glenn Eiserloh, LHA Trust
Breakout C: *Opioid Law* – LAMMICO
12:30-1:15pm  Lunch
1:15-2pm  Dessert in Exhibit Hall
2-2:30pm  MGMA LA Business Meeting/ MGMA MS Business Meeting
2:30-3:30pm  General Session: *Patients as Consumers of Healthcare* – Cameron Cox, FACMPE
3:30-4pm  Break in Exhibit Hall
4-5pm  Breakout II
Breakout A: *Washington Update* – Drew Voytal, MPA, MGMA Government Affairs Representative
Breakout B: *ACMPE Certification and Fellowship Update* – Crystal Williams, FACMPE & Janet Benzing, CMPE
Breakout C: *Business Intelligence* – Cameron Cox, FACMPE
5:30-7pm:  Networking Reception in Exhibit Hall – Game Night, Come on Down!

Friday, July 20
7-8am  Breakfast in Exhibit Hall
8-9am  General Session: *Payment Issues Workshop: Strategies for Getting Paid and Addressing Headaches from Payers* – Clay Countryman
9-10am  Breakout III
Breakout A: *Life of a Bill* – Ashley Politz
Breakout B: *RISKS: Top 5 Issues* – Stacie Jenkins, LHA Trust
Breakout C: *CyberSecurity* – LAMMICO
10-10:45am  Breakout and Prizes in Exhibit Hall
10:45-12pm  Closing Keynote: *No More Drama; How Leaders Cultivate Real Teamwork* – Joe Mull
12pm  Closing Remarks, Grand Prize Drawing, Adjourn
**Wednesday, July 18**

Pre-Conference (please note the pre-conference workshop is an additional fee of $75. Workshop will be eligible for 4 CEUs).

**Julie Laperouse**  
Director of Training, Emergent Method

**But We’ve Always Done It This Way – Managing Change**

Organizational change often presents challenges for existing employees, leaving them unmotivated, disengaged, and stressed. Being equipped with the proper tools to manage change can improve performance, help employees embrace change, and minimize other negative effects associated with organizational change.

Workshop objectives include:
- Understanding and anticipating the issues that may be present through organizational change
- Developing communication skills needed to successfully navigate change
- Learn personal strategies to create a flexible mindset concerning change
- Creating an environment that celebrates small wins and encourages failing forward

**Thursday, July 19**

**Stephen A. Dickens, JD, FACMPE**  
VP Medical Practice Services, State Volunteer Mutual Insurance Company

**Delivering Exceptional Patient Experience**

As healthcare trends away from patient satisfaction toward the patient experience, it is important for physicians, practice executives and staff to understand how this shift in ideology will affect their practice. Influencing patient experience begins with an understanding of the patient mindset and their barriers in understanding the healthcare environment. Genuine empathy along with communication techniques such body language and tone of voice coupled with active listening and effective communication create the foundation for patient perceptions. At the conclusion of this session, attendees should:
- Understand and articulate the significance of positive patient experience to both reimbursement and patient outcomes;
- Assess the barriers to creating a positive patient experience; and
- Implement and integrate best practices to engage staff and patients in creating positive patient experiences while improving patient outcomes.

**How to Terminate an Employee (with mock dismissal)**

Human resources are one of the most time consuming aspects of the practice executive’s responsibilities. Bringing together different personalities and work styles can be overwhelming. When everything comes together the practice and patients reap the rewards. Unfortunately, not everyone is a good fit. Sometimes the kindest thing you can do is set an employee free to seek new opportunities. Utilizing a mock termination scenario, this session will help you navigate the termination process. At the conclusion of this session, attendees should:
- Recognize the importance of progressive discipline;
- Identify best practices for documentation; and
- Discover the simplest way to conduct a termination

**Cybersecurity**

Physicians beware! Healthcare organizations are at risk for cybersecurity attacks.  

Upon completion, participants should be able to:
- Identify the most commonly used methods to commit cyber crimes
- Understand the importance of password management
- Understand why health records are of interest to cyber criminals

**State Requirements for opioid prescribers and avoiding a penalty**

The opioid overdose crisis has brought significant regulatory changes throughout the country to how, when, and why prescribers may write opioid prescriptions. Compliance with the state law, may also meet QPP requirements and help prescribers avoid a Medicare penalty because two of the performance categories in the Quality Payment Program have measures and activities that directly relate to the prescribing and management of opioids in a physician practice. Upon completion, participants should be able to:
- Identify the measures and activities related to opioid prescribing that are components of the Quality Payment Program.
- Discuss how complying with state requirements for providers who prescribe opioids may help avoid a penalty.

**Glenn Eiserloh, CHSP**  
Sr. Risk Consultant, LHA Trust Funds

**OSHA Compliance and Workplace Safety**

Employee safety in the workplace covers a myriad of risk factors ranging from exposure to blood and body fluids, improper lifting, bullying in the workplace, distracted driving, and slip, trip and fall accidents. The objectives of this presentation are to illustrate how quickly workplace accidents can occur, demonstrate how a lack of focus contributes to workplace accidents, show how accidents can be prevented in different hazardous scenarios and to raise awareness for the need to avoid shortcuts.
Cameron Cox III, FACMPE  
President and CEO, MSOC Health  

Patients as Consumers of Healthcare  
Healthcare today has moved from the Paternalistic Model of care to a Facilitative Model of care, where the patient expects to be educated, informed and most importantly involved. All businesses know that it is much easier to “hold onto” customers (patients) rather than trying to attract new ones. This presentation will focus on how these changes can become opportunities for your practice. This presentation will touch upon general marketing approaches, social media and technology.

Business Intelligence  
We are constantly being told that the new healthcare system will depend on “Big Data,” “Business Intelligence” and “Analytics.” What does this mean? Haven’t we always analyzed data? This presentation will challenge you to reconsider whether you are asking the right questions and whether you have the right data and tools to answer them. Learn how analytics adds value to your practice’s financial position and operations. We’ll review some commercial products in the marketplace and also build some of our own!

Drew Voytal, MPA  
MGMA Government Affairs Representative  

Washington Update - MGMA Government Affairs Representative  
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, gain a deeper understanding of these changes and their impact on the day-to-day activities of medical group practices, and be directed to clarifying resources. Specific topics include 2018 implementation details for the Medicare Quality Payment Program, as well as payment policy changes finalized under the 2018 Medicare Physician Fee Schedule, among a host of other timely issues. Learning Objectives:  
• Learn about new or pending federal policy changes  
• Understand how legislative and regulatory initiatives affect your daily work  
• Identify resources available to assist you

Clay Countryman  
Breazeale, Sachse & Wilson, L.L.P.  

Payment Issues Workshop: Strategies for Getting Paid and Addressing Headaches from Payers  
• Discuss recent payment issues and problems physicians and other providers are facing with commercial insurers and other payors  
• Identify strategies to address payment problems with payors and network agreements  
• Review a checklist of steps to review provider agreements and legal issues in addressing payment and other recent problems

Crystal Williams FACMPE,  
MGMA-LA ACMPE Forum Representative  

Janet Benzing CMPE  
MGMA MS ACMPE Forum Representative  

ACMPE Certification and Fellow Update  
Attendees will learn about the available resources for Nominees pursuing CMPE and current CMPEs pursuing FACMPE, as well as the new certification requirements that will be implemented in the near future.

Stacie Jenkins, RN, MSN  
Sr. Direcotr of Quality & Patient Safety, LHA Trust  

RISKS: Top 5 Issues  
Follow up of testing and results, terminating patient relationships, emergency preparedness, infection control, risk plans - The purpose of this presentation would be to give an overview of some of the most common risks unique to physician office practices which could lead to claims. We will also discuss opportunities to improve the processes involved in order to ensure the safety of patients. Some of the topics to be considered will be: follow up of test results, medical record documentation, communication, termination of physician-patient relationships, and medication management.

Ashley Politz, LMSW  
Executive Director, Louisiana American Academy of Pediatrics  

Life of a Bill  
Ashley will share the ins and outs of how a bill becomes a law. Attendees will learn the What and Whys of Advocacy, and how to become involved and make a local impact on important healthcare issues.

Joe Mull, M.Ed  
Healthcare Leadership Trainer, Joe Mull & Associates  

No More Drama; How Leaders Cultivate Real Teamwork  
Fostering group cohesion and team spirit is one of the toughest jobs a leader has. In the high-contact, compassion-demanding world of healthcare, grumbling, discord, infighting, back-biting, gossip, and conflict can derail even the most talented team. This funny, engrossing presentation goes well beyond the concept of “teambuilding” and teaches leaders how to influence the interpersonal dynamics of healthcare teams so they consistently work hard, get along, and wow patients.
THURSDAY
JULY 19
GAME NIGHT
Join us Thursday,
July 19 at 6:00 pm
for Game Night at
the Golden Nugget
ballroom for your
chance to win!

Register Today
Visit www.lmgma.org or www.mgmams.com to register now!

Registration

MGMA-LA or MGMA MS Active Members $225 ($325 after 6/15)
Non-Members $325 ($425 after 6/15)
Pre Conference Workshop $75
(this is an additional fee to conference registration- preconference workshop is eligible for 4 CEUs)
Business Partners/Affiliates (not exhibiting) $550

Registering 5 or more attendees?
Contact our office for organizational discount- info@mgmams.com or admin@lmgma.org
Register online at www.lmgma.org or www.mgmams.com
You will be able to pay via invoice or credit card. If you have any questions, please contact Kristina Romero at 985-290-8020.

Refund Policy
Cancellations received before August 1 are subject to a $100 cancellation fee. Cancellations after July 1, 2018 and no-shows cannot be refunded. Substitutions within the same group are acceptable.
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