

The Times They Are A Chanaina

MGMA LOUISIANA | MGMA MISSISSIPPI
SOUTHERN SUMMER CONFERENCE

July 27-29, 2022

Hilton Baton Rouge Capitol Center
Baton Rouge, LA

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Wednesday, July 27

1:00-5:00 pm Pre-Conference Workshop
People Centric Leadership - Matt Griswold and Don Harkey

5:00 pm Kickoff Reception in Exhibit Hall

Thursday, July 28

7:00 am Registration Opens

7:00 - 8:00 am Breakfast in the Exhibit Hall

8:00 - 9:30 am Opening General Session: **Re-Imagining Experience - Joe Quitoni**

9:30 - 10:00 am Break with Exhibitors

10:00 - 11:00 am **How Healthy is Your Practice? - Chrissy Leggett, CPA/ABV, CVA**

11:00 - 12:00 pm BREAKOUT SESSIONS
A: **My Doctor's Been Sued; Now What? - Tara Bourgeois**
B: **Practice Perfect – Tips and Tools for Proactive Process Perfection - LHA Trust Funds**

12:00 - 1:00 pm Lunch

1:00 - 1:30 pm LMGMA Business Meeting / MGMA MS Business Meeting

1:30 - 2:30 pm **Medical Malpractice Panel - Industry Expert Panel**

2:30 - 3:30 pm BREAKOUT SESSIONS
A: **Beware the Road Paved with Gold - Clay Countryman, Partner**
B: **Conflict Resolution – Matt Griswold**

3:30 - 4:00 pm Break with Exhibitors

4:00 - 5:00 pm **Strategies to Build the Future Workforce of Healthcare - Industry Expert Panel**

5:00 - 6:30 pm Networking Reception: Team Trivia!

Friday, July 29

7:00 - 8:00 am Breakfast in the Exhibit Hall

8:00 - 9:00 am **Latest Regulatory Changes Affecting Health Insurance - Michael Bertaut, MBA**

9:00 - 10:00 am BREAKOUT SESSIONS
A: **Slow Your Roll: Effective and Intentional Supervision of Employee - Ed Hardin, Partner**
B: **TBA**

10:00 - 10:45 am Break and Prizes in Exhibit Hall

10:45 - 12:00 pm **Influence Your Culture - Survive the Stress - Stephen Dickens, JD, FACMPE**

12:00 - 12:15 pm Closing Remarks, Adjourn

SESSION DESCRIPTIONS



People Centric Leadership

Matt Griswold and Don Harkey

There are lots of definitions of leadership, but at its core, leadership is simply influence. In this workshop by our partners at

People Centric, you will get a chance to rethink the concept of leadership and learn how to better influence your team, your administration, and most importantly, yourself. Be prepared to be a little vulnerable and share your strengths as a leader as well as discover opportunities to lead better.



Opening General Session:

Re-Imagining Experience - Joe Quitoni

This thought-provoking keynote provides the insights and implementable best practices that are needed to create and sustain a culture that creates a competitive advantage. Business

Owners, Executives, and Leaders ready to re-imagine the experience will walk away with actionable ideas that will inspire, motivate and activate change.

Topics Include:

- **Foundation of a Winning Culture** Culture is more than words on paper. Understand the elements that are necessary to create a purposeful culture that turns insights into action.
- **People Processes that Work** Take the guesswork out of selection, on-boarding, performance development and on-going engagement. Explore ways to infuse culture into processes that drive engagement.
- **Activating a Culture that Lasts Change** is often approached with resistance. Learn the different cycles of the change management process and how to lead through change with success.



How Healthy is Your Practice?

Chrissy Leggett, CPA/ABV, CVA

In this session, we will discuss the health of your practice by focusing on business insights, practice metrics, and impacts of pandemic response and recovery.



My Doctor's Been Sued; Now What?

Tara Bourgeois

Objectives:

- Learn what to do when you get notified of a claim or suit
- Learn about the provisions of the Louisiana

Medical Malpractice Act

- What happens when a patient files a complaint with the Louisiana Patient's Compensation Fund?
- How does the Medical Review Panel process work?
- Advantages and disadvantages of the Medical Review

Panel process

- Learn about the post-panel lawsuit process
 - What happens when a post-panel lawsuit is filed?
 - How long is this process going to take?
 - What is my doctor's exposure and is there a cap on damages in medical malpractice cases in Louisiana?
- Learn answers to other FAQs in medical malpractice litigation
 - What's a subpoena duces tecum and what do I do with it?
 - Yikes! I have to give a deposition!
 - Reporting medical malpractice cases to credentialing agencies

Practice Perfect – Tips and Tools for Proactive Process Perfection - LHA Trust Funds

The purpose of this presentation is to discuss the process of FMEA and demonstrate how it can be used to proactively mitigate risks. This is an interactive presentation and encourages group participation as we walk together step-by-step to complete an FMEA on the process of scheduling telehealth visits in the physician office practice.

Objectives:

1. Discuss why FMEA is useful as a proactive risk management tool.
2. How to complete an FMEA.
3. How to identify areas that may be problematic in your process for performance improvement.

Medical Malpractice Panel - Industry Expert Panel

What are top triggers for malpractice claims this past year? Hear it straight from the experts! How can managers mitigate our risks? How has Covid-19 impacted malpractice risk and what should we do to prevent claims? What's new or what has changed with regard to risk management in an MD office? What should our top priorities be to minimize our malpractice risks? This interactive session will answer all of these questions and more!



Beware the Road Paved with Gold: Recent DOJ Fraud Settlements and Investigations of Physician Joint Ventures **Clay Countryman, Partner**

This presentation will include an in-depth discussion of several recent investigations and settlements by the U.S. Department of Justice involving physicians investments and service agreements in joint ventures, and DOJ settlements from transactions involving health systems acquiring physician practices. During the last few years, there has been a significant increase in the number of fraud enforcement actions by the government and cases filed by whistleblowers in cases of involving physician joint ventures. This presentation will include a discussion of lessons learned from recent DOJ settlements involving physicians and a working checklist of compliance concerns to address in any joint venture transaction from a physician practice's perspective.



Conflict Resolution - Matt Griswold

While it sounds counterintuitive, we want conflict in our organizations. It doesn't have to be scary or unhealthy. Without conflict, our people do not feel that they are heard, we become misaligned with our strategy, and nothing can

change for the better.

Learning Objectives

- Discover the importance and need for healthy conflict
- Discuss strategies for healthy conflict
- Learn about the various options of solutions when facing conflict

Strategies to Build the Future Workforce of Healthcare - Industry Expert Panel

In this session you will learn best of practices to recruit since the great resignation, strategies to build the future workforce of healthcare through developing partnerships, implementing innovative staffing models, and scheduling, how to ensure staff is operating at the top of their license and develop student training programs within you practice. There will also be an opportunity for Q&A with our industry experts.



Slow Your Roll: Effective and Intentional Supervision of Employee Ed Hardin

In this presentation, A. Edward Hardin, Jr., a partner in Kean Miller LLP's labor and employment group, will address best practices for effective supervision and discipline of employees, including effective documentation of the issue and the steps forward. Employers are well-served slowing down when addressing employee issues, clearly addressing the issue at hand, and identifying constructive solutions to the issues presented. Documentation of those efforts can also support an employer's position and support future corrective measures, including possible termination.



Latest Regulatory Changes Affecting Health Insurance

Michael Bertaut, MBA, CHC, PAHM

Join insurance expert Mike Bertaut to catch up on the latest regulatory changes affecting health insurance and what that means for you and your practice.



Influence Your Culture - Survive the Stress - Stephen Dickens, JD, FACMPE

Healthcare is a fast-paced world. We are all trying to survive. Caught in that fight for survival are colleagues, patients and usually, the people we love most. While you may not be able to slow

the pace, you can choose your response. That response not only influences you but those around you as well. This session helps attendees understand the power of creating their own personal culture while providing tips on how to do so.

Objectives:

- Identify the factors that influence one's personal culture;
- Demonstrate the impact of stress and a negative culture on personal performance and the practice; and
- Articulate communication and coping techniques to manage one's own personal culture and influence others.

Register today at

www.LMGMA.org or
www.MGMAMS.com

Be sure to log in to receive member discount!

CONFERENCE INFORMATION

Conference Venue:

Hilton Baton Rouge Capitol Center

201 Lafayette Street
Baton Rouge, LA 70801

Click [here](#) to reserve your room at the discounted rate of \$139. Please use discount code **MGMALA** or, you may call the Hilton Reservation line 1-800-955-6968 and reference discount code MGMALA.



Registration Fees:

Take advantage of Early Bird registration and save \$50! Register before July 6 to receive discount.

LMGMA or MGMA MS Member: \$300 (\$350 after 7/6)

Non-Member: \$400 (\$450 after 7/6)

Business Partner/Vendor attending, not exhibiting: \$550 (this registration is for educational purposes only, no suitcasing will be allowed)

Conference Registration:

The registration fee covers all meetings, materials, meals, and breaks. Conference breakfast and lunch functions are for registered exhibitors and conference attendees only. Attire for the conference is business casual. A jacket or sweater is suggested.

Accreditation:

American College of Medical Practice Executive (ACMPE) Credit Hours: To apply this program toward your ACMPE continuing education requirement, please calculate the total number of clock hours you spent in educational sessions and enter your hours online in the My Transcript area of mgma.com.

This program is eligible for up to 13 live continuing education units.

Cancellation Policy:

Cancellations received prior to July 6, 2022, are subject to a \$100.00 cancellation fee. Cancellations received after July 6, 2022 and no-shows cannot be refunded. Substitutions from within the same group are acceptable.