

Practice University

Financial and Human Resources Management

Designed to assist those working in a management or supervisory role in a medical practice, whether experienced or new to your role, this workshop will provide a refresher in essential areas while taking a deeper dive into key topics to optimize operations. The curriculum has been developed with a focus on two of the most critical areas in today's business environment – finances and human resources.

One-Day Workshops

While there is no required experience to attend these workshops, it is assumed participants have a working knowledge of medical practice operations, terminology, and a basic understanding of the outlined content areas. Individuals new to a supervisory role or practice management are highly encouraged to review our [Practice Management 101 program](#) available on the SVMIC [Vantage®](#) portal.

Cost: \$99 per person, includes lunch and snacks

Cities, Dates, and Venues

<u>Location</u>	<u>Date</u>	<u>Venue</u>
Murfreesboro, TN	May 21	Embassy Suites 1200 Conference Center Boulevard, Murfreesboro, TN 37129
Cookeville, TN	June 25	Leslie Town Center 1 West 1st Street, Cookeville, TN 38501
Little Rock, AR	July 11	Embassy Suites 11301 Financial Centre Parkway, Little Rock, AR 72211
Kingsport, TN	July 25	MeadowView Conference Center 1901 Meadowview Parkway, Kingsport, TN 37660
Jackson, TN	August 29	DoubleTree Hotel 1770 US-45 BYP, Jackson, TN 38305
Cleveland, TN	October 3	Cleveland Country Club 345 Kyle Lane NW, Cleveland, TN 37312

Please see agenda and session descriptions on reverse side.

To register, visit: svmic.com/2024-practice-university



To see our other education offerings, visit: svmic.com/education

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Program Agenda

8-8.30 am	Registration
8.30-9 am	Welcome, Introductions, What's New to MPS for You
9-10 am	<p>Financial & Operational Improvement Strategies: Utilizing Patient Self-Service Tools Michael D. Cash, MHSA, FACMPE</p> <p>This presentation focuses on the pivotal role of self-service tools in improving financial and operational performance. It discusses challenges embedded in current processes, evolving patient expectations, a review of successful case studies and barriers to implementation. As labor costs continue to increase, patient self-service tools may help improve office efficiencies.</p>
10 - 10.30 am	<p>Incident-To Billing Compliance Jackie P. Boswell, MBA, FACMPE</p> <p>This session will review common misunderstandings and mistakes related to billing for Advanced Practice Practitioners. We will discuss requirements that must be met to correctly bill for incident-to services and remain compliant with insurance policies.</p>
10.30 - 10.45 am	Break
10.45 - 11.45 am	<p>Boost Your Back-End Revenue Cycle Laura Watkins, FACMPE, CPC</p> <p>The back-end revenue cycle is an instrumental part of a successful revenue cycle operation with responsibility for claims management, denials, and patient collections. The current denial-laden environment demands comprehensive prevention strategies and the utilization of data analytics and integrated technology. In addition, patients are struggling with the increased patient responsibility portion of their medical bills. With a renewed focus on the back-end revenue cycle, practices can boost collections and minimize financial losses.</p>
11.45 am - 12.30 pm	<p>Surviving Recoupments & Audits Jackie P. Boswell, MBA, FACMPE</p> <p>Payer audits are increasing in frequency. An insurance audit letter is enough to send anyone into a panic attack. A significant recoupment could have a negative monetary impact on a practice's bottom line. It is important to understand the purpose of an audit or recoupment, how to respond, and steps to avoid them in the future.</p>
12.30 - 1.30 pm	Lunch
1.30 - 2.30 pm	<p>Staffing Challenges – Avoiding the Landmines Stephen A. Dickens, JD, M.A.Ed., FACMPE</p> <p>Employees are an integral part of a medical practice. A cohesive and well-functioning team positively impacts patient experience and the bottom line not to mention it makes the manager's job easier too. No matter how well the team seems to function it still requires attention. A single misstep managing personnel can find even the most experienced practice executive on a landmine. This session addresses current HR issues that can blow up a practice, best practices to avoid them and appropriate responses to mitigate the fallout should the worst occur.</p>
2.30 - 3.30 pm	<p>Building a Foundation of Success: Developing Your Own Medical Assistant Orientation Melony Hilton, RN, MBA, FACMPE, CPHRM, CCM</p> <p>Healthcare practices are facing a shortage of experienced medical assistants (MA's). Proficient MA's are crucial for operational efficiency, patient satisfaction, and minimizing risks in the practice. To address staffing shortages, practices have resorted to developing their own training and orientation programs to ensure MA's are well-prepared for their diverse duties. Given the often-undefined scope of practice, it can increase physician liability if the MA role is not clearly defined, and proper training received. This session will discuss the key objectives for developing a successful MA training program.</p>
3.30 - 3.45 pm	<p>Q&A/Wrap-up Stephen A. Dickens, JD, M.A.Ed., FACMPE</p>



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