

# Practice University

## Practice Management Symposium

This intermediate-level program, developed to focus on the more challenging aspects of medical practice management, is designed for practice executives seeking to enhance their leadership skills and strategically optimize their medical practice. The curriculum for the comprehensive workshop is based on the MGMA-ACMPE Body of Knowledge, covers multiple facets of medical practice management, and is hosted by the SVMIC Medical Practice Services Department (MPS).

### Two-Day Symposium

While there is no required experience to attend this conference, 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 the [Practice Management 101 program](#) available on the SVMIC [Vantage](#)® portal.

**Cost: \$299 per person includes breakfast and snacks both days plus lunch and the reception on day one**

### Venue and Date

**Franklin, TN** | November 21-22, 2024  
[Franklin Marriott Cool Springs](#)  
700 Cool Springs Blvd, Franklin TN 37067

*To register, visit:*  
**[svmic.com/2024-practice-university](https://svmic.com/2024-practice-university)**

### Program Agenda

THURSDAY, NOVEMBER 21, 2024	
7.45-8.15 am	Registration and Breakfast
8.15-8.45 am	Welcome, Introductions, What's New to MPS for You
8.45-9.45 am	<b>Championing Your Compliance Plan</b> Leslie Snider, MS, FACMPE, CHC, RT(R) With the heavy regulations placed on medical practices by numerous authorities, it is essential that all parties understand their responsibilities and the risks of noncompliance. Strong compliance and ethical standards promote safety, integrity, and trust, while mitigating legal risks, potential fines, and reputational damage. This session provides an overview of the necessary elements of a compliance plan to ensure your practice does not run afoul.
9.45 - 10.30 am	<b>Finding the Value in Value-Based Payments</b> Jackie P. Boswell, MBA, FACMPE As healthcare continues to evolve, physicians face new challenges related to cost and payment realities. Payment models continue to move away from traditional fee-for-service payments toward value-based reimbursement. Physicians must proactively and strategically develop a strategy to position their practices to thrive in these new models.
10.30 - 10.45 am	Break



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10.45 - 11.30 am	<p><b>Creating A Better Financial Patient Experience</b>  <b>Laura Watkins, FACMPE, CPC</b></p> <p>Many of today's patients are choosing to be more engaged in the financial conversations surrounding their care. Practices must reconsider patient interactions and develop a proactive approach that includes a patient-centered financial experience. When patients face an unexpected illness or medical bill, it can produce frustration, anxiety, and mistrust. By minimizing these pain points for patients through education, support and technology, the result is a win/win for both.</p>
11.30 am - 12.15 pm	<p><b>The Rise of the Machines: AI &amp; Technology</b>  <b>Sheri Smith, FACMPE, SHRM-CP</b></p> <p>It seems every newsletter and publication has an article about artificial intelligence (AI) most of which are touting the benefits. What is AI? Is it worth all the hype? What can it do for you? In this brief overview, we will examine the history and potential applications of AI and discuss the possible risks.</p>
12.15 - 1.15 pm	Lunch
1.15 - 3.15 pm	<p><b>Human Resources: What's Keeping You Up at Night?</b>  <b>Scott Hickman, JD</b></p> <p>Physician practices have unprecedented human resource (HR) challenges, not to mention a plethora of HR related government regulations that must be followed. Having an HR strategy that includes well written policies can help to ease this organizational burden. In this session, you will hear some best practices from an experienced HR attorney.</p>
3.15 - 3.30 pm	Break
3.30 - 4.15 pm	<p><b>Do No Harm- Addressing Workplace Violence in Healthcare</b>  <b>Rana McSpadden, FACMPE, CPC</b></p> <p>Workplace violence in medicine is a concern for most practices due to the increasing rate of violence against healthcare workers. However, many practices fail to provide preventive plans or staff education on the types of violence they may face. As the trend of abuse and violence against employees grows, it is becoming more and more vital for medical practices to take steps to mitigate these risks and protect their greatest asset. This session aims to raise awareness about workplace violence, provide practical strategies for prevention, and discuss how to handle the aftermath if an incident should occur.</p>
4.15 - 5 pm	<p><b>The Science of Positivity</b>  <b>Gretchen Napier, MSHA, FACMPE, SHRM-SCP</b></p> <p>Psychology and psychiatry have long focused on how to fix what is "wrong" with us. But positive psychology has conducted rigorous research exploring what makes life worth living and how to build the skills and supports to create such a life. This session will examine the five elements of well-being: positive emotions, engagement, positive relationships, meaning, and accomplishment; and share the science-backed strategies and exercises to implement in our lives and share with our teams. We will also discuss how to avoid the thinking traps that lead us toward negativity and how to recognize and avoid toxic positivity.</p>
5 - 5.15 pm	Wrap-up/Q&A
5.15 - 6.15 pm	<p><b>Reception</b></p> <p>Join your fellow attendees for an opportunity to relax and recap the day. Hosted by the MPS team, the reception provides an opportunity to ask questions, exchange ideas and gather best practices while expanding your professional network.</p>

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#### FRIDAY, NOVEMBER 22, 2024

8 - 8.30 am	Breakfast
8.30 - 9.15 am	<p><b>Do You Know Who Is in Your Exam Room – Human Trafficking</b> Melony Hilton, RN, MBA, FACMPE, CPHRM, CCM</p> <p>Human trafficking is a global health and human rights issue involving the exploitation of millions of people and yielding profits of more than \$150 billion per year. Healthcare professionals can be a victim's most promising lifeline if they have the knowledge and tools to identify and respond appropriately. This presentation will provide the tools to help providers and staff identify and serve this vulnerable population with a trauma-informed approach while factoring in the legal and ethical issues.</p>
9.15 - 10 am	<p><b>The Managerial Advantage: Shaping Productive and Motivated Teams</b> Michael D. Cash, MHSA, FACMPE</p> <p>Unlock the secrets to fostering a dynamic and high-performing team environment. This presentation is designed to equip leaders and managers with the essential knowledge and strategies needed to optimize team performance. Elevate your leadership skills, inspire your team, and cultivate an environment where productivity and motivation thrive.</p>
10 - 10.15 am	Break
10.15 - 11.30 am	<p><b>Become a Master of Critical Thinking</b> Stephen A. Dickens, JD, M.A.Ed., FACMPE</p> <p>In a time marked by complexity and constant change, the ability to make sound decisions and think critically is a vital skillset. Not only our professional success but also our personal quality of life is directly tied to our decision-making abilities. This presentation delves into the core elements of critical thinking and decision-making, offering actionable insights and strategies to empower individuals to navigate uncertainty and make informed, strategic choices. During this session, attendees will explore the foundational elements of critical thinking, its benefits, impediments, strategies to overcoming challenges and tools to enhance decision making as well as the process to develop a strategic plan, lead change and monitor progress. Whatever your role in your organization you will leave better equipped to solve problems effectively, make impactful decisions and to implement solutions.</p>
11.30 am	<p><b>Adjourn</b></p> <p>Attendees are welcome to stay and talk with the MPS consultants privately about any individual practice questions or needs.</p>

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