

**LEAD. ENGAGE. SUCCEED.**

# **VISION 2020**



**MGMA**<sup>®</sup>  
OKLAHOMA

**OKMGMA SPRING CONFERENCE**  
**MAY 4-5 - RIVER SPIRIT CASINO - TULSA**



## Conference Site

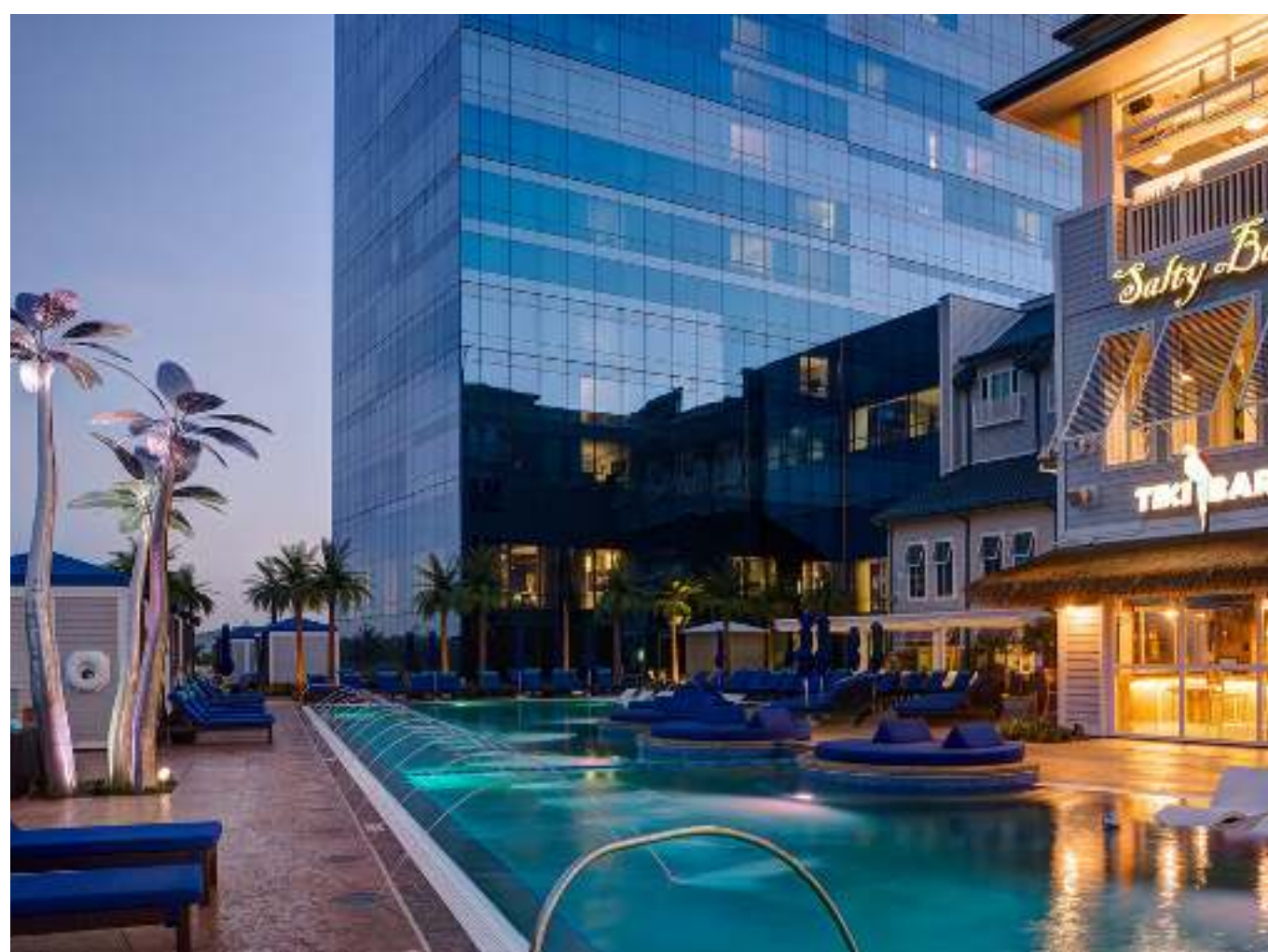
River Spirit Casino Resort  
8330 Riverside Pkwy  
Tulsa, OK 74137

We are proud to designate the River Spirit Casino Resort as our conference headquarters. A block of guest rooms is being held for the conference until April 15, or until the guest room block is full. To make your reservations, click below to receive the special group rate of \$109.00/night plus tax.

## Reserve Your Room Here

### 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

Monday, May 4  
7:30am-3pm

### 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.



### Grand Prize Drawing

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## 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

VISION 2020 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: 8 ACMPE CEUs**

# R E G I S T R A T I O N

OKMGMA Manager Member.....	\$250 Early Bird (\$300 after 4/4)
Manager Non-Member.....	\$380 Early Bird (\$430 after 4/4)
<i>Join Today and save! Active membership is \$175 annually, including FREE monthly webinars!</i>	
OKMGMA Vendor/Affiliate (not exhibiting).....	\$600
Non-member vendor/business partner.....	\$800

*Sending more than 4 attendees from your organization? Contact our office for group discount pricing! [kristina@m3solutionsllc.com](mailto:kristina@m3solutionsllc.com) or 985-290-8020*

**Register online at [www.okmgma.com](http://www.okmgma.com)**

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**MAY 4-5 - RIVER SPIRIT CASINO RESORT - TULSA, OK**

## **AGENDA**

### **Monday, May 4**

- 7:30am **Registration Opens**
- 9:00am **KEYNOTE:** *It Takes Four to Tango* – Candy Whirley
- 10:30am **BREAK IN EXHIBIT HALL**
- 11:00am **GENERAL:** *Managing Expense, Revenue and Hopefully Profit in Today's Medical Practice* – Cameron Cox, FACMPE
- 12:00pm **LUNCH**
- 12:45pm **DESSERT IN EXHIBIT HALL**
- 1:15pm **GENERAL:** *How to Dismiss an Employee* – Steven A. Dickens, JD, FACMPE
- 2:30pm **GENERAL:** *Insight from Insiders*
- 3:30pm **BREAK IN EXHIBIT HALL**
- 4:00pm **GENERAL:** *Delivering Exceptional Patient Experience* – Steven A. Dickens, JD, FACMPE
- 5-6:30pm **TEAM TRIVIA NIGHT IN EXHIBIT HALL** - Join us for food, drinks, prizes and fun!

### **Tuesday, May 5**

- 7:30am **BREAKFAST IN EXHIBIT HALL**
- 8:00am **GENERAL:** *The THREADS that Connect a High-Performance Culture* – Jane Mudgett
- 9:00am **GENERAL:** *MGMA Washington Update* – Drew Voytal, MPA, MGMA Government Affairs
- 10:00am **BREAK AND PRIZES IN EXHIBIT HALL**
- 10:45am **GENERAL:** *The Next Frontier of Healthcare* – Cameron Cox, FACMPE
- 12:00pm **CASH DRAWING, ADJOURN**

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## **SESSION SYNOPSIS**



**Candy Whirley**

***It Takes Four to Tango***

International Speaker, Author, and former NFL Cheerleader, Candy Whirley is well known for leading and cheering audiences around the world to live and work better together and to stop driving each other CRAZY! In "It Takes 4 To Tango", participants will learn how to be more flexible about the personality differences and understand what leads to problems like communication breakdown, negotiation let-down, and delegation fall-down by learning the secrets to connecting and partnering with other personality styles.



**Stephen A. Dickens, JD, FACMPE,  
VP at SVMIC**

***How to Dismiss an Employee***

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.

***Developing 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 as 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.



**Cameron Cox, FACMPE**

***Managing Expense, Revenue and Hopefully Profit in Today's Medical Practice***

The goal of this presentation is to discuss: approaches to improve revenue such as adding ancillary revenue, collecting more upfront, and continually ensuring that your insurance agreements are at their maximum. With the constant pressure of decreasing reimbursement and high deductible plans, cash flow can quickly become a concern. This session is a forum of ideas to assist in revenue and expense management impacting overall profitability. The presentation will identify effective methods for managing and planning strategically for revenue and expenses.

***The Next Frontier of Healthcare***

Medical practices today face dramatic and rapid change- health care reform, the evolving ACO and medical home concepts, use of mobile information technology, acquisition by health systems and hospitals (again). These are active shifts that will dramatically impact the future of your practice and your own personal career path. In this seminar, we discuss ways to position your practice to thrive in the changing healthcare landscape.

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**Drew Voytal**

***MGMA Washington Update***

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 2020 implementation details for the Medicare Quality Payment Program, as well as payment policy changes finalized under the 2020 Medicare Physician Fee Schedule, among a host of other timely issues.

Topics Include:

- 2020 implementations details for the Merit-Based Incentive Payment System and alternative payment models,
- Medicare Physician Fee Schedule payment and policy changes, and
- Key federal health policy issues, including compliance and health information technology related topics



**Jane Mudgett**

***The THREADS that Connect a High-Performance Culture***

This impactful new program will help your team identify and embrace the seven keys to organizational culture. Developing a high-performance team is not easy. We'll go step-by-step through the process of understanding, ownership, commitment, and action.

- Trust
- Humility
- Recognition
- Engagement
- Accountability
- Diversity
- Sustainability