

Reaching the next echelon of operational and managerial excellence

Fort Lauderdale, FL | September 20th and 21st

Day one: Next-stage advancements in performance improvement

Morning sessions	Afternoon sessions
<p>7:30 – 8:30 AM Breakfast</p>	<p>1:00 – 1:45 PM General session: Gaining a better line of sight: how automation improves patient access efficiency</p>
<p>8:30 – 9:00 AM Welcome and introductions</p>	<p>Justin Roepe Patient Access Expert, Solution Strategist Waystar</p>
<p>9:00 – 9:30 AM Opening session: Achieving physician and hospital integration and partnership between the front- and back-end</p>	<p>1:45 – 1:50 PM Break</p>
<p>Alena Hill Senior Director, Pre-Service Revenue Cycle Michigan Medicine</p>	<p>1:50 – 2:30 PM Panel: A/R Management: Setting the patient and organization up to succeed <i>Hear strategies from peer leaders, then participate in discussion and Q&A</i></p>
<p>9:30 – 10:00 AM General session: Digitalizing patient first impressions (smart scheduling, remote registration, etc.)</p>	<p>Moderator: Mitch Ulrich Executive Vice President HELP Financial</p>
<p>Laura Kern Administrative Director, Patient Access The University of Toledo Medical Center</p>	<p>Rhonda Ridenour Revenue Cycle Director Avita Health System</p>
<p>10:00 – 10:15 AM Break</p>	<p>Michael Berger President The M. Berger Consulting Group</p>
<p>10:15 – 11:00 AM Panel: The next iteration of price transparency and compliance <i>Hear strategies from peer leaders, then participate in audience discussion and Q&A!</i></p>	<p>2:30 – 2:45 PM Break</p>
<p>Shauna Kramer Director of Patient Access CGH Medical Center</p>	<p>2:45 – 3:30 PM Panel: Regaining traction with payers and denials <i>Hear strategies from peer leaders, then participate in discussion and Q&A</i></p>
<p>Grace Upleger Director of Patient Financial Services Vanderbilt University Medical Center</p>	<p>Katie O'Connell Vice President, Revenue Cycle Kaleida Health</p>
<p>11:00 – 11:50 AM General session: Accounting for the physician point-of-view in mid-cycle process improvements</p>	<p>Linda Franklin System Denials Leader Baptist Health</p>
<p>Spring Craven BS, CPC Director of Revenue Integrity Crisp Regional Health Services</p>	<p>Samantha Daniel Manager, Payer Strategy & Contracting Driscoll Health System</p>
<p>11:50 AM – 1:00 PM Lunch and networking</p>	<p>3:30 – 4:00 PM Mingle bingo:</p> <ol style="list-style-type: none"> Updating financial clearance processes and assistance terms Managing staffing shortages with external help
	<p>4:00 – 5:30 PM Networking reception</p>

Day two: Progressing staff engagement to meet increasing demands

Morning sessions	Afternoon sessions
<p>7:30 – 8:30 AM Breakfast</p>	<p>1:00 – 1:50 PM General session: The next foray in digital billing: Self-service payment plans and text-to-pay</p>
<p>8:30 – 9:20 AM Opening session: Finding the management principle that works for you and your teams</p>	<p>Neil Wlodyka Assistant Vice President, Patient Financial Services Advocate Health</p>
<p>Michaele Pimentel Director, Patient Financial Services Hennepin Healthcare</p>	<p>Peter Troia Director, Revenue Cycle Collections Advocate Health</p>
<p>9:20 – 9:50 AM General session: Advancing hiring through a centralized, department-specific team</p>	<p>1:50 – 2:05 PM Panel Introduction: The RCM Technology Adoption Model</p>
<p>Tami J. Bishop Operations Manager, Patient Access Services OhioHealth</p>	<p>Mark Janiszewski Chief Solution Officer FinThrive</p>
<p>9:50 – 10:30 AM General session: Instilling leadership skills and values in today's staff</p>	<p>2:05 – 2:45 PM Panel: Applying automation to fill in staffing gaps and improve engagement <i>Hear strategies from peer leaders, then participate in discussion and Q&A</i></p>
<p>Kim Gullstrand Senior Director, Human Resources Frye Regional Medical Center</p>	<p>David Cavataio System Director, Patient Accounting Bronson Healthcare Group</p>
<p>10:30 – 10:45 AM Break</p>	<p>Chris Johnson Vice President, Patient Financial Experience and Vendor Partnerships Advocate Health</p>
<p>10:45 – 11:30 AM Panel: Remodeling staff structures and performance expectations amid shortages <i>Hear strategies from peer leaders, then participate in discussion and Q&A</i></p>	<p>Karen Veselsky System Vice President, Revenue Cycle LCMC Health</p>
<p>Beth A. Carlson Senior Enterprise Director, Revenue Cycle Integration WVU Medicine</p>	<p>2:45 – 3:30 PM Closing session: Growing your teams to deliver an equitable, culturally competent experience</p>
<p>Kris Seymour Director, Revenue Cycle Transformation and PMO Wellstar</p>	<p>Stacie Walton, MD, MPH CEO The Diversity Doctor</p>
<p>11:30 AM – 12:00 PM General session: Modernizing staff recruiting, training and quality auditing teams</p>	<p>3:30 Closing</p>
<p>Dusty Lavoie Customer Service Supervisor</p>	
<p>Louanne Pictou Customer Service Supervisor MaineHealth</p>	
<p>12:00 – 1:00 PM Lunch and networking</p>	

Sponsors



Go online to register or email any questions via the contact details below:

clarivate.com/lp/the-2023-healthcare-business-insights-fall-member-retreat/
healthcare.support@clarivate.com

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