

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

7:30 – 8:30 AM

Breakfast

8:30 – 9:00 AM

Welcome and introductions

9:00 – 9:30 AM

Opening session:

Achieving physician and hospital integration on the front-end

Alena Hill

Senior Director, Pre-service Revenue Cycle
Michigan Medicine

9:30 – 10:00 AM

General session:

Digitalizing patient first impressions (smart scheduling, remote registration, etc.)

Laura Kern

Administrative Director, Patient Access
The University of Toledo Medical Center

10:00 – 10:15 AM

Break

10:15 – 11:00 AM

Panel:

The next iteration of price transparency and compliance
Hear strategies from peer leaders, then participate in audience discussion and Q&A!

11:00 – 11:50 AM

General session:

Accounting for the physician point-of-view in mid-cycle process improvements

Spring Craven BS, CPC

Director of Revenue Integrity
Crisp Regional Health Services

11:50 AM – 1:00 PM

Lunch and networking

Afternoon sessions

1:00 – 1:45 PM

General session:

The next foray in mobile billing: Text-to-pay, self-service payment arrangements, and more

1:45 – 1:50 PM

Break

1:50 – 2:30 PM

Panel:

A/R Management: Setting the patient and organization up to succeed

Hear strategies from peer leaders, then participate in discussion and Q&A

Rhonda Ridenour

Revenue Cycle Director
Avita Health System

Michael Berger

President
The M. Berger Consulting Group

2:30 – 2:45 PM

Break

2:45 – 3:30 PM

Panel:

Gaining traction with payers (and making reimbursement gains)

Hear strategies from peer leaders, then participate in discussion and Q&A

3:30 – 4:00 PM

Mingle bingo:

1. Updating financial clearance processes and assistance terms

2. Managing staffing shortages with external help

4:00 – 5:30 PM

Networking reception

Day two: Progressing staff engagement to meet increasing demands

Morning sessions

7:30 – 8:30 AM

Breakfast

8:30 – 9:20 AM

Opening session:

Finding the management principle that works for you and your teams

Michaele Pimentel

Director, Patient Financial Services
Luminis Health

9:20 – 9:50 AM

General session:

Advancing hiring through a centralized, department-specific team

Tami J. Bishop

Operations Manager, Patient Access Services
OhioHealth

9:50 – 10:30 AM

General session:

Shifting culture – a journey in effecting the right staff experience

Kim Gullstrand

Senior Director, Human Resources
Frye Regional Medical Center

10:30 – 10:45 AM

Break

10:45 – 11:30 AM

Panel:

Remodeling staff structures and performance expectations amid shortages

Hear strategies from peer leaders, then participate in discussion and Q&A

Beth A. Carlson

Senior Enterprise Director, Revenue Cycle Integration
WVU Medicine

11:30 AM – 12:00 PM

General session:

Modernizing staff recruiting, training and quality auditing teams

Dusty Lavoie

Customer Service Manager

Louanne Pictou

Customer Service Manager
MaineHealth

12:00 – 1:00 PM

Lunch and networking

Afternoon sessions

1:00 – 1:50 PM

General session:

Achieving true workforce enhancement through artificial intelligence

1:50 – 2:00 PM

Break

2:00 – 2:45 PM

Panel:

Applying automation to fill in staffing gaps and improve engagement

Hear strategies from peer leaders, then participate in discussion and Q&A

David Cavataio

System Director, Patient Accounting
Bronson Healthcare

Kristina Wheelright

Director, HIM Coding
Froedtert Health

2:45 – 3:30 PM

Closing session:

Growing your teams to deliver an equitable, culturally competent experience

Stacie Walton, MD, MPH

CEO
The Diversity Doctor

3:30

Closing

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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