

association of Illinois Patient Access Management
Presents



Patient Access Get A Leg Up

Thursday, March 11, 2010, 7:30 to 4:30
Katherine Legge Memorial Lodge
5901 S County Line Road, Hinsdale, IL



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Agenda for March 11, 2010

Please note, NAHAM & HFMA CEUs will be awarded to those in attendance.

- 7:30—8:30 Registration and Check-in / Continental Breakfast.
- 8:30—8:45 Welcome, aPAM Updates & Introductions
- 8:45—9:45 **Overview of Patient Access Technologies.** Lee Remen & Steve Gruner from Healthware Systems will review the tools and techniques available to patient access professionals to automate and accelerate their day-to-day patient encounters including kiosks, pricing transparency, point-of-service collections, biometrics, red flag rules and more.
- 9:45—10:15 **Chicagoland American Red Cross EXCLUSIVE: The Patient Connection Program**
Emma Crandell, Program Support Coordinator at the American Red Cross of Greater Chicago in the Disaster and International Services Department will enlighten us about this program which proactively reunites hospitalized victims with concerned family members in the wake of local disasters. During large-scale incidents, American Red Cross of Greater Chicago takes on the role of family reunification allowing hospital staff to focus on patient care. Trained health and mental health professionals staff an emergency Patient Connection hotline for family members searching for a loved one.
- Mary Casey-Lockyer**, Emergency Response Coordinator at Northwest Community Hospital will discuss rolling out the Patient Connection Program and coordinating with patient access professionals at hospitals. She will also speak about her response efforts to the earthquake victims in Haiti.
- 10:15—10:30 Break
- 10:30—11:30 **How Do I Hire Thee? Let Me Count The Ways.** Mike Flickinger & Bob Smallwood from The Advanced Group will define the temporary, temp-to-hire, direct hire, contract, outsourcing, recruitment process outsourcing (RPO) ways to onboard the talent you need to get the work done. They will present hiring alternatives and discuss pros, cons, pitfalls, costs, and benefits.
- 11:30—12:00 **Building A Bridge For Access.** Maxine Wilson, NAHAM Ambassador will discuss her new role at NAHAM, the Healthcare Coalition, certification and the importance of NAHAM.
- 12:00—1:00 Lunch (and mini massages for the first lucky 20 registration massage requests)
- 1:00—2:00 **The Importance of Patient Access.** Ellie Henry, Revenue Cycle Solutions Analyst, Passport Health Communications, Inc.
From the point of scheduling to the point of clinical service is where the most important activities in the health care revenue cycle are performed. The core elements of patient access, including front end patient verification, payer compliance and patient payment management, are becoming the primary focus for most providers in their revenue cycle management.
- 2:00—3:30 **REALLY Get a Leg up on Patient Access – Hot Topics** – Take home some best practices and share your success stories with your colleagues during this round table session where your discussion and feedback on current trends, challenges and expectations facing Patient Access will be facilitated by the dream team of **Maxine Wilson, Ellie Henry, Katherine Murphy and Michael Sciarabba.**
- 3:30—4:30 Happy Hour / Networking / Raffle (you must be present to win)



Time for a cocktail
and a chance to
win that **leg lamp!**



Information About our Speakers

Lee Remen, Regional Director, HealthWare Systems

As a Regional Director at HealthWare Systems, Lee oversees all day to day customer needs and implementation requirements. Lee has led numerous multidisciplinary teams to implement complex revenue cycle systems at many healthcare facilities.

Lee is a member of HIMSS, HFMA and NAHAM. Lee has supported each of these associations with involvement in numerous committees and work groups. Lee is a founding member of the Illinois NAHAM affiliate (aIPAM), and participates or has participated in many other local and regional association committees including HIMSS and HFMA revenue cycle committees, local HFMA strategic planning, aIPAM board member and vendor liaison.

Steve Gruner, Chief Executive Officer/President
HealthWare Systems

As CEO, Steve works to bring a customer-focused approach to the company's research and development efforts. He believes in innovation that is driven by the marketplace, and he leads the HealthWare Systems team in meeting with healthcare financial managers to develop tools and strategies for improving revenue cycle issues that they face.

Prior to HealthWare Systems, Steve held the position of Executive Vice President for National Data Services, Inc for five years. He was responsible for managing all technical services and product development for the firm and successfully launched a hospital billing statement process. At the time of his departure, this product was servicing over twenty hospitals in the Chicago Metropolitan area.

Steve began his career in 1989 doing research and development with AT&T Bell Laboratories as a member of the technical staff on the R&D team. Five years later, as Director of Technical Services for the Electronic Print and Mail Center, he continued managing the R&D function until his promotion to Executive Vice President, where he oversaw daily operations for the firm.

Emma Crandell, Program Support Coordinator
American Red Cross of Greater Chicago

Emma works in the Disaster and International Services Department of the American Red Cross. She administers the Patient Connection Program which serves as a conduit of information between hospitalized victims and their families in the immediate aftermath of a disaster.

Emma is also an international tracing caseworker for Restoring Family Links, a Red Cross program which aids families separated by war or natural disaster. Her organization's mission is to help people prevent, prepare for, and respond to emergencies.

Mary Casey-Lockyer, Emergency Response
Coordinator, Northwest Community Hospital
[Bio unavailable at press time]

Mike Flickinger, Managing Director

The Advanced Group of Companies

Mike has over 7.5 years of experience in staffing plus 14 years of business management/consulting.

Bob Smallwood, The Advanced Group of Companies

Bob is the former owner of On Target Staff & CSI Staff which were acquired, after operating for 18 years, by The Advanced Group of Companies.

Maxine Wilson, NAHAM Ambassador

Maxine has over 30 years of Access experience and has served on many NAHAM committees as well as several Board positions including Southeast Regional Delegate, Vice-President, President and Past - President. She has been instrumental in the progress of the CHAM (Certified Healthcare Access Managers Certification) as well as the CHAA (Certified Healthcare Access Associate Certification), proctoring over 2,000 people.

She lives in Tennessee where she is also President of the Tennessee Association Healthcare Access Managers (TAHAM) and is an avid TENNESSEE VOLUNTEER FAN! Maxine loves to sing – especially Rocky Top! She enjoys spending time with her family and friends and she is also very active in her church.

Ellie Henry, Revenue Cycle Solutions Analyst
Passport Health Communications, Inc.

Ellie Henry uses her expertise in patient access management to help Passport improve existing solutions and create new functionality that adds value to clients' business processes. Before joining Passport in 2009, Henry spent 26 years at Geisinger Health System in Danville, Pa.

She began as a medical office assistant and held various positions in front end administrative and financial management with responsibilities in information technology, patient registration, patient collections, workflow improvement and managing and training staff.

From 2005 to 2008 Henry led the Geisinger customer call center and all pre-service revenue cycle activities. Before joining Passport she was Senior Director of Access, managing more than 300 employees while overseeing the system's scheduling, patient access and financial counseling operations

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Interested in speaking?
 Contact: **Katherine Murphy**
katherine.murphy@passporthealth.com
 630-916-8818 x234

Interested in sponsorship?
 Contact: **Kris Bell**
Kristina.Bell@provena.org
 630-914-2437

Conference attendees will earn NAHAM & HFMA CEU credits.

We look forward to seeing you on March 11th!

Directions to Katherine Legge Memorial Lodge

5901 South County Line Road, Hinsdale, IL

Take 294 south, merge to 55 south, exit 276B onto South County Line Road and head north 1.5 miles to #5901.

Visit <http://www.villageofhinsdale.org/klm/default.php> for more information.

