Welcome to SDMGMA’s Fall Conference!

What a beautiful place this is to wind down a summer and get ready for What’s Next in Healthcare? Our healthcare world has been ever changing these past few years and there are still so many known changes looming on the horizon. Then you add in the unknown changes and we sometimes do not know where to go for information or help. I know that I find great value in the educational offerings of our conferences, the information on the website, and the partnership with national MGMA that SDMGMA has to offer. But the greatest value comes from the contacts we make with other members and the sharing of questions, ideas, or even solutions we gain from each other.

The subjects covered this week include evolving issues that arise from using EHRs, from meaningful use to risk management and legal perspectives and on to the risks involved with Allied Health Professionals. Then there is ICD-10 and wondering if the country is really ready for this change. There is also a more light hearted approach to our business of healthcare with Candy Whirley that will help us to get through all of these changes with our wit still intact, we hope.

Did you know that Ann Roemen is our SD ACMPE Forum Representative as well as the MGMA Midwest Section Forum Rep? She has a lot of great information about becoming certified through ACMPE and study groups, so seek her out and find out more. Also, Mark Hatting is the SD MGMA Legislative Liaison and has already started to get information about possible issues that could come up in our state’s next legislative session.

Our vendors and sponsors help to make this conference affordable for our members as well as bringing a lot of fun to our gathering. Please stop by the vendor tables and thank them for their support as you learn more about their business. Our sponsors deserve a hardy thank you as well.

Lastly, make sure you attend the business meeting Friday morning to help elect and welcome our board members who will be serving you for the upcoming year. And most importantly – have fun while you are here, be it golfing, pontooning, sharing a smile or a lively conversation with your fellow members!!

Patty Tlustos
President, SDMGMA
**Wednesday, August 26, 2015**

- **11:00 am** Golf at the Chamberlain Golf Course – West Highway 16  
  *Sponsors: Medical Recruitment Associates (lunch); AAA Collections (beverage cart); Sanford Health Plan (golf prizes)*

- **5:00 pm - 7:00 pm** Registration and Vendor Set-Up – Hale/Oacoma

- **6:00 pm** Opening Reception/Picnic – Tiki Deck weather permitting, otherwise pre-function area outside of Hale/Oacoma  
  *Sponsors: The Hauge Group; TLC Advantage; Home Federal; Credit Collections Bureau; Aqreva*

**Thursday, August 27, 2015**

- **7:00 am - 8:00 am** Breakfast, Registration, and Vendors Open – Hale/Oacoma – *Sponsor: Avera Health Plans*

- **8:00 am - 8:15 am** Welcome and Announcements – Wheeler  
  *Patty Tlustos, SDMGMA President*

- **8:15 am - 8:45 am** "MGMA Midwest Section Update" – Wheeler  
  *Donald Stump, CEO, McLean County Orthopedics*

- **8:45 am - 9:45 am** "EHR: Friend or Foe – A Risk Management and Legal Perspective" – Wheeler  
  *Veronica Brattstrom, MS, CHTS-PW, Senior Risk Management Consultant, Professional Solutions Insurance Company  
  Mark Haigh, Managing Partner, Davenport, Evans, Hurwitz & Smith, LLP*

- **9:45 am - 10:30 am** Break with Vendors – Hale/Oacoma – *Sponsor: eProvider Solutions*

- **10:30 am - 11:30 am** "EHR Meaningful Use, Lessons Learned and Best Practices" – Wheeler  
  *Dorie Rosauer, RN, MBA, Senior Clinical Risk Management Consultant, Medical Protective*

- **11:30 am - 12:30 pm** Lunch with Vendors – Hale/Oacoma – *Sponsor: Wellmark Blue Cross Blue Shield*

- **12:30 pm - 1:30 pm** "ICD-10: What You’d Really Like to Know!" – Wheeler  
  *BJ Dvorak, President, eProvider Solutions*

- **1:30 pm - 2:15 pm** Break (with snacks & vendors) – Hale/Oacoma – *Sponsor: eProvider Solutions*

- **2:15 pm - 3:45 pm** "It Takes 4 to Tango" – Wheeler  
  *Candy Whirley, Motivational Keynote Speaker/Leadership & Team Building Expert*

- **4:30 pm** Pontoon Rides

- **6:30 pm - 7:00 pm** Social – Hale/Oacoma – *Sponsor: DAKOTACARE*

- **7:00 pm - 9:00 pm** Banquet (with prize drawings) – Hale/Oacoma

- **9:00 pm** Dancing with DJ – Pre-function area outside of Hale/Oacoma

- **1:00 am** Good Night!

**Friday, August 28, 2015**

- **7:30 am - 8:00 am** Breakfast/Vendors Open – Hale/Oacoma – *Sponsor: PSIC*

- **8:00 am - 8:30 am** Annual Business Meeting – Howe

- **8:30 am - 8:45 am** "ACMPE Update" – Wheeler  
  *Ann Roemen, MBA, CMPE, South Dakota ACMPE Forum Representative*

- **8:45 am - 9:45 am** "Allied Healthcare Professionals – What’s the Risk?” – Wheeler  
  *Mark Hakim, MA, MBA, CPHRM, Director, Risk Resource, ProAssurance Companies*

- **9:45 am - 10:15 am** Break – Hale/Oacoma – *Sponsor: eProvider Solutions*

- **10:15 am - 11:45 am** “Generational Differences – Bridging the Gap” – Wheeler  
  *Candy Whirley, Motivational Keynote Speaker/Leadership & Team Building Expert*

- **11:45 am** Evaluations & Final Prize Drawing

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See you at the Holiday Inn City Centre in downtown Sioux Falls, April 27-29, 2016, for the SDMGMA Spring Conference!
Managing Partner, Davenport, Evans, Hurwitz & Smith, LLP
Mark Haigh

Claim and brings to light what the reader of your EHR might see. Metadata, audit trails, information errors, prompts and alerts on malpractice (EHR), Veronica uses actual case studies highlighting the impact of records and increase the consistently in the use of electronic health records with a passion for helping physician practices improve the quality of medical malpractice topics pertinent to physicians and their staff. Veronica, a licensed property/casualty agent and received her CHTS-PW certification in 2012, which she actively uses to assist physician practices with electronic health records (EHR) workflow analysis. Veronica has more than 15 years of experience providing risk management consulting services to healthcare professionals. Throughout her career, she has worked with individual physicians and large clinic groups enhancing risk management compliance among clinic administrators, office managers and physicians. Veronica, a skilled facilitator, has presented several risk management seminars covering malpractice topics pertinent to physicians and their staff.

With a passion for helping physician practices improve the quality of medical records and increase the consistently in the use of electronic health records (EHR). Veronica uses actual case studies highlighting the impact of metadata, audit trails, information errors, prompts and alerts on malpractice claims and brings to light what the reader of your EHR might see.

Mark Haigh
Managing Partner, Davenport, Evans, Hurwitz & Smith, LLP

Mark Haigh, a native South Dakotan, received his bachelor’s degree in economics and political science from the University of South Dakota. He graduated magna cum laude from the University of Minnesota Law School and served as a law clerk to the chief judge for the Federal District of South Dakota from 1990 to 1991. Mark is currently a partner at Davenport, Evans, Hurwitz and Smith, LLP in Sioux Falls.

Mark’s practice is primarily devoted to health care law including the defense of medical malpractice cases and the representation of medical practitioners before administrative boards and licensing agencies. He also has experience trying cases involving traumatic brain injury, products liability, catastrophic motor vehicle and trucking accidents and premises liability. Mark has tried over 40 jury trials to verdict and was named by Best Lawyers in America as a Sioux Falls Lawyer of the year in 2013, 2014, and 2015, including Sioux Falls medical malpractice lawyer of the year in 2014.

Thursday, 8:45 am – 9:45 am:
EHR: Friend or Foe—A Risk Management and Legal Perspective

By the end of the presentation, attendees will be able to address concerns and cases related to:
- Metadata
- Prompts and alerts
- Information/data entry errors
- Do’s and don’ts

Dorie Rosauer, RN, MBA
Senior Clinical Risk Management Consultant, Medical Protective

Dorie Rosauer, RN, MBA, senior risk management consultant, has more than 30 years of experience in the healthcare industry and has achieved an understanding of the challenges and opportunities facing both clinicians and hospitals. During her career, she has worked as a staff nurse, nurse manager and nursing supervisor. Additionally, Dorie has managed the day-to-day organizational operations of quality, risk management, infection control, safety, self-insured retentions and physician professional liability. During her recent years as a consultant, Dorie’s focus has been on identification and implementation of cutting edge proactive clinical risk reduction strategies.

Dorie is a registered nurse in Illinois and earned her MBA from St. Ambrose University, Davenport, Iowa. She is a member of the American Society for Healthcare Risk Management as well as the Wisconsin chapter of that organization. She is past president of the Illinois Society of Risk Management.

Thursday, 10:30 am – 11:30 am:
EHR, Meaningful Use, Lessons Learned and Best Practices

By the end of the presentation, attendees will be able to:
- Discuss current compliance initiatives for meaningful use.
- Identify tools and best practices to support meaningful use requirements.
- Implement at least one best practice strategy into everyday practice.

Tuesday, 10:30 am – 11:30 am:
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- Implement at least one best practice strategy into everyday practice.
By the end of the presentation, attendees will be able to:

• Understand the truth about the payer testing requirements.
• Learn the truth about the test results.
• Understand the truth about the line by line comparison of the EOB from I9 to I10.
• Learn what you need to do in the little time you have left.

Thursday, 12:30 – 1:30 pm:
ICD-10: What You’d Really Like to Know!

By the end of the presentation, attendees will be able to:

• Learn how to keep performance high when morale is low during changing times in an organization.
• Understand how to motivate, communicate and negotiate with the Baby Boomers to the Baby Z’s!
• Understand five key ideas about each generation.
• How do we keep the Generation Y’s from moving to the next job?

Thursday, 2:15 pm – 3:45 pm:
It Takes 4 To Tango

In It Takes 4 To Tango, Candy has two meanings when it comes to her “4.” The first meaning she will take you through her four C’s of leadership which are confidence, communication, creativity and change in the workplace, the second meaning you will go on a brilliant exploration of personality styles that will make you think, laugh, even dance, and recognize your true self and others. Candy gets participants up and out of their seats and networking with others. This is an open and honest way for all personalities to hear from one another about how to communicate better. You’ll also learn to overcome personality differences that lead to problems such as communication breakdown, negotiation letdown, and delegation fall-down by learning the secrets to connecting and partnering with other personality styles.

By the end of the presentation, attendees will be able to:

• Understand filters (your brain tape recorder) and be more confident about who you are as a leader.
• Understand how negative behaviors can sabotage you.
• Learn four easy communication steps to giving feedback – the good, the bad and the ugly.
• Cultivate creative problem-solving techniques like brainstorming 26 new ideas in two minutes.
• Learn to stop treating people like you want to be treated and treat them like they want to be treated.
• Leave with a changed attitude by understanding that people are not difficult, they are just different.

Friday, 10:15 am – 11:45 am:
Generational Differences – Bridging the Gap

Managing genders, generations and genetics! This interactive, energetic and entertaining presentation will enable participants to recruit and manage top candidates by learning the differences between generations X, Y, Boomers, and Matures, and their work habits and goals. Candy will also share her knowledge of gender differences in order to help participants understand that there is truly a difference in communication and conflict management between the genders. Those who have experienced Candy know this presentation would not be the same without one of her famous activities! Put on your hardhats; you will be building a bridge!

The genetics portion of the presentation will expose the four personality styles and how each personality contributes to the organization’s vision and goals. Bridge the gap by working as a cross-generational team and building a bridge...literally!

By the end of the presentation, attendees will be able to:

• Learn which team member’s behavioral style works best with each job position.

Friday, 8:45 am – 9:45 am:
 Allied Healthcare Professionals – What’s the Risk?

By the end of the presentation, attendees will be able to:

• Know prevalence of allied healthcare professionals (AHPs) (how many, why, etc.).
• Understand AHP scope of practice, South Dakota state statutes specific to AHPs.
• Have knowledge of AHPs and lawsuits (claims data allegations, etc.).
• Participate in case study review with discussion.
• Be informed of the risk mitigation strategies when collaborating, supervising, and employing AHPs.
Accommodations
Cedar Shore Resort
1500 Shoreline Dr., Oacoma, SD 57365
Reservations: 1-888-697-6363 or 605-734-6376
Room Rates:
Single/Double Occupancy - $85.95 plus taxes
Mention SD Medical Group Managers block of rooms
Block of rooms held until July 26, 2015
Overflow Hotel: Oasis Inn, 605-734-6061

Directions
Cedar Shore Resort
Off 1-90 take Exit 260 at Oacoma. Turn right at the yellow flashing light and go 2 miles east. You will see the sign directing you one mile north on Shoreline Drive.

Chamberlain Golf Course
The Chamberlain Golf Course is located on West Highway 16. From Cedar Shores, go west on Highway 16 until you reach the golf course approximately 2 miles.

Attractions
Visit www.Chamberlainsd.org for a list of attractions in Chamberlain including Akta Lakota Museum & Cultural Center, Lewis & Clark Interpretative Center, SD Hall of Fame along with other outdoor activities available.
Cedar Shore Resort is a premier hotel and convention center on the banks of the Missouri River offering all types of water recreation.

ACMPE Certification –
elevate your career and set yourself apart from the crowd by becoming a board certified medical practice executive. ACMPE board certification is designed for individuals with at least two years of experience in healthcare management. The CMPE designation validates your expertise and brings greater recognition from physicians, executives, industry professionals, and peers. The following are SDMGMA members who are ACMPE certified:

Karen Barkl, CMPE
Bev Berg, CMPE
Darin Berg, CMPE
Heather Bindel, CMPE
Cheryl Haines, CMPE
Mark Hatting, CMPE
John Healy, CMPE
Scott Lunzman, CMPE
Judy Nelson, CMPE
Ann Roemen, CMPE
Patricia Tlustos, CMPE

Fellowship –
is the highest level of distinction you can earn in the medical practice management profession. This is the next step after achieving certification. Join others who are dedicated to making a difference and creating best practices in the healthcare industry. SDMGMA Fellows are:

Edward Arshem, FACPME (Life)
Justin Garry, FACPME
Kathy Haberling, FACPME
Brian McAlpin, FACPME
Darrel Riddle, FACPME

Nominee –
is the first step toward certification. To become a nominee to the national board certification program you must be a member of MGMA-ACMPE and have at least two years of healthcare management experience, including six months in a supervisory role. SDMGMA nominees are:

Stan Gebhart
Stacy Harmelink
Cynthia Jacobs
Traci Matthew
Digna Miller
John Pierce
James Shea
Kyle Tacke
Bradley Tieszen

To learn more about becoming a nominee, certified member, or fellow, please talk to Ann Roemen, ACMPE forum rep for South Dakota, by contacting her at (605) 444-8672 or Ann.Roemen@independentcare.org.

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Contact Carla Campbell for an initial assessment
ccampbell@aqreva.com
or 800-568-4311
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Tim Wieben, CMPE
President/CEO

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