WELCOME EVERYONE!

A warm welcome to each of you who are attending the SDMGMA Spring conference! I’m so glad you’ve made the choice to join your state colleagues at our spring conference!

I know from my discussions with other leaders that I’m not alone when I feel both ends of the “change fatigue” spectrum—it can be both exhausting and exhilarating. We have lined up some great topics that I hope you will find a meaningful use of your time away from your teams. A panel of regional experts from several areas will give us perspective on genetics and the impact on clinic world. Discussion that I think will give you hope and renewed energy, and some ideas on how to strategically place yourself and your practice for the great new things happening in health care.

We are fortunate to have Kevin Schlosser, Emergency Management Coordinator, Avera McKennan, bringing attention to an ever-growing concern of workplace violence. Kevin will offer up ideas and insight on both prevention as well as preparedness for the “what if” that today only seems like a growing reality of “when” instead of “if.” Adding to that will be Silverstone’s group giving us further HR insight on how we can build culture and prevent harassment. Andie Gordman and Todd Flickema will share their proven industry expertise in a category that we can always use awareness on.

Rounding out Thursday will be one of two exciting keynotes that we have brought forward for you. Dan Meers will share with us a message on courageous leadership, and living a life of influence—lessons learned through an intense career as Kansas City Chiefs mascot, surviving an amazing stunt accident and bringing forward his positive ideas forward from that recovery.

Friday will be worth sticking around for, as nationally-renowned and proven MGMA speaker Joe Mull will help us bring our teams along on the forward-focus that health care is in right now in two sessions. He’ll also give us some great tactics on ending those energy-draining, team-damaging behaviors that spring up in just about every practice.

In between those sessions, we have great networking and social opportunities—which is our hallmark benefit of these conferences, as noted by our attendees. We hope to see you at our kickoff with Golf at Golf Addiction on Wednesday and for sure the opening reception at The Phillips Gathering Place by Josiah’s that evening. Of course our wonderful sponsors and exhibitors will be in attendance as well, without them we would not be able to offer you this great opportunity, so please take a moment to visit with them!

I hope you find your time with us at this event meaningful and have great takeaways, as well as finding time to reconnect with colleagues. On behalf of the Board of Directors and the Education Committee, welcome to our SDMGMA Spring Conference!

Robyn Ewalt
President, SDMGMA

COMING UP

SDMGMA 2018 Fall Conference
September 12 -14
Arrowwood Resort at Cedar Shore
Oacoma, SD

MGMA 2018 Annual Conference
September 30 - October 3
Boston, MA
Wednesday, April 25, 2018

11:00 am  Golf at Golf Addiction Indoor Virtual Golf, Bar and Grill – 5301 W. 57th Street, Sioux Falls. Registration required.
Sponsors: Lunch – First Bank & Trust; Beverage Cart – AAA Collections, Inc.; Golf Prizes – Sanford Health Plan

5:00 – 7:00 pm  Registration and Vendor Set-Up – Falls Room

6:00 – 8:00 pm  Opening Reception for Attendees and Vendors – The Phillips Gathering Place by Josiah’s – 104 W. 12th Street
Sponsors: The Hauge Group; Credit Collections Bureau; TLC Advantage

Thursday, April 26, 2018

7:00 am – 8:00 am  Breakfast, Registration, and Vendors Open – Falls Room
Sponsor: Avera Health Plans

8:00 am – 8:10 am  Welcome and Announcements – Starlite Room
Robyn Ewalt, SDMGMA President

8:10 am – 8:30 am  ACMPE Update – Starlite Room
Justin Garry, MHA, FACMPE, SDMGMA ACMPE Forum Representative

8:30 am – 10:45 am  Genetics….What We Know Today and How it Impacts Tomorrow! – Starlite Room

8:30 am – 9:00 am  Precision Medicine in Primary Care at Sanford Health
Cassie Hajek, MD, Academic Assistant Professor, USD; Director, Medical Genetics Education and Clinical Services; Sanford Imagenetics

9:00 am – 9:30 am  Pharmacogenomics: The Present and the Future
Neil Matthiesen, PharmD, BCOP, Personalized Medicine Pharmacist, Avera Institute of Human Genetics

9:30 am – 9:45 am  Stretch Break

9:45 am – 10:15 am  Genesurance Counseling, Patient Expectations, and a Trained Genetic Workforce
Quinn Stein, MS, CGC – Associate Professor and Program Director, Augustana-Sanford Genetic Counseling Graduate Program

10:15 am – 10:45 am  Q & A with presenters

10:45 am – 11:30 am  Break with Vendors – Falls Room
Sponsor: COPIC

11:30 am – 12:30 pm  Workplace Violence – Starlite Room
Kevin Schlosser, CHEP – Emergency Management Coordinator - Avera McKennan Hospital

12:30 pm – 1:30 pm  Lunch with Vendors – Falls Room
Sponsor: Wellmark Blue Cross Blue Shield

1:30 pm – 2:30 pm  Protecting Culture and Preventing Harassment – Starlite Room
Andie Gordman, SPRH, SHRM-SCP, CCP, Senior Consultant – HR Consulting
Todd Flickema, MBA, AAI, Director of Professional Risk Services – Silverstone Group

2:30 pm – 3:15 pm  Break with Vendors – Falls Room
Sponsor: COPIC

3:15 pm – 4:45 pm  Courageous Leadership – Living a Life of Influence – Starlite Room
Dan Meers, KC Wolf – Official Mascot of the Kansas City Chiefs

5:00 pm – 5:30 pm  Social – Falls Room
Sponsor: DAKOTACARE

5:30 pm – 7:00 pm  Banquet (with prize drawings) – Falls Room
Sponsor: MMIC Group

7:00 pm  Discover Downtown Sioux Falls!

Friday, April 27, 2018

7:30 am – 8:00 am  Breakfast and Vendors Open – Falls Room

8:00 am – 9:30 am  Motivating Healthcare Teams in an Era of Change, More Work, & Fewer Resources – Falls Room
Joe Mull, M. Ed, Healthcare Leadership Trainer & Keynote Speaker

9:30 am – 10:00 am  Break – Falls Room
Sponsor: COPIC

10:00 am – 11:30 am  No More Team Drama: Ending the Gossip, Cliques, and Other Crap that Damage Workplace Teams – Falls Room
Joe Mull, M. Ed, Healthcare Leadership Trainer & Keynote Speaker

11:30 am  Prize Drawings & Announcements – Falls Room

See you at Arrowwood Resort and Conference Center at Cedar Shore September 12-14 for the 2018 SDMGMA Fall Conference!
Justin Garry, MHA, FACMPE  
SD ACMPE Forum Representative

Justin Garry is the current ACMPE Forum Rep for South Dakota. Over his career in healthcare he has served as the education committee chair, overseen the technological aspects of SDMGMA’s website development, content and social media and served as President from 2015-2017. He currently is a realtor with Hegg Realtors, Inc. in Sioux Falls.

Thursday, 8:10 am – 8:30 am
ACMPE Update

This session will provide attendees with the knowledge to:
• Learn what is required to become a Certified Medical Practice Executive
• Locate where to find resources to help you prepare for exams
• Upcoming changes to the exam and application requirements
• Steps to earn the designation of Fellow

Thursday, 8:30 am – 10:45 am
Genetics… What We Know Today and How it Impacts Tomorrow!

Cassie Hajek, MD  
Academic Assistant Professor, USD  
Director, Medical Genetics Education and Clinical Services, Sanford Imagenetics

Dr. Hajek is a Sioux Falls native. She graduated from the University of Michigan with a Master’s degree in industrial engineering and went on to work for the Boston Consulting Group for two years before deciding to go to medical school. After graduating from the USD Sanford School of Medicine and completing Internal Medicine residency at Montefiore Medical Center in Bronx NY, she practiced outpatient internal medicine at Sanford Adult Medicine in Sioux Falls. In 2014, she pursued a medical genetics fellowship at the UCLA Intercampus Medical Genetics Program. Her training was focused on Adult Genetics and the genetics of common complex disease and genetic risk. She completed her training in June 2016, and now serves as the Clinical Director of Sanford Imagenetics.

Thursday, 8:30 am – 9:30 am
Precision Medicine in Primary Care at Sanford Health

This session will provide attendees with the knowledge to:
• Outline Sanford’s approach to precision medicine in primary care
• Describe it’s potential impact in primary care
• Summarize Sanford’s vision for the future

Neil Matthiesen, PharmD, BCOP  
Personalized Medicine Pharmacist  
Avera Institute for Human Genetics

Neil has been a personalized medicine pharmacist at the Avera Institute for Human Genetics since 2014. He analyzes scientific research and maintains an algorithm that takes patient DNA results in combination with the current medications being taken and generates a report for providers that helps predict how the patient will respond to medications. Neil graduated from South Dakota State University College of Pharmacy in 2004. He worked in general hospital pharmacy for two years and oncology pharmacy for eight years before transitioning into genetics.

Thursday, 8:30 am – 9:30 am
Pharmacogenomics: The Present and the Future

Pharmacogenomics is the study of how a patient’s genetics affect their response to medications. It is a rapidly evolving field both
in terms of the technology behind genetic testing and also in the research that deciphers the meaning of genetic variations. As the cost of genetic testing drops and the level of genetic research increases, pharmacogenomic testing is being ordered by providers at a growing rate. With the increase in pharmacogenomic testing it is important for practitioners to understand how to best use the information at the current time and also what to expect from pharmacogenomics in the future.

**This session will provide attendees with the knowledge to:**
- Know what pharmacogenomics is
- Know what pharmacogenomics is not
- Assist providers in using pharmacogenomics optimally
- Understand the future of pharmacogenomics

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**Quinn Stein, MS, CGC**  
**Associate Professor and Program Director, Augustana - Sanford Genetic Counseling Graduate Program**

Quinn is director of the Augustana-Sanford Genetic Counseling Graduate Program, where he also is an associate professor. Prior to his role at Augustana, he was the senior genetic counselor at Sanford Health. Quinn earned his undergraduate degree from the University of Jamestown majoring in biology and minoring in chemistry and religion. His master of science degree in medical genetics-genetic counseling is from the University of Wisconsin–Madison. His professional interests include pediatric/metabolic genetics, rare disease, genetics in primary care, workforce development, and genesurance counseling. He has published numerous articles on topics such as hereditary cancer, autism, obesity, newborn screening, genetic diseases in the Hutterite population, billing-reimbursement, and on several rare genetic disorders.

**Thursday, 9:45 am – 10:45 am**  
**Genesurance Counseling, Patient Expectations, and a Trained Genetic Workforce**

**This session will provide attendees with the knowledge to:**
- Define genesurance counseling
- Recognize the amount of time and effort that genetic counselors spend on genesurance counseling (i.e. insurance and financial topics)
- Identify the current status of the genetic professionals workforce
- Discover the components of a genetic counseling training program

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**Kevin Schlosser, CHEP**  
**Emergency Management Coordinator – Avera McKennan Hospital**

Kevin is the Emergency Management Coordinator at Avera McKennan Hospital. He has been involved in Hospital Emergency Preparedness and Hospital Emergency Management for 19 years; and until coming to Avera McKennan in March 2013, it was always part of "other duties as assigned." Kevin has 38 years in EMS; EMT-Basic for 4 years; and a Paramedic for 34 years throughout SD, IA, IL, MN, WI, and WY. He was a BLS, ACLS and PALS Instructor and Training Center Faculty for nearly 30 years. He has also volunteered on a Volunteer EMS Dept. in WI; started his Volunteer firefighter time in SD in Sioux Falls in 1978 and was also a member of the Brookings, North Haines, and Newbold, WI, Volunteer Fire Dept.

**Thursday, 11:30 am – 12:30 pm**  
**Workplace Violence**

**This session will provide attendees with the knowledge to:**
- Identify types of workplace violence
- Identify "behaviors of concern"
- Discuss intimate partner violence
- Identify steps to be taken during an armed subject event

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**Andie Gordman, SPHR, SHRM-SCP, CCP**  
**Senior Consultant – HR Consulting, Silverstone Group**

Andie brings decades of diverse human resource executive management experience to SilverStone Group. In her role as Senior Consultant, Andie provides support to clients through her expertise in human resources management as well as compensation structure and analysis. Andie’s work with clients in the human resource assessment process assists them in identifying areas for improvement and lays the foundation for creating efficient and effective processes, procedures and practices.

**Todd Flickema, MBA, AAI**  
**Director, Professional Risk Services – Silverstone Group**

Todd is the Director of Professional Risk Services at SilverStone Group, providing consulting services to regional and national entities. He works with clients to address their risk management needs, as well as any strategic and operational concerns. With more than 24 years of professional experience, he is able to consistently provide expert guidance and effective solutions. Prior to joining SilverStone Group, Todd was a senior leader of a company that consulted, developed and managed ambulatory surgical centers and specialty hospitals across the US.

**Thursday, 1:30 pm – 2:30 pm**  
**Protecting Culture and Preventing Harassment**

Organizations have been providing harassment prevention training to supervisors, managers and employees since the early 1980’s. With all of the media focus over the last year there has been a renewed interest on ensuring that employees at all levels of the organization understand what harassment is, how to address complaints and the legal and financial repercussions if complaints are not handled correctly and turn into legal issues. In this session we will provide guidance on how to handle harassment issues as well as how the right type of insurance can protect an organization financially.

**This session will provide attendees with the knowledge to:**
- Understand the definition of harassment beyond sexual harassment
- How to prevent harassment issues
- Steps to take when a harassment issue occurs
- Protect the organization financially

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**Dan Meers**  
**KC Wolf – Official Mascot of the Kansas City Chiefs**

Dan has been KC Wolf, the mascot of the Kansas City Chiefs, for more than 25 years. In 2006 he was selected as the first NFL mascot inducted into the Mascot Hall of Fame. Dan travels throughout the US and the world entertaining thousands of people both in and out of costume. He has performed in over 30 states and six different countries. He is in high demand not only as a mascot but also as a humorous and motivational speaker to audiences of all ages. His enthusiasm, optimism and love for life
are contagious and make Dan an inspiration to all those he meets. Be it young or old, executive or blue collar, his audiences walk away with a smile and a renewed spirit to live life to the fullest. Whether you’re a Kansas City Chiefs fan or not, you’ll enjoy Dan Meers as he shares his unique wit and wisdom about life.

**Thursday, 3:15 pm – 4:45 pm**

**Courageous Leadership – Living a Life of Influence**

On November 23, 2013, Dan came within inches of losing his life while practicing a bungee jump and zip line stunt at Arrowhead Stadium… home of the Kansas City Chiefs. What Dan anticipated being the thrill of a lifetime ended up being the spill of a lifetime. The stunt went terribly wrong and Dan plummeted 75 feet before crashing into the stadium seats. Miraculously Dan survived. He spent nine days in the hospital and got some really big scars. Dan smiles when he says, “Scars are just tattoos that come with a cool story”. During this powerful presentation Dan shares his incredible story and the important lessons that he learned during his long road to recovery about leadership and about life.

This session will provide attendees with the knowledge to:
- Prioritize and learn to live life for those things that matter most
- Live a life of influence in your home, workplace and world
- Simple investment principles for positively impacting those around you.

Joe Mull, M.Ed.
**Healthcare Leadership Trainer and Keynote Speaker**

Joe works with healthcare organizations that want their leaders to engage, inspire, and succeed. Prior to launching his own firm, Joe was head of Learning & Development for Physician Services at the University of Pittsburgh Medical Center, U.S. News and World Reports Top 10 hospital and healthcare system. In 2014, he published his first book Cure for the Common Leader: What Physicians and Managers Must Do to Engage and Inspire Healthcare Teams. Cure for the Common Leader translates the latest research on employee engagement into 7 actions health leaders must take to engineer teams that work hard, get along, and wow patients.

Joe has trained more than 30,000 people over a 15+ year career. His reputation for avoiding leadership “mumbo-jumbo” and instead teaching specific, practical, actionable strategies to audiences has given him the opportunity to work with leaders and teams in every aspect of healthcare administration and delivery. With his focus on developing managers in outpatient settings, he is in demand as a speaker and trainer on leadership and employee engagement in healthcare.

**Friday, 8:00 am – 9:30 am**

**Motivating Healthcare Teams in an Era of Change, More Work, & Fewer Resources**

Healthcare is undergoing a profound transformation. Healthcare employees everywhere are being asked to do more with less. As a result, many teams are frustrated, exhausted, and burned out. Now more than ever, healthcare leaders at every level must understand those conditions that lead employees to give their all, care, and try. Drawing on fresh research in employees engagement and workplace psychology, this dynamic presentation teaches leaders clear strategies for getting their teams firing on all cylinders.

This session will provide attendees with the knowledge to:
- Create the workplace conditions that lead employees to care and try
- Schedule and execute tactics that increase employee engagement

**Friday, 10:00 am – 11:30 am**

**No More Team Drama: Ending the Gossip, Cliques, and Other Crap that Damage Workplace Teams**

Fostering group cohesion and team spirit is one of the toughest jobs a leader has. In the high-contact, compassion-demanding world of healthcare, grumbling, discord, infighting, back-biting, gossip, and conflict can derail even the most talented team. This funny, engaging presentation goes well beyond the concept of “teambuilding” and teaches leaders how to influence the interpersonal dynamics of healthcare teams so they consistently work hard, get along, and wow patients.

This session will provide attendees with the knowledge to:
- Reduce intra-team squabbling and conflict in the workplace
- Increase collaboration, respectful communication, and healthy conflict management on your team

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:

Darin Berg, CMPE
Heather Bindel, CMPE
Tim Braithwaite, CMPE
Mark Hatting, CMPE
Digna Miller, 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:

Ed Arshem, FACMPE (Life)
Justin Garry, FACMPE
Katherine Haberling, FACMPE

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
Lindy Hill
Cynthia Jacobs
Jennifer Kalahar
Steve Kurban
Angela Leonard
Traci Matthew
John Pierce
James Shea
Karolina Slack

To learn more about becoming a nominee, certified member or fellow, please visit with Justin Garry, ACMPE Forum Rep for South Dakota, by contacting him at (605) 480-3418 or jjgarry@hotmail.com.
AQREVA Difference is...

Our team of medical practice professionals provides clients with expertise in the following areas:

- Accounting – A/P, payroll and related reporting. Financial Statements, bank reconciliations.
- Billing/Revenue Cycle Management – Comprehensive billing and A/R management.
- Coding – 6 certified coders. AQREVA’s Coding Coordinator holds certifications with AHIMA and AAPC.
- Credentialing – CAQH set up, facility privileging, applications for all government and commercial plans.

AQREVA is a professional services company offering comprehensive medical billing and revenue cycle related services. If you are looking for a professional team that consistently exceeds industry standards and provides high quality service with integrity, we are exactly what you are looking for. Our Management Team averages over 20 years of industry experience and serves a vast array of clients throughout the US.

Please refer to our NEW website!

Contact DeAnn Vaughan for an initial assessment or a quote for specific services.

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