Workshops Eligible for CPE or CME Credit

**CPE from National Association for State Boards of Accountancy**
*Up to 2 hours eligible under Finance field of study*

**Billing Manager Indicators: How Does Your Organization Stack Up?**
**Presenter:** Monique Funkenbusch, BKD  
**Date:** October 24, 2013, 10:30 a.m. -11:45 a.m.

**Learning Objectives:**
- Identify common problems plaguing successful revenue cycle performance
- Determine appropriate Key Performance Indicators (KPIs) that need to be monitored to gauge billing activities
- Identify areas in your organization that, if improved, will positively impact processes

**Program Description:** Is your center operating at the same level as the most efficient FQHCs? Do you often find yourself wondering what is occurring in your billing department? Are billing department performance and accounts receivable consistent concerns for your health center? Perhaps the real question is, “What’s not occurring in your billing department?” This presentation will unveil key items management needs to know and correct in their billing departments to improve processes, increase efficiencies and impact revenue collection. We will discuss the benchmarks of an efficient FQHC and the necessary skills and competencies of a billing team.

**Additional Information:**
- **Delivery Method:** Group-live
- **Recommended CPE Credit and Field of Study:** 1 hour CPE, pending approval
- **Prerequisites:** Knowledge of Community Health Center financial practices
- **Advance Preparation:** None
- **Program Level:** Intermediate

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**Closing the Language Gap: Provider/Biller Communication**
**Presenter:** Monique Funkenbusch, BKD  
**Date:** October 24, 2013, 1:00 p.m. -2:15 p.m.

**Learning Objectives:**
- Recognize barriers to effective provider/biller communication
- Apply strategies for building collaborative relationships and improving communication skills between providers and the billing department staff
Program Description: Maintaining communication between physicians and billers is often a challenge because both parties are so busy, each with such a different focus – diagnosing the patients versus diagnosing billing or accounts receivable-related issues. But it can be done and it may make a big difference to your organization’s bottom line. This session will provide insight to effective communication tools and techniques for these groups of individuals. We will discuss how you can take proactive steps to identify and monitor the more common pitfalls resulting from the breakdown in communication and how to work towards building collaborative relationships to avoid compliance and reimbursement issues for the organization.

Additional Information:

- **Delivery Method:** Group-live
- **Recommended CPE Credit and Field of Study:** 1 hour CPE, pending approval
- **Prerequisites:** Knowledge of Community Health Center financial practices
- **Advance Preparation:** None
- **Program Level:** Intermediate

TPCA is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.learningmarket.org](http://www.learningmarket.org).
Health Center Requirements - Compliance and Beyond

**Presenter:** Pamela J. Byrnes, Ph.D.
**Date:** October 24, 2013, 9:00 a.m.-10:00 a.m.

**Learning Objectives:**

- Identify the 19 core requirements.
- Assess gaps in compliance.
- Develop strategies for correcting non-compliance.

**Program Description:** All grantee and look-alike health centers are required to meet the 19 core requirements. Everyone can expect an "operations assessment" site visit in each of their project periods to assess compliance and to make performance improvement recommendations. Areas of non-compliance can lead to grant conditions. Are you ready? This plenary will cover the basic requirements and offer some suggestions for meeting them.

Expanding Mental Health Services Reach Through Telehealth

**Presenter:** Jodi Polaha, Ph.D
**Date:** October 24, 2013, 10:30 a.m.-11:45 a.m.

**Learning Objectives:**

- Understand the impact of traditional mental health services
- List reasons why the field of mental health is seeking a “portfolio” of service options.
- List new, innovative options for mental health treatment
- Describe the functioning and outcomes of one Telehealth program focusing on mental health.

**Program Description:** Innovative models of mental health service delivery address barriers to care such as cost, provider shortages and stigma. An array of new service modalities is evolving including technology-facilitated strategies. This workshop will describe efforts to develop mental health services in a way that increases reach, particularly to underserved populations. In addition, data from East Tennessee State University’s Psychology Department Telehealth Program and its progress over the past three years will be discussed.
Quality Improvement with Lean Methodology

Presenter: Terri Crutcher
Date: October 24, 2013, 10:30 a.m.-11:45 a.m.

Learning Objectives:

- Understand how the Toyota Lean principles can be applied to healthcare.
- Identify the eight wastes (Mudas) in healthcare.
- Learn various Lean tools and how they can be used to improve processes in healthcare.
- Understand the role of leadership in Lean methodology problem solving initiatives.

Program Description: This workshop will provide a high-level overview of how Lean problem-solving methodology can be used in healthcare, specifically in a clinic setting. Participants will learn how Lean principles and tools can be used to identify waste, improve clinic operations and support improved patient outcomes.

Going the Extra Mile: Creating a Service-Oriented Culture in the New Health Care Environment

Presenter: Shantelle Leatherwood, MHA
Date: October 24, 2013, 1:00 p.m.-2:15 p.m.

Learning Objectives:

- Learn the importance of providing excellent service in the changing health care environment.
- Learn the requirements of models, such as PCMH, in measuring and accessing service quality.
- Learn mechanisms to track and measure service quality within your health centers.
  Learn how to incorporate staff and patients in improving your service-quality measures.

Program Description: In a changing world where patients will have increasing options to seek care from private providers and private practices, this workshop will identify the importance of distinguishing your services to new and existing patients. In this changing world, how do you strive to "Go the Extra Mile" in meeting their needs and serving them? How are services ranked by your patients? And, what efforts are being taken to maintain or retain them? These questions and many others will be addressed in this workshop that encourages one to "Go the Extra Mile" in developing a service-oriented culture in the changing health care environment.
PCMH and Care Team Training

Presenter: Candi Chitty
Date: October 24, 2013 2:45 p.m.-4:00 p.m.

Learning Objectives:

- Attendees will learn how to create care team roles and responsibilities
- Develop care team training programs founded in PCMH principles
- Understand what existing training resources are available in the marketplace

Program Description: The Patient Centered Medical Home (PCMH) model is a patient-driven, team-based approach that delivers efficient, comprehensive and continuous care through active communication and coordination of health care services. PCMH is based on a set of seven principles and depends on a core and expanded team of health care personnel who work with health center patients to plan for their overall health. This workshop will discuss the alignment of care team development and training with the PCMH model.

To receive credit for attending continuing education workshops, please complete the CPE or CME Request Forms at the Registration Desk.