



PRACTICE MANAGEMENT ACADEMY

YOUR PRACTICE MADE PERFECT

NC AHEC

SOUTHERN
REGIONAL AHEC
PART OF NC AHEC

ENDORSED BY:
MGMA
NORTH CAROLINA

ANNOUNCING THE NC AHEC PRACTICE MANAGEMENT ACADEMY

PRACTICE MANAGER BOOTCAMP

SPRING 2024 ONLINE CLASSES

ENROLLMENT IS NOW OPEN FOR THE 2024-2025 CYCLE OF THE NCAHEC
PRACTICE MANAGEMENT ACADEMY'S PRACTICE MANAGER BOOTCAMP

The Practice Manager Bootcamp is useful not only for novice practice managers, but also for experienced practice managers who want to expand their knowledge as well as providers who want a better understanding of practice management. It consists of six modules designed to teach the basic skills and knowledge that practice managers need to help their practices thrive.

Select either the Complete Practice Manager Bootcamp for a comprehensive overview of practice management (and save \$250) or customize your learning by choosing only the modules you need.

COMPLETE PRACTICE MANAGER BOOTCAMP* (Includes all six modules)

Thursdays, 1/4/2024 - 10/10/2024 | 3:30 – 4:30 p.m. | Register 1/3/2024 | \$648 | 36 contact hours

Register online: www.southernregionalahec.org/courses-and-events/71652

*After January 3, 2024, the next complete bootcamp registration will open on May 1, 2024. At that time, you may enroll in either the complete bootcamp or only in the modules you need.

LEADERSHIP

Thursdays, 1/4/24 - 2/15/24 | 3:30 - 4:30 p.m. | Register by Noon, 1/3/24 | Cost: \$175 | 7 contact hours

Register online: www.southernregionalahec.org/courses-and-events/71652

Strong leaders are key to making a practice a successful and enjoyable place to work. By completion of this module, participants will

1. Describe basic principles of effective communication
2. Identify strategies for building a cohesive team
3. Minimize attrition through proactive management
4. Coach employees to improve performance

Sessions include: Is it Talking or Is It Listening, What's Your Culture Club, Managing Toxic Staff, Confronting Work Problems, Conflict Resolution, Retaining Effective Employees, Mentoring Physician Leadership.

HUMAN RESOURCES & CUSTOMER SERVICE

Thursdays, 2/22/24 - 4/4/24 | 3:30 - 4:30 p.m. | Register by, 2/22/24 | Cost: \$175 | 7 contact hours

Register online: www.southernregionalahec.org/courses-and-events/71652

Employees are a practice's most precious asset—and the biggest determinant of a customer's experience. By the completion of this module, participants will:

1. Describe the basic tenets of labor and employment law.
2. Create effective policies and handbooks
3. Recruit and interview employees
4. Onboard new employees
4. Perform job coaching and evaluations
5. Identify factors affecting patient satisfaction
6. Monitor the practice's online reputation

Sessions include: Labor and Employment Law, Policies, Procedures and Handbooks, Recruiting and Interviewing, Onboarding New Employees, Job Coaching and Evaluations, Our Patients, Love'em or Lose'em, and Managing Your Practice's Online Presence.

OPERATIONS MANAGEMENT

Thursdays, 4/11/24 - 5/9/24 | 3:30 - 4:30 p.m. | Register by 4/11/24 | Cost: \$125 | 5 contact hours

Register online: www.southernregionalahec.org/courses-and-events/71652

To keep a practice running smoothly, a practice manager must not only handle day-to-day issues but plan ahead. By the completion of this module, participants will:

1. Execute steps to avoid malpractice claims
2. Assess and minimize risk
3. Create a disaster plan
4. Write an effective strategic plan
5. Discuss considerations for renovation or new construction

Sessions include: Medical Malpractice, Strategic Planning, Disaster Planning, Facility Design for Physician Groups, Risk Management

QUALITY IMPROVEMENT

Thursdays, 5/16/24 – 6/6/24 | 3:30 - 4:30 p.m. | Register 5/16/24 | Cost: \$100 | 4 contact hours

Register online: www.southernregionalahec.org/courses-and-events/71652

Reimbursements are increasingly tied to quality measures, and practices that are not fluent in the language of quality risk leaving money on the table. By the completion of this module, participants will:

1. Analyze and improve workflows
2. Examine issues pertinent to participating profitably in value-based programs
3. Optimize the application of practice technology
4. Describe the basic types of healthcare analytics and their implications for planning and decision making.

Sessions include: Analyzing Workflows, Participating in Value-Based Programs, Analytics with A Purpose, Optimizing Technology in Your Practice

FINANCIAL MANAGEMENT

Thursdays, 7/11/24 - 8/8/24 | 3:30 - 4:30 p.m. | Registration Opens May 1, 2024 | Cost: \$125 | 5 contact hours

Register online: Online registration will be available May 2024

Sound financial practices are the bedrock of a successful practice. By the completion of this module, participants will:

1. Analyze expenses and prepare appropriate budgets
2. Read and prepare balance sheets and income statements
3. Describe the steps of processing accounts payable and receivable.

Sessions include: Expense Analysis and Budgets, Balance Sheets, Income Statements, Accounts Payable, Accounts Receivable

INSURANCE AND THE REVENUE CYCLE

Thursdays, 8/15/24 - 10/10/24 | 3:30-4:30 p.m. | Registration Opens May 1, 2024 | Cost: \$200 | 8 contact hours

Register online: Online registration will be available May 2024

Ensuring timely payment for services rendered is vital for the success of any medical practice. In this module, participants will:

1. Differentiate between types of insurance most encountered in practices
2. Negotiate payer contracts
3. Execute and track provider credentialing
4. Submit claims accurately and efficiently
5. Ensure that documentation is complete and accurate
6. Describe the chart auditing process and how to minimize errors
7. Manage reimbursements and denials
8. Perform patient billing and collections activities.

Sessions include: Insurance Payment Models, Contract Negotiation, Credentialing, Claims Submission, Chart Auditing and Documentation, Coding Best Practices, Reimbursement and Data Management, Patient Billing and Collections

SUBSTITUTES/REFUNDS/TRANSFERS

- Cancellations must be in writing (fax, email, or mail)
- Registrants cancelling between two weeks and two full business days prior to the first day of the event are “refunded at 70% of the registration fee subject to a minimum \$25 cancellation fee.”
- No refunds or credits will be given for cancellations received less than two full business days prior to the event.
- Cancellations more than 2 weeks prior to the event will receive 100% refund. No vouchers will be issued in lieu of a refund.

Attendance at this activity grants permission for Southern Regional AHEC to use any photographs, audio, video, or other images from this activity for promotional or educational purposes. Please notify an AHEC staff member if you have concerns.

ADA SERVICE

Those requesting accommodation under the Americans with Disabilities Act (ADA) should contact the ADA coordinator at least five days prior to the event at (910) 678-7226 or ashley.diehm@sr-ahec.org.

CONTACT

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Register online for any or all courses:
www.southernregionalahec.org/courses-and-events/71652