



AAO 2017 BSM Consultant Presentation Schedule

Course Title	Date & Time	Location	Consultants & Co-Presenters	Course Description
Demystifying Finance and Accounting for the Non-Accountant	Saturday 11/11 9:00 AM - 1:00 PM	Room 288-289	Dixon Davis Ron Rosenberg Ann Hulett	For physicians and administrators without formal finance or accounting training, this workshop takes the mystery out of your money. Key accounting concepts to keep your practice in the black will be covered.
JCAHPO Practice Management Subspecialty Session: Tips to Develop an Effective Patient Schedule	Saturday 11/11 1:25 - 1:45 PM	Hilton Riverside, St. James Room	Maureen Waddle	Efficient patient schedules are key components to patient satisfaction and maximizing physician and staff productivity. This presentation will describe the methodology to analyze and design the clinic schedule to meet these objectives.
Best Practices for Assessing the Feasibility of New Business Opportunities	Sunday 11/12 2:00 - 3:00 PM	Room 297	Andrew Maller Dixon Davis	Whether adding a new provider, location, or service line, practice leaders must have clear processes in place to make important business decisions. This course discusses key principles for assessing new business opportunities.
Conflict is Inevitable: Communication Skills to Resolve Tough Conversations	Sunday 11/12 2:00 - 3:00 PM	Room 290	Maureen Waddle	This informative, interactive workshop will teach attendees the secrets of leading, coaching, and managing difficult employees to create an effective team and harmonious work environment.
Teach Your Staff to Get Along With Each Other	Sunday 11/12 2:00 - 3:00 PM	Room 295	Derek Preece	This course teaches a powerful concept of human behavior — the parent, child, and adult mindset we use in our interactions. Improve your interpersonal relationships by using techniques from in this course.
Private Equity and Other Integration Models for Ophthalmologists: Evaluating Your Options	Sunday 11/12 3:15 - 4:15 PM	Room 286-287	Derek Preece (panelist)	This course explores practice consolidation through private equity firms, ACOs, hospital systems, mega-groups, and clinically integrated networks. The panel will consist of a practice consultant, attorney, ophthalmologist, and administrator.
Flow and Efficiency Benchmarks to Improve Practice Performance	Sunday 11/12 4:30 - 5:30 PM	Room 294	Elizabeth Holloway Andrew Maller	Using key benchmarks to measure physician and clinic productivity, helps practices understand how flow and efficiency issues impact the bottom line. This course shows how to calculate benchmarks and provide solutions.
Battling Information Overload: What Reports Do Owners and Administrators Need?	Sunday 11/12 4:30 - 5:30 PM	Room 295	Maureen Waddle	This course will teach attendees to reduce the number and length of their reports and explain how to set up meaningful management reports that get attention.
Succession Planning for Doctors	Monday 11/13 7:30 - 8:30 AM	Hall C	Elizabeth Holloway	This roundtable discussion is limited to nine attendees who are encouraged to bring real-world questions and cases to the moderator for discussion.
Thinking About Retirement? Key Considerations to Successfully Prepare for a Transitioning Physician	Monday 11/13 7:30 - 8:30 AM	Hall C	Dixon Davis	This roundtable discussion is limited to nine attendees who are encouraged to bring real-world questions and cases to the moderator for discussion.
Best Practices to Improve Retina Operations	Monday 11/13 9:00 - 10:00 AM	Room 297	Elizabeth Holloway Andrew Maller	The purpose of this course is to document a retina patient's journey, identify "best practices" followed by successful retina practices, and provide insights to make operational improvements in a clinic.
Leadership is a Choice: Save Your Drama for Your Mama	Monday 11/13 11:30 - 12:30 PM	Room 288-289	Derek Preece Dixon Davis	When employees face a conflict in the workplace, they can be a leader — and do something positive — or create drama. In this course, administrators will learn how to teach their staff to choose leadership.
Strategic Management of Ophthalmology Practices	Monday 11/13 2:00 - 3:00 PM	Room 296	Derek Preece Robert Wiggins, MD	This course is designed to help practice administrators and physicians understand how to prepare and implement a practice strategic plan.
Benchmarking: How Do Top-Tier Practices Differ from Average Practices?	Monday 11/13 3:15 - 4:15 PM	Room 291	Derek Preece	This course will compare the financial results of the top 10 percent of practices with "average" practices to discover what they do differently.
Ophthalmology and Optometry: How Do They Integrate?	Monday 11/13 3:15 - 4:15 PM	Room 292	Maureen Waddle, Allison Weber Shuren	This course explores different models used that allow ophthalmologists and optometrists to work together effectively, including co-management, integrated vision and medical/surgical services, ophthalmic-led networks, and optometrist-led networks.
Measuring Your Most Critical KPI: Patient Satisfaction	Monday 11/13 4:30 - 5:30 PM	Room 294	Derek Preece	This course is designed to help doctors and administrators understand the importance of patient satisfaction measurement, learn efficient ways to gather customer feedback, and use that input.
Budgeting for the Ophthalmology Practice	Tuesday 11/14 9:00 - 10:00 AM	Room 296	Andrew Maller	This course provides a simple, practical approach for implementing a practice budget, including: examining results, assessing future practice changes, forecasting future results, and integrating the results.
The Non-Exit Strategy: How to Extend Your Practice and Live Without Fully Retiring	Tuesday 11/14 9:33 - 9:43 AM	New Orleans - Theater C	Derek Preece (panelist)	All senior ophthalmologists face the dilemma of retiring. Many, however, wish to continue their profession without a full workload. This symposium reviews the paths that may be available — and skills needed — to continue a professional life with fewer (and different) responsibilities.
Using Staffing Department Scorecards to Maximize Operational Efficiency	Tuesday 11/14 10:15 - 11:15 AM	Room 288-289	Andrew Maller Maureen Waddle	This course introduces the concept of department scorecards to measure efficiency. Simple, easy-to-track performance metrics for front office, back office, and billing department staff will be covered.