

### ASCRS-ASOA 2017 Presentation Schedule

Course Title	Date, Time, & Place	Consultant(s)	Course Topic
COE Review Course - Part 1 Financial Management	Friday, 5/5 8:00 AM - 10:30 AM Room 503	Bruce Maller	This course will cover evaluation of financial statements to assess the financial health of a practice; conduct feasibility analyses to assess return on investment; evaluate payer contract language and fee schedules to determine practice participation; and evaluate vendor contracts to manage practice needs, overhead expenses, and revenues.
COE Review Course - Part 1 Information Technology Management	Friday, 5/5 10:55 AM - 12:25 PM Room 503	Laurie Brown Candace Simerson	This course will cover Implementing and managing information systems to meet technology needs and comply with regulatory requirements and/or guidelines. It will also cover performing information technology risk analyses to ensure the confidentiality, integrity, and availability of practice data.
COE Review Course - Part 1 Operations	Friday, 5/5 1:35 PM - 2:00 PM Room 503	Elizabeth Holloway	Learn how to develop and implement operational directives, policies, procedures, and training protocols to optimize practice performance and ensure quality of care. Also, determine staffing needs to ensure practice productivity and efficiency through this course.
Practice Management Bootcamp: Financial Management - Essential Metrics to Track and Measure	Friday, 5/5 10:40 AM - 11:35 AM Room 518	Andrew Maller Elizabeth Holloway	You've just become a new ophthalmic practice manager. Now what? Experienced subject matter experts will teach you the basics of ophthalmic practice management in core areas, including chart documentation and audits, quality measures and government regulations, financial management, working with technicians, risk management, meeting today's challenges, and flow and efficiency to improve practice performance.
ASOA Roundtables	Saturday, 5/6 11:00 am	Maureen Waddle Andrew Maller Elizabeth Holloway	Benchmarking: Tables 1 & 2 Human Resources Table
COE Review Course - Part 2 Human Resources	Saturday, 5/6 1:00 PM - 3:00 PM Room 503	Maureen Waddle	In this course you will learn how to: <ul style="list-style-type: none"> <li>- Develop and modify personnel policies to establish expectations for professional conduct.</li> <li>- Educate, coach, reward, and/or discipline staff to ensure compliance with personnel policies.</li> <li>- Develop and oversee programs to provide fair and competitive compensation packages.</li> <li>- Recruit, retain, and terminate staff to meet organizational staffing needs.</li> <li>- Conduct evaluations to enhance employee and practice performance.</li> </ul>
Benchmarking for Greatness: What are Top-Tier Practices Doing that Make Them so Effective?	Saturday, 5/6 1:30 PM - 2:30 PM 411 Theatre	Andrew Maller Dixon Davis	How do top-tier practices differ from average practices in their financial and patient flow results? This course explores the data-driven tactics that help top practices achieve exceptional results, and how your practice can apply the same tactics to improve your outcomes.
Turning Data into Dollars	Saturday, 5/6 2:45 PM - 3:45 PM Room 501 C	Andrew Maller Maureen Waddle Lisa Peltier	Learn why and how to use benchmarking information to make better business decisions in this course. It will also highlight ASOAnalytics the new benchmarking program available from ASOA.
Consultants on Call	Saturday, 5/6 3:00 PM - 4:00 PM Networking Lounge	Laurie Brown	Practice Management
Consultants on Call	Saturday, 5/6 4:00 PM - 5:00 PM Networking Lounge	Andrew Maller	Placement
Best Practices for Assessing the Feasibility of New Business Opportunities	Sunday, 5/7 8:00 AM - 9:00 AM 411 Theatre	Andrew Maller	Whether adding a new provider, opening up a new location, or implementing a new service line, practice leaders must have clear processes in place to assess new business opportunities. This course will educate attendees on the key principles for assessing these types of important opportunities.
The Future of Surgical Eye Care	Sunday, 5/7 10:30 AM - 11:30 AM Room 506	Bruce Maller	There are macro trends that are impacting the business of ophthalmology and surgical eye care. This course will provide a review of these trends and offer practical suggestions on how to position one's practice and surgery center to survive and thrive in a dynamic environment.
Thinking about Retirement: Key Considerations to Successfully Prepare for and Transition out of Practice – Small Group and Solo Physicians	Sunday, 5/7 10:30 AM - 11:30 AM Room 501 C	Dixon Davis	This course will discuss important operational and financial considerations to prepare for retirement, and then how to effectively make the transition to protect the physician as well as other staff, providers, and the practice itself.
Operational and Financial Considerations for Onboarding New Physicians	Sunday, 5/7 2:45 PM - 3:45 PM Room 501 AB	Andrew Maller Elizabeth Holloway	This course will address best practices regarding operational and financial considerations when onboarding a new physician. The process of successfully integrating a new provider into the practice can be challenging for practice leaders and the new physician. The course instructors will also provide tools and resources to overcome these challenges.
Compliance Simplified: Learn to Manage the Pains and Complexities of Compliance with an Effective Compliance Plan for Your Practice	Sunday, 5/7 4:00 PM - 5:00 PM Room 518	Laurie Brown Dixon Davis	Compliance is a topic that can be confusing and stressful. Course instructors will review the core components of compliance and discuss through principles and case studies how a compliance plan can be effectively implemented to reduce stress and increase confidence that your practice is doing things right.
Developing Your Leadership Team	Monday, 5/8 8:00 AM - 9:00 AM Room 507	Maureen Waddle Elizabeth Holloway	This course will explore how to identify and develop people in middle manager roles such as clinical director, customer service manager, and billing supervisor. The course instructors will primarily focus on the role of physicians and executives in developing the middle management team.
Public Speaking - Part 1	Monday, 5/8 9:15 AM - 10:15 AM Room 505	Bruce Maller	An experienced educator addresses the challenges associated with public communication and provide tools to overcome them. Those who have never given a presentation, as well as experienced speakers who "Don't know what they don't know" will benefit. Expand your communication skills to overcome your hesitations and enjoy sharing your knowledge and experience with your colleagues.
Own Your Path: Creating Professional and Personal Development Plans for Practice Administrators	Monday, 5/8 9:15 AM - 10:15 AM Room 501 AB	Andrew Maller Hayley Boling	Administrators have numerous priorities and often run out of time to focus on their own development. This course will discuss the process of developing personal development plans for practice leaders. The course instructors will address challenges and provide guidance on how to focus on professional skill development and personal growth.
YES Symposium: I Wish I Knew	Monday, 5/8 9:15 AM - 10:15 AM 411 Theatre	Maureen Waddle	Targeted at young physicians, this course brings together a panel of physicians, administrators, and consultants to discuss communication, business issues, and compliance issues, addressing the following statement: "What I wish I knew when I started my career."
Public Speaking - Part 2	Monday, 5/8 10:30 AM - 11:30 AM Room 505	Bruce Maller	An experienced educator addresses the challenges associated with public communication and provide tools to overcome them. Those who have never given a presentation, as well as experienced speakers who "Don't know what they don't know" will benefit. Expand your communication skills to overcome your hesitations and enjoy sharing your knowledge and experience with your colleagues.
Consultants on Call	Monday, 5/8 3:00 PM - 4:00 PM Networking Lounge	Dixon Davis	Practice Management
Tips to Develop an Effective Patient Schedule	Monday, 5/8 2:45 PM - 3:45 PM 411 Theatre	Maureen Waddle Elizabeth Holloway Laurie Brown	This course will assist attendees in identifying scheduling issues that cause breakdowns in patient flow in a clinic. By adjusting the patient schedule, practices can improve overall clinical efficiency.
Hiring a New Provider: Use Benchmarks to Understand Productivity Expectations	Monday, 5/8 4:00 PM - 5:00 PM Room 505	Maureen Waddle	This course will review the use of benchmarks to help owners and administrators analyze the financial impact of hiring a new optometrist or ophthalmologist. Productivity measures are also used to help set reasonable performance expectations.
Consultants on Call	Monday, 5/8 4:00 PM - 5:00 PM Networking Lounge	Elizabeth Holloway	Practice Management
Keys to Effectively Lead and Influence Successful Revenue Cycle Management Without Doing the Work Yourself	Tuesday, 5/9 10:30 AM - 11:30 AM Room 505	Dixon Davis	Having a strong revenue cycle is paramount in business and an area where administrators must lead without doing the work themselves. The course instructor will review strategies for leading, including metrics, real-life business application, and how they are applied in a few case study examples.