**41st Annual State Institute Speaker Bios**

**Eli Pagonis, B.S., M.S., Founder and CEO**

The Power of E4, LLC, provides a boutique coaching approach to enhance the overall patient and employee experience in healthcare organizations across the country. We offer a renewed focus on a back to basics approach that is customized for your organization’s needs. By implementing the 4 E's, Excellence, Engagement, Empathy and Energy; your organization will experience a reinforced commitment that your employee family is valued and ultimately leads to improved overall patient satisfaction.   
Eli Pagonis, Founder and CEO, has over 20 years of experience in cultural transformations and enhancement. He played an integral role in assisting with, and sustaining the implementation of organizational and service excellence at Baptist Health Care in Pensacola, FL; the nationally award winning pioneer in creating a culture that WOW’s. Eli is a native and life-long resident of Pensacola and is the child of Greek immigrant parents where laughter, food, and love abound in their home. The movie My Big Fat Greek Wedding is a documentary of his life. He is married to his college sweetheart, Dina, and they have three children, Daphne, George and Joshua.   
At Baptist Health Care, Eli directed their corporate university, Baptist University. He provided training for leaders, staff, physicians, local business leaders and community agencies. Over his 12 years with BHC, Eli has been a highly sought after speaker, educator and motivator and has presented to thousands of front line employees and senior executive teams across the nation and Canada. Eli shares his passion of doing the "right thing for the right reason" through his many motivational learning seminars that are customized for each individual audience and include a focus on cultural transformation, employee engagement, effective patient/staff communication, accountability and more.

Eli holds a Master of Science in Counseling and Psychology and a Bachelor of Science in Psychology, with a minor in Music and Business Administration from Troy University. He is certified as a Myers Briggs trainer and served as a two-year adjunct professor at Pensacola State College.

Let Eli and The Power of E4 reignite the passion in all you do for your employees and your organization.

**Darren Cook, CRCS, Vice President at Magnet Solutions**

A graduate of Aquinas College, Darren has over 22 years of experience in the healthcare revenue cycle.  He brings years of prior experience in the automotive process engineering world to the revenue cycle table.

Darren has served industry associations numerous capacities.

* As a Past President of the Michigan Association of Collection Agencies.  In addition to his state involvement, he served as a committee member for the Health Services program of American Collectors Association(ACA) International.
* He is a certified collector and holds his CRCS certification through AAHAM
* He is a past board member of over 8 years with the Indiana HFMA and also served as Sponsorship Chair for 4 years.
* Darren is an HFMA Yerger Award Recipient for Indiana
* He currently is a member of IL AAHAM and Indiana HFMA

In his spare time, he enjoys the outdoors with his wife, Kim (his high school sweetheart), their 4 beautiful daughters and his granddaughter who just turned two.  Fun fact, Darren is an avid and very accomplished waterfowl hunter and walleye fisherman.

**Rick Rogers, CRCE**, **Vice President at Magnet Solutions**

A graduate of Marquette University, Rick has been in the healthcare industry since 1983; working in clinical medicine, healthcare IT and for the past 23 years, the healthcare revenue cycle.

Rick was introduced to AAHAM in 1999 and since then he has been active in the WI, IL, NE and MN Chapters.

* Rick is currently a Board Member of Illinois AAHAM
* He has served as the President and then Board Chair of the MN Gopher Chapter of AAHAM
* Elected as AAHAM National Secretary in 2018, he oversaw the Practices and Standards Committee at the national level
* Rick also served as the Chair of the National Government Relations Committee responsible for National Legislative Day.   Rick enjoys legislative advocacy on behalf of providers at the state and national levels and is an enthusiastic representative of AAHAM where ever his travels take him.

Rick also married his high school sweetheart, Mary, and they have 10 children and 13 grandchildren and counting.  Suffice it to say that Rick is familiar with the concept of patient responsibility balances, and he is a student of what providers should and should not do to be successful in collecting patient balances while providing a quality patient experience.

**Alicia Auman, Reginal Sales Director, AccuReg**

Alicia Auman is an experienced revenue cycle leader with 18+ years of experience in healthcare with her most recent role as Director of Patient Access at KSB Hospital in Dixon, IL. She is a certified Green Belt in Lean Six Sigma and is a member of NAHAM, AAHAM, and HFMA.

Alicia has a passion for improving the patient financial experience with a focus on leveraging IT to automate and improve workflow to drive results. She has ADT experience with Soarian Financials, as well as with implementing Cerner Community Works. Understanding the impact on revenue cycle integrity within Patient Access, she implemented a career ladder to identify and develop other leaders and introduced a QA Analyst/Educator role to reduce turnover, improve employee satisfaction, and improve accuracy to support a healthy revenue cycle. She doubled her team size by consolidating Patient Access into one centralized department to include both hospital and clinic operations focused on denial prevention/reduction, registration accuracy, and increased POS collections. With this model she and her team brought registration accuracy up from 80% to 99% with over $20 million in denials.

**Rich Lovich, Co-Managing Partner, SAC**

Mr. Lovich is Managing Partner at Stephenson, Acquisto & Colman, (SAC), the premier healthcare reimbursement litigation firm in the country. He is admitted to practice before the United States Supreme Court, the Ninth Circuit Court of Appeals; and all federal and state courts in California.  Mr. Lovich has 38 years of litigation and trial experience.

Since 1995, he has held a “Preeminent A-V Rating”, by Martindale-Hubbell, reflecting the highest possible peer ratings in legal ability and ethical conduct. Rich has been named a "Southern California Super Lawyer" since 2011.

In 2016, he was named one of the Nation’s Top One Percent of Attorneys as selected by the National Association of Distinguished Counsel.

Mr. Lovich proudly serves as National Legal Counsel to the American Association of Healthcare Administrative Management (AAHAM). In that capacity, in 2016, he testified before the United States Senate Commerce Committee on needed changes to the Telephone Consumer Protection Act (TCPA) and the difficulties presented by that law to the healthcare industry. In 2020 he was selected by Federal Communications Commission Chairman Pai to serve on the FCC Advisory Board to create best practices for voice service providers to protect hospitals from illegal robocalls.

He has lectured nationally on many revenue cycle topics at large health systems and top university academic medical centers including Stanford University Health, UCLA Health, University of California Irvine Health, University of California San Francisco Health; the Regents of the University of California, Providence-St. Joseph Health, Trinity Health,  and Dignity Health.

Mr Lovich is married with 5 daughters and three grandchildren. He considers among his career highlights representing Madonna and living to tell about it. He also continues to hold out a never-ending expectation to play center field for the Dodgers.

**Amanda Norris, Sustainable Mental Wellness, Inc.**

Amanda S. Norris, M.A. holds a Master of Arts in Community Counseling with a Specialization in Latino/a

Mental Health from The Chicago School of Professional Psychology and an alumni award for a

Distinguished Commitment to Diversity. Amanda aims to promote a mindset-shift in others to identify

innate strengths and equip them with actionable steps to pursue a meaningful life. As President and

Founder of Sustainable Mental Wellness, Inc., her public speaking services, workshop facilitation, group

engagement and coaching services are the catalyst for self-discovery and sharing gifts with the greater

community. Amanda’s specialized background in community-based behavioral health crisis and

assessment, medical and school-based therapy services, early childhood evaluation, hospital business

development, peace circles, collaborative group work, storytelling and music performance endows her

with a unique perspective of wellness and happiness in the modern age.

Amanda has over 10 years of counseling, public speaking, and workshop facilitation experience in

English and Spanish. She is currently providing mental wellness presentations, both in-person and

virtually. Amanda engages audiences with dynamic positivity and narrative lessons with a motivational

twist. Prior speaking engagements include the Illinois School Nurses Association, Illinois State Board of

Education Wellness Conference, and currently the biannual co-host for the School-Based Mental Health

RoundTable. Amanda is passionate about personal growth and manifesting happiness, sustainability and

resilience practices, and positive psychology interventions. Topics include: youth and adult mental

wellness, school-provider-community partnerships, social and emotional learning, and crisis and stress

management, to name a few. Audiences include: healthcare and education professionals, parent and

community organizations, youth and university groups, and corporate/conference events.