MEDICAL ONCOLOGY ASSOCIATION OF SOUTHERN CALIFORNIA, INC.

Oncology Administration Agenda

Thursday, November 4, 2021

11:45am **Networking in Zoom Room with Sponsors**

12:00pm **Prevent Burnout and Employee Fatigue**

Burnout is a syndrome characterized with exhaustion, cynicism, and a lack of personal efficacy. Learn how to identify the path towards burnout and strategies for prevention and recovery will impact your life and those around you. This session will provide the framework of how burnout sneaks up on us and techniques to escape its clutches. Learning Objectives: 1) Understand the factors that lead to burnout; 2) Identify activities and perspectives that reduce the incidence of burnout; and 3) Synthesize interventions that will discourage burnout in your organization.

Rob and Terri Bogue, Thor Projects LLC

12:40pm **Patient Cost Sharing**

Joel Kokis, Patient Access Support Services, Bristol Myers Squibb

12:50pm **Finding an Extra Hour Every Day: Time/Project/People Management Tips for Busy Professionals**

Randy Dean, uses humor and high energy as he goes into many of the most common areas of productivity loss (and possible gain!) afflicting many busy professionals today: dealing with e-mail overload, managing multiple projects, maintaining "traction" when dealing with tasks and interruptions, clearing the clutter in your mind for better focus and attention, keeping staff on task, tracking "who owes you what" and getting that information on time, and better managing your calendar and contacts for better time and relationship management. At the end of this session, you will be able to: 1) Have a smarter regimen for managing incoming e-mail with less distraction and more focus; 2) Know how to build a project-based, prioritized daily task list; 3) Keep up with the people that "owe them stuff", to help avoid unnecessary urgency & missed deadlines; and 4) Have a better way to both start and "work" your day so you are more focused, more prioritized, and less distracted.

Randy Dean, MBA, The E-mail Sanity Expert ®

1:30pm **Enhancements to Here2Assist Patient Support Services Program**

Tony Li, Takeda

1:40pm **Break - Networking in Zoom Room with Sponsors**

1:50pm **Creating a More Productive Practice with Process Automation**

Now, more than ever, practices are challenged to provide flexible visit arrangements, continued quality in-person visits, and positive administrative experiences for their patients. To achieve these goals, practices are looking towards increasing efficiency in every interaction where possible. A key area that is greatly increasing productivity is the reduction of manual or repetitive processes through automation. In this session we will discuss 1) How to reduce manual processes; 2) How to automate system to system data entry; and 3) Understanding which automation strategies are right for your practice.

Adam Levithan, Withum Digital

2:30pm **Improving Patient Collections Experience**

PayGround delivers to MOASC members a comprehensive platform that allows patients to connect with their MOASC providers, and provide them the ability to pay and track all their healthcare payments in one place. PayGround's Patient-First platform enables patients (and their dependents) to manage ALL bills in one place from across ALL their providers, helping them understand their responsibility while providing multiple payment methods to fulfill that responsibility. This leads to an average 23% patient collections improvement and 6.7 days average reduction in A/R days.

Adam Younger, MBA, Co-Founder and Chief Strategy Officer, PayGround

3:00pm **Match Patients to Clinical Trials**

Deep Lens provides AI software and Clinical Research Coordinators to match patients to trials at no cost to oncology practices (our revenue is derived from sponsors)

- Community focused
- Our tech is EMR and Genomics vendor agnostic
- We are a pipeline of sponsored trials for PI's/Practices
- Future enhancements to meet labor challenges around trial operations

Tyrone Richardson, Vice President, Provider Sales, Deep Lens

3:15pm **Networking in Zoom Room with Sponsors**

3:30pm **Meeting Concludes**

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