



MARCH 2022

GKC CONNECT

Association News At a Glance

ON THE MOVE



March's Message

Food for Thought! Is the Pandemic Impacting You?

Andrea Wyatt

President

Hello!

It feels like Spring today! I know I am ready for warm weather, biking, camping, sandals, and outside activities!

I want to talk about 2022 goal #3 today which is, "Increase networking and build new relationships."

The board got together earlier this week and went through a strategic planning exercise. It was very productive and I look forward to sharing the results with the membership as soon as we've put more structure to it.

As much as I enjoyed the exercise itself, what I enjoyed even more was the opportunity to get together in person and get to know each other better. My goodness what a talented group of people we have! The passion, engagement and creativity was palpable!

Over the years I can look back and name multiple people in the medical management career field that have provided guidance, experience, and mentoring to me. How can we create opportunities for more of this? Should we develop a mentoring program? How can we increase our attendance at our networking events in North Kansas City? I would love to hear your thoughts on this.

Please feel free to email me at awyatt@mahls.com. I want to hear your ideas! Collegially, **Andrea**

ON THE MOVE

Goals for 2022:

1. Continue to grow our membership numbers. We have a great thing going here! Let's spread the word and add others to our ranks!
2. Increase attendance and participation in our events. If you aren't participating, you're missing out on all our organization has to offer.
3. Increase networking and build new relationships. It always comes down to the people. The wealth of knowledge within GKC MGMA is staggering. How can we create more opportunities to interact, get to know each other, and share that knowledge?
4. Grow as professionals and develop new skills. This is our purpose after all. Take a look at the CMPE track. It's worth it!

Be

**Review our 2022 flyer!
2022 GKC GOALS**

ON THE MOVE

*Creating a
Strong Future Together*

Kansas City On The Move Conference
Wednesday, October 19, 2022

Holiday Inn & Suites - Overland Park Hotel
8787 Reeder Road, Overland Park, KS

Watch our progress as we develop this fall event.

Everything will be posted on the conference webpage below:

<https://gkcmgma.org/2022-On-the-Move-Conference>

Conference

Co-Sponsors



**SAVE
THE
DATE**



My MGMA Story

David L. Smith
FACMPE, MPA, BBA

United Imaging Consultants, LLC

After a few years working in administration at the old Baptist Medical Center, I became Administrator of a multi-specialty group in St. Louis in 1989. During my brief transition period, my predecessor, Al Lougeay, strongly recommended getting involved with MGMA, which has proven to be the best professional advice I ever received. I've learned a lot by reading and studying, and a fair amount from making mistakes, but no other source even comes close to what I have learned by interacting with MGMA colleagues. Early in my career there were a number of more experienced local MGMA members who were always happy to share their knowledge and experience when I had questions.

Initially MGMA was all about going to monthly local meetings, plus a few state or national meetings per year. But the internet also came on the scene in the 1990's, providing a way to share information and experiences with people all over the country. Instant electronic interaction has added tremendously to the value of MGMA. While I live on the internet like everyone else, I still believe there is no substitute for sitting down face to face and talking shop with other practice managers.

Early in my career, I noticed that many of the respected leaders in the field were Fellows of the American College of Medical Practice Executives. Once I got my feet on the ground I made progress in the College a priority. It seemed to be a good way to assess myself and ensure that I reached the level of professional excellence I aspired to.

I became a Fellow in 1995, and I like to say I did it the hard way. Back in those days, Fellowship required not only a written exam, but also an oral exam before a board of Fellows, plus an academic style professional paper or three case studies, which MGMA published. I wrote my professional paper on the "Strategic Implications of a 'Paperless' Information System". 27 years later we still haven't reached that paperless utopia I wrote about.

After 10 years with St. Louis Medical Clinic, I moved to Lawrence to accept an opportunity with a radiology practice in Topeka, which brought me closer to the Kansas City area where I grew up. I spent ten years there, and a few years after that working as a practice management consultant. In 2016 I joined United Imaging Consultants, a group of 35 radiologists in Kansas City. I've been focused on radiology for the past 22 years, with occasional diversions into other specialties including radiation oncology and sleep medicine.

Radiology has its own specialty-focused association, in which I am also active. However, I have continued to be involved in MGMA because there are many issues and common concerns that affect all specialties. I also think it's important to understand the experience of those in other specialties we collaborate with. Although it has evolved, the American College of Medical Practice Executive is still one of the best professional certification programs around. I have always been grateful to the MGMA colleagues who helped me early in my career, and that has motivated me to contribute to the association. I have served on MGMA Government Affairs Committee and various task forces, as an examiner and reviewer for the College, and in local leadership in St. Louis and now Kansas City.

Every day brings a new challenge and an opportunity to learn. That's what I love about our profession. MGMA is still my go-to resource when I have a question. I still learn from colleagues about questions I hadn't thought to ask. I still value the opportunity to meet face to face with other practice management professionals more than anything else. I'm looking forward to doing that much more often in 2022!

We want to read YOUR “My MGMA Story”

**SHARE
YOURS!**

Current and previous board members are sharing their story about their experiences of MGMA's impact during 2021. We invite all active GKC members to share their history in MGMA and how GKC has impacted your career in a few paragraphs.

How has MGMA influenced your education, connections? What impact has MGMA made in your work life? How has the state chapter or national MGMA influenced your career?

Read what other members have shared in the next few issue of “My MGMA Story”. Your story matters and could positively impact all our members.

Send your article to info@gkcmgma.org today!

We'd love to post your MGMA experience in a future issue - in the order of receipt.



LINKEDIN CONNECT YOU CAN HELP!

Help GKC by CONNECT to LinkedIn yourself and invite others you know to connect with GKC too. One goal is to have all present and past members who are not yet connected to our GKC LinkedIn page to do so. You can help! We also are inviting nonmember area practice managers to connect with us too.

You can help!

Invite healthcare personnel you see on LinkedIn or Facebook and inviting them to connect to GKC's page. They do not have to be a GKC member. Together we can create a large community!

MISSOURI MGMA CONFERENCE

EXCELLENCE in Healthcare

*Transforming your practice through
education, networking and passion*



May 4-6, 2022

Branson
Convention Center
Branson, Missouri

MGMA
MISSOURI



[Click here for the conference brochure](#) or
[click here](#) to register as an Exhibitor

We have secured a room block at the discounted rate of \$141/night at the **Hilton Branson Convention Center** (866-442-0959) and the **Hilton Promenade at Branson Landing** (866-568-0890) hotels. Call or click the links above and reference our group code (**MGMA22**). This discounted rate is available until April 1st.

Location:

Hilton Branson Convention Center
200 East Main Street, Branson, MO 65616

ACCREDITATION

American College of Medical Practice Executive (ACMPE) Credit Hours: To apply this program toward your ACMPE continuing education requirement, please calculate the total number of clock hours you spent in educational sessions and enter your hours online in the My Transcript area of [mgma.com](#).



The program has the prior approval of AAPC for 12.0 continuing education hours. Granting of prior approval in no way constitutes endorsement by AAPC of the program content or the program sponsor.



Introducing GKC's New Connection with

Kansas City Medical Society Foundation

"Sharing helpful information between both organizations!"

Shutting the Door on HPV Cancers

Free educational module for Healthcare Providers and Teams.

CME's and CNE's are available.

Explain why HPV vaccine is important enough to be routinely recommended for young people (i.e., HPV cancer prevention).

Effectively give HPV vaccination recommendation using the same way, same day approach.

[Access the module here.](#)

- Information provided by KCMS Foundation



READY..SET..GO!

We are “On the Move”

We were all greatly encouraged and inspired by the many ideas shared at our first committee meeting. Productive initial meeting with dynamic input from Ashley Blacketer and Chris Campbell.

Here's a sampling of our thoughts:

Goal – Find creative ways to attract new members.

Find innovative ways to identify prospective members – marketing, expand geography, referral discounts, Starbucks card, mixers/social, trial membership.

Goal – Assess ways to enhance current members' experience Mixers, recognize length of membership

Goal – Assess satisfaction level of those joining.

Goal – Support president's goals – continue to grow our membership, increase attendance, participation in our events, and increase networking and build relationships.

Goal – Foster “On The Move – Moving Forward” theme

Goal – Enhance Life Member and expand roster, “What have you been up to?”

INVITATION:

Interested in joining the Membership Committee?

Help with this drive? Have another idea- send to central office? Let me and Jessica know! Email us at

info@gkcmgma.org

Are you game to “join” in this fun way to track our progress through 2022? You can do it simply by sharing while you move through your day!



Brian Stack
2022
Membership Chair

New Members

March 2022 *3

Steve Cargill, e Sentire

February 2022 *2

Amy Burke, AB Marketing Company

January 2022: *1

Brenda Olson, Great Plains Health Alliance

December 2021:

Tara Howell, Vein Clinic of Greater Kansas City

Joseph Kaufman, Saint Luke's Physician Group

Christopher Campbell, Berlin Wheeler, Inc.



OPEN JOB POSTINGS on GKC MGMA Website

A full list of duties, responsibilities and requirements are available on the Job page of <https://gkcmgma.org/Jobs/>

Administrator, Ottawa, KS - 01-01-2022

Submitted by Denise McPherson, Ottawa Family Physicians

Bring your leadership and operational skills to Ottawa Family Physicians in Ottawa, Kansas. We are looking for an Administrator to lead, mentor and inspire our team to continue doing great things in our practice and in our community. The best Administrator for our organization will have leadership experience in a family medicine practice, strong operational background and have a deep understanding of the changes and challenges occurring in healthcare today. Full list of duties, responsibilities and requirements are available on the Job Openings page of <https://gkcmgma.org>

To apply: Send resume and salary requirements to:
Denise McPherson at ofpdene@yahoo.com

Medical Office Specialist - Overland Park Sunflower Neonatology Associates - 02-01-2022

Submitted by Sandy Owens

Part-Time position, primarily responsible for data entry of patient information and assisting with follow-up on insurance claims. Possibility of full-time. Reviews and organizes hospital records and/or provider billing information. Enters data in medical records systems for insurance claims processing, and may include follow-up on unpaid claims. 2-3 years of medical office experience is preferred. Knowledgeable of different types of insurance carriers and networks, familiarity with medical terminology, billing and insurance processing. Please send resumes to Sunflower Human Resources at: tdelaney@sunflowerneo.com

Medical Office Specialist – 03-07-2022

Sunflower Neonatology Associates, Overland Park, Kansas
Submitted by Sandy Owen, Administrator

Part-Time position, primarily responsible for data entry of patient information and assisting with follow-up on insurance claims. Possibility of full-time. Reviews and organizes hospital records and/or provider billing information. Enters data in medical records systems for insurance claims processing, and may include follow-up on unpaid claims. 2-3 years of medical office experience is preferred. Knowledgeable of different types of insurance carriers and networks, familiarity with medical terminology, billing and insurance processing.

Please send resumes to Sunflower Human Resources at
tdelaney@sunflowerneo.com

Saint Luke's Open Position - 01-01-2022 Revenue Integrity Analyst, Physician Billing:

Submitted by Kari Vance, CMPE, Director of Risk Management, SLPG

Full description available
at: <https://careers.saintlukeskc.org/jobs/revenue-integrity-analyst-slpg-full-time-kansas-city-missouri-united-states-9d9fd5c9-8000-4fa3-91a1-203803f46f9c>
[karvance@saintlukeskc.org](mailto:kavance@saintlukeskc.org)

Multiple Positions - Clay County PHC Open - 01-28-2022 Submitted by Jason Stallings, Section Chief, Community Health

Click on weblink to access their Job page for more info.
[Jobs • Clay County PHC, MO • CivicEngage \(clayhealth.com\)](#)

OUR 2022 COMMITTEE MEMBERS AD HOC SOCIAL MEDIA COMMITTEE

On March 3 Carolyn Baruch, committee chair, opened the first meeting of GKC's new Ad Hoc Social Media Committee via Zoom.

After introductions of committee members and what platforms they currently use, she shared her vision to establish a strategy and develop steps to gauge progress. The vision should include all sectors and impact all age groups via videos, LinkedIn and Facebook for sure. Each member choose a platform to focus on.

This new committee's brainstorm session developed two pages of ideas: Here are just a few of them to work on this year:

- Engage and attract members on Facebook and LinkedIn, etc.
 - Ask members to be more active on platforms
 - Create teasers to check out info with link
 - Engage with us and see what we are doing
 - 80% of contact – inspiring, informing
 - Create promo skits for luncheon meetings
 - Use hashtags more #GKCMGMA #networking
 - Promote conference on Tik Tok videos
 - Video interview of members (new, life, active)
 - Repurpose info from GKC Connect news issue
 - Promote My MGMA Story
 - Focus on helping others, share good things
 - GKC Charity – supply services, engage with services instead of financial gift
- And the list goes on....



Any interested members who regularly use any or all of these *platforms* are welcome to help this committee by posting, responding or sharing information about GKC happenings. Spread news about healthcare happenings. Prior experience not required!





Front Office Lead Administrative Position

Posted 01-03-2022

Submitted by Tom Faerber,
Oral and Maxillofacial Surgeon

I am a board certified Oral and Maxillofacial Surgeon in Overland Park, KS and we are seeking a new front office lead administrative position. This position involves several facets of a small surgery practice from:

- Scheduling surgeries, consultations and post op visits
- Coding/Billing/Collections
- Management of all office staff work schedules
- Interaction with referral base
- Daily, Monthly reports
- Pay range is \$26-30 /hr
- 13 days PTO first calendar year of employment in addition to 6 paid national holidays
- 50% coverage of monthly office medical insurance premium
- Bonus options available based on performance

We have a convenient and very safe medical building at the Roe exit off of I-435 in Overland Park, Kansas.

Interested candidates can send their resume to:

tom@surgicalarts.com

Tom Faerber Cell: 816-536-5118

www.surgicalarts.com

ARE YOU AN IDEA PERSON?
We have opportunities for you!

Would you like an opportunity to grow as a medical leader in 2022? Does being involved to help mold and shape the landscape of medical practice management in Greater Kansas City interest you?

We have reinstated our committee structure this year. Please consider working with one of the 2022 committees. Board members chair the Membership, Program, ACMPE Fellowship and Conference committees. Carolyn Baruch heads our Ad Hoc Social Media committee. **CALL NOW!**

Working together creates the synergy for our chapter to thrive!

If this is enticing, contact the office at info@gkcmgma.org noting your preferred committee(s), with your name, email, and phone number. We'll add you to our list of volunteers.





Celebrate Our Newest Life Member at the March Meeting



“ One of the best parts of my job at Berlin Wheeler was the interaction with office managers as a result of being involved in GKC MGMA and NWMO MGMA membership. Up until the pandemic, the monthly meetings were part of my schedule. I have enjoyed the opportunity to meet and serve as a member for the past many years of both chapters.

“Below are some highlighted of my involvement with GKC MGMA, and offerings over my tenure as a member.”

- Berlin Wheeler has been part of GKC MGMA since December 31, 1987
- Business Partner Member since 2012, representing Berlin Wheeler
- Available supportive member of Northwest and Greater Kansas City MGMA chapters
- Speaker on revenue topics
- Regular attendance at monthly meetings
- Served a term as NWMO Board Member in 2017-18
- Round table discussion participant
- Contributor to many different charities sponsored by MGMA
- Annual conference exhibitor for GKC MGMA and for Missouri MGMA
- Sharing about MGMA chapters to other colleagues (have new member for Berlin Wheeler already in place)





Administrator, Overland Park KS - 02-14-2022

Submitted by Elvin Govada. Administrator,

**Head and Neck Surgery of Kansas City, PA
1 main and 2 satellite locations**

Head and Neck Surgery of Kansas City, P.A. has been providing ENT services to the greater Kansas City and Johnson County area for 30 years. We have 6 physicians, 2 audiologists, and 1 part-time speech therapist. We contract with most of the major health systems in the area. To learn more about our organization please visit our website at www.HNSKC.com. We are currently looking for an Administrator who has management experience but is also eager to learn and grow with this organization. Bachelor's degree in business or healthcare management with 3 years of healthcare leadership experience is highly preferred (Masters satisfies experience preference). As we grow and evolve our practice the Administrator will have the opportunity to coach personnel, identify opportunities for strategic development, continuously improve operational efficiency and provide insights through financial analysis.

Please send your resume to egovada@hnskc.com

Responsibilities Include:

- Accounts Payable through QuickBooks
- Financial analysis through Excel
- Proficiency in Microsoft Office suite (preferred). Establishes and oversees the operations of the front office, surgery
- Scheduling, clinical teams, revenue cycle and IT management. Being point of contact for health systems, contractors, vendors, etc.
- Being point of contact for health systems, contractors, vendors, etc.
- Managing various business development projects including establishment of new business units, marketing, operational & IT integration
- Coordinating monthly financial reporting with CPA
- Facilitate decision making with the physician partners
- Strong HR and supervisory experience with 20+ employees and contractors
- Maintains compliance with HIPAA, OSHA, and Labor Laws

Provider Burnout is real!

49% of provider office day is spent on EHR and admin work

70% of physicians say that too much paperwork and regulatory expectations is the major cause of their stress

MANY OF THE ADMIN CHALLENGES FACING PROVIDERS STARTED WITH THE HITECH ACT OF 2009 AND USING OUTDATED SOFTWARE.

Tip: Technology that is purpose built to the needs of the practice is crucial to a streamlined and profitable medical practice.



Annie Alexander
RN, MBA, CMRM
CiBR Solutions

CiBR Solutions 

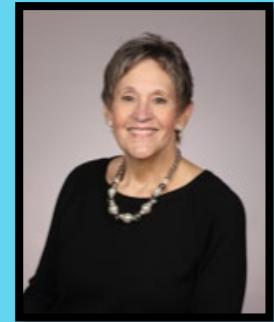


ACMPE FORUM NEWS

The beginning of each New Year is a time for fresh starts, clean slates, and New Year's resolutions. Why not make 2022 the year to invest in yourself?

Certification and Fellowship through MGMA is a great way to confirm your expertise in the medical practice management industry. Not only do these recognitions affirm your professional competency, they are recognized by physicians, healthcare executives, industry professionals, and your peers.

Greater Kansas City MGMA has a rich history of industry professionals who have taken steps toward Certification and Fellowship. We have members who are Nominees, Certified, and Fellows.



CERTIFICATION

Taking the first step is simple. To become Certified, you must have two years' experience within healthcare with a bachelor's degree/120 college credit hours. You must be a member of National MGMA. The next step is to make application for Certification which requires a \$250 application fee and unofficial proof of your work and education history. Completion of this process makes you eligible to be a Nominee. As a Nominee, you work at your own pace to prepare for a multiple-choice and scenario-based exam. Exams are now offered on-demand, so you can take them from your office or home. There are several helpful resources available to help you prepare including practice exams, study groups, and workbooks based on the Body of Knowledge. Many of these resources are little to no cost. Additionally, you have three years from your nominee acceptance date to complete the Board Certification process.

As your forum rep and committee chair, I plan is to conduct a local study group starting in January of 2022 for 7 sessions. If you are interested in taking this next step, please reach out to me.

FELLOWSHIP

If you have already taken the step to Certification, then resolve this year to take the final step in your journey toward Fellowship. Fellowship is the highest level of distinction in medical practice management. There are many thousands of medical practice managers around the country, but only 1,002 have attained the distinction of Fellowship. Starting that journey is also simple. A program application and fee of \$250 will start the process. The program requirements are to author a Business Plan. This is such a dynamic time to be working in healthcare. There are endless opportunities for topics of interest to anyone working in healthcare.

Commit to make 2022 the year you keep your New Year's Resolution to achieve Certification or Fellowship.

If you have questions or want to discuss the process further, please feel free to contact me.

Tracy Bird, FACMPE, CPC, CPMA, CEMC
GKC MGMA ACMPE Forum Rep. - Committee Chair
tbird@medicalpracticeadvisors.com / 913-660-8566

Upcoming GKC Meetings for the Year

Monthly Education Meeting

Board Meeting

Annual Conference (to come)

2022 CALENDAR

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gettyimages

MEETING: LIVE EVENT

Date: May 18, 2022

Time: 3:00pm to 5:30pm

Location: Holiday Inn & Suites, 8787 Reeder Road, Overland Park, KS

Navigating Charitable Care & Eligibility Issues



Amber Eastabrooks, RN, BSN,
Director of Health Access
The Kansas City Medical Society Foundation



Navigating today's healthcare system can be a complex and overwhelming experience. This is especially true for uninsured patients and their Care Teams. Are you part of a Care Team that wants to help uninsured patients connect with specialty care but aren't sure how to get started? Is your Care Team already assisting patients through the specialty care referral process and looking for a system that offers direct support and removes some of the administrative burden?

WyJo Care and Metro Care are charitable care programs that may be great resources for your practice. WyJo Care and Metro Care staff work directly with Primary Care Offices and Safety Net Clinics in referring patients to specialty care services. They ensure patients meet the charitable care program criteria as well as coordinate the delivery of care from the donating physicians, hospitals and others, supporting the patient and referring partner through each step of the process.

Attendees of this presentation will learn:

- *More about WyJo Care and Metro Care, including patient eligibility requirements, services available and ways to access these services.*
- *Determine if these charitable care programs are good resources for their organization.*
- *Understand who to contact and how to move forward in connecting with these programs*

Register at: <https://gkcmgma.wildapricot.org/event-4340137>



BACK TO "LIVE" EVENTS

(subject to shift to webinars
based on pandemic)

Member Help Needed

for Live Meetings
(requires arriving early)

Greet, register, network with guests.

**| Help with registration
Offer a door prize**

**Be part of the process! It's Fun!
Sure makes a huge difference!**

Sign up now via email: info@gkcmgma.org

**To all our volunteer!
You are very much appreciated!**

MEETING LOCATIONS

SOUTH: Holiday Inn & Suites OP

NORTH: Chappell's

2022 MONTHLY PROGRAMS



March 16, 2022:

LIVE EVENT - HI&S - 3:00 – 5:30pm

“Growing Your Practice Through Patient Referrals & Other Strategies”

Randy Hairgrove, RSH & Associates, LLC



April 20, 2022:

ONLINE WEBINAR 12 -1:30pm

“How Digital Communication Is Transforming Healthcare” National Speaker Adam Sayler
Sponsored: Advanced Physician Recruitment



April 20, 2022: LIVE EVENT

Networking Event - Chappell's 4:30–6:30pm

323 Armour Road, KCMO 64116

Sponsor: RSH & Associates LLC



May 18, 2022: LIVE EVENT South 3:00- 5:30pm

“Navigating Charitable Care & Eligibility Issues”

Amber Eastabrooks, RN, BSN, Director of Health Access Promoting Access to Care and Community Health

After May live events may change to webinars- keeping same timeframe - based on level of pandemic in KC.



June 15, 2022: LIVE EVENT North 3:00 – 5:30pm

“Practice Strategies for Success in 2022”

Ryan Schumacher, Carolyn Baruch, Amy Burke Panel

Sponsor: Information Communications Group



July 20, 2022: LIVE EVENT South 3:00 – 5:30pm

“Information You Need to Know”

Banking Panel – Moderator: Tricia Luedke



August 17, 2022: LIVE EVENT North 3:00 -5:30pm

“Optimizing Revenue Cycle Management for a Thriving Practice”, Annie Alexander, RN MBA CMRM CEO CIBR Solutions



Sept 21, 2022: LIVE EVENT South –3:00 – 5:30pm

Speaker OPEN/Topic OPEN

October 19, 2022: ON THE MOVE CONFERENCE

“One the Move: Creating a Strong Future Together”

All available info at

<https://gkcmgma.org/2022-On-the-Move-Conference>

November 16, 2022: LIVE EVENT South 3:00 – 5:30pm

Speaker OPEN/Topic OPEN

December 21, 2022: LIVE EVENT North 3:00 – 5:30pm

–Annual Business Meeting - Christmas Networking

MEETING: LIVE EVENT

Date: March 16, 2022

Time: 3:00pm to 5:30pm

Location: Holiday Inn & Suites, 8787 Reeder Road, OP



“Growing Your Practice Through Patient Referrals & Other Strategies”

Randy Hairgrove

Founder/President, RSH & Associates, LLC

Randy will share the latest techniques on finding new business via your current patient base and all the strategies you need to grow your business when you have a limited patient base.

Register for this meeting at:

<https://gkcmgma.wildapricot.org/event-4288139>

BIO: Accomplished Management professional with over 30 years of experience; 25 years in the ARM / Healthcare field. An experienced multi-unit operator, who enjoys leading others to achieve success while building a cohesive team atmosphere. A strong work ethic combined with a commitment to excellence has resulted in increased revenues and profits for all positions held throughout my blessed career. Proven ability to proactively adapt to new markets and new situations, develop new business strategies and create innovative solutions to problems. Have built and maintained successful personal and professional partnerships by committing to honest, trust-based relationships. Above all, I owe all of my successes and blessings to God my Father.

Sponsored by:



ONLINE WEBINAR

Date: April 20, 2022

Time: Noon - 1:30pm - with Q&A

Location: Online Webinar

UPCOMING
EVENTS



“How Digital Communication Is Transforming Healthcare”

With National Speaker Adam Sayles

Adam will discuss the following topics:

- Improve patient access and patient care through technology
- Streamlining intake process and improving patient experience through self-service
- How upgrading a provider's technology stack can transform patient experience

Register for this meeting:

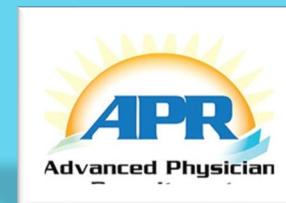
<https://gkcmgma.org/event-4442127>

Access Link to Webinar: to come

Bio:

Adam is based in Chicago and is the Vonage program lead for healthcare and life sciences. He has spent the last eight years selling into large health systems and in his most recent role, worked with healthcare-focused Fortune 1000 companies to streamline operations and the patient experience. In addition to his extensive HLS knowledge, Adam has a deep technical background that enables him to facilitate best-in-class clinical and business outcomes.

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Leaders create the environment that gives their people the best chance to grow.

-From Always Growing

A recent bright sunny morning had me thinking about what I want to grow in my garden... and how important that question is for leaders too.

Speaking of growing... how are you currently growing the new leaders in your organization? My Always Growing book is the perfect way to "seed" a productive discussion about how they can take steps to improve their ability to motivate, guide, and celebrate the people in their care.

And for the month of March I'm offering my Leadership Development Package for only \$39.95! It includes everything you need to teach them how to "lead like gardeners" and harvest better results!

[Click this link to check out the package!](#)



CLICK THE LINK FOR VIDEO <https://youtu.be/ewlpcvqtV5A>

The One Question Leaders Always Need An Answer To



<https://youtu.be/ewlpcvqtV5A>

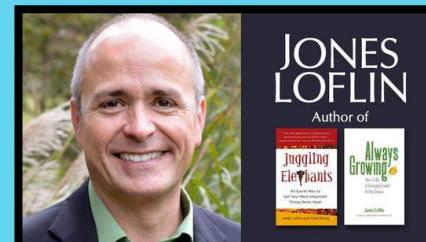


Insights From The Jones Zone

For More On Today's Topic:

[It Time To Weed Out Busyness, Poor Leadership, and Unhealthy Conflict From Your Team?](#)

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Click "Subscribe" and you are ready to go!
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question. Share what we know with other members and create
a valuable resource for all members in the process.

To View a Question

Hover over the title - a box will pop up containing the
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To Answer a Question

Click on the title, choose the "reply" button. Include your name
and email. The questions and answers are available for at least
a year for your reference.

NOTE: Request to Longtime Members: Please do not use the old Google
Groups listserv. Though still active on Google, it is not supported and there is
no admin access. Thanks!



Medical Advantage recently put out an eBook on practice marketing, supporting the messaging we shared in our webinar with Keane.

I thought it may be something you'd be interested in sharing with your members as well to help them stay informed on how to navigate healthcare's increasingly competitive landscape.

Here is a link to the landing page:
www.medicaladvantage.com/solutions/practice-marketing/e-book

as well as a link to the eBook so you can see the content for yourself:

https://f.hubspotusercontent30.net/hubfs/4605589/FINAL_Practice%20Marketing%20eBook_2021.pdf

A graphic overlay on a background of a pen and paper. The overlay includes a yellow box listing outsourcing benefits, a red box with a quote, a teal box with a myth-busting section, and contact information for CiBR Solutions.

Outsourcing Benefits

- Increased cash flow
- Improved Quality of care
- Timely Filing and faster reimbursement
- Less expensive
- Compliance and security
- keep up with the changes in coding systems
- Better patient engagement and patient satisfaction!!

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Never
do anything that you can
have someone else do more
efficiently and at a lesser
cost

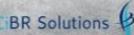
Myths Busted

- Lack of Control
- Possibility of hidden cost
- Outsourcing can be expensive
- Service Limitations

→

- Right tools provide Complete transparency
- Face up display!


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