



2019 AAO BSM Consulting Presentation Schedule

Course Title	Time	Room	Consultants & Co-Presenters	Course Descriptions
Saturday, October 12, 2019				
IJCAHPO Practice Management Sub-Specialty Session: Making EHR Work for You	11:30 am - 1:30 pm	Hilton Union Square, Plaza A	Laurie K. Brown, MBA	This course will cover best practices for those clinics who have made the leap to EHR some time ago, those making the leap now, and those frustrated with the plusses and minuses of EHR. Learn to be more efficient, compliant, and productive with these helpful tips.
Academy Café: Private Equity Panel Discussion	1:30 - 2:45 pm	Mosccone Convention Center, South 10-12	Moderator: Robert E. Wiggins, MD Panel: Bruce Maller Gary Markowitz MD, Eugene B Gabianelli MD, J Matthew Owens, Esq, Steven Rosenfeld MD, Ruth D Williams MD	This program is intended to be lively conversation about private equity in ophthalmology.
OOSS Panel: ASC e-Briefings for Surgeon Owners, Administrators, and Nurses	11:00 am - 3:00 pm	SF Marriott Marquis Golden Gate C1, C2, C3	Bruce Maller Regina Boore, CASC Maureen Waddle, MBA	A series of one-hour, easy-to-apply enterprise briefings addressing the latest trends, challenges, and opportunities facing ophthalmic ASC executives.
Sunday, October 13, 2019				
Conquering Patient Flow Problems	2:00 pm - 3:00 pm	Mosccone South 215	Derek A. Preece, MBA Elizabeth H. Cifers, MBA	This course discusses ways of measuring, analyzing, and correcting problems with patient flow; appointment scheduling; and physician delegation to assistants, technicians, and other ancillary staff.
Market Consolidation Through an MSO Model: Case Studies of the Pros and Cons	2:00 pm - 3:00 pm	Mosccone South 214	Dixon Davis, MBA Maureen Waddle, MBA Julia Lee, J.D. Gary S. Schwartz, M.D., MHA	This course discusses the pros and cons of management service organizations (MSOs) as a viable option amidst industry consolidation. In addition, we will study two practices that have implemented the MSO model in recent years.
Be a Better Leader: 3 Practical Steps to Lead Effectively	4:30 pm - 5:30 pm	Mosccone South 212	Dixon Davis, MBA	This course focuses on three key elements of successful leaders, and we put each into practical application so attendees can use them to become a better leader.
Monday, October 14, 2019				
The Five-Step Leadership System	11:30 am - 12:30 pm	Mosccone South 209-210	Derek A. Preece, MBA Dixon Davis, MBA	This course teaches administrators how to apply the Five-Step Management System, which helps diagnose and correct employee issues. Administrators will also learn how to teach their staff the five corresponding steps of employee responsibility.
Teach Your Staff to Get Along With Each Other	3:15 pm - 4:15 pm	Mosccone South 215	Derek A. Preece, MBA Laurie K. Brown, MBA	This interactive course teaches administrators and doctors a powerful human behavior concept — the parent, child, and adult mindset used in daily interactions — and how to apply that knowledge to improve interpersonal relationships within the office.
Shareholder Compensation Models	3:15 pm - 4:15 pm	Mosccone South 208	Maureen Waddle, MBA	As practices become more complex and reimbursement models change, owners are examining their current methods for allocation of profits. This course reviews some of the options and provides case studies to demonstrate the challenges in creating a “fair” compensation system.
The Audit Payoff: Common Findings to Fix	4:30 pm - 5:30 pm	Mosccone South 211	Laurie K. Brown, MBA Patricia Kennedy, CPMA	This course covers common findings found in coding and documentation audits and how to use those findings to educate and train staff and providers to minimize compliance risk.
Communication Skills to Enhance Practice Productivity	4:30 pm - 5:30 pm	Mosccone South 215	Maureen Waddle, MBA	This course focuses on communication tactics, especially for those in leadership roles. Through practical exercises attendees will learn effective communication methods to achieve desired results and reduce conflict.
Tuesday, October 15, 2019				
Flow and Efficiency Benchmarks to Improve Practice Performance	9:00 am - 10:00 am	Mosccone South 213	Laurie K. Brown, MBA Andrew Maller, MBA	This course demonstrates how to calculate flow and efficiency benchmarks and provides solutions to resolve these issues within the clinic, ultimately impacting the bottom line.