



2014 Annual Spring Administrators' Association Meeting**

May 2 ~ 3, 2014

Sonesta Resort

130 Shipyard Drive

Hilton Head, South Carolina 29928

2014 Theme - - "Full Contact Oncology Administration - Time to strap on the pads!" -

To recognize the increasing challenges to oncology practice administration, we are adopting a sports hero theme. Come to the Welcome Tailgate Party Friday night dressed in your favorite sport team's or athlete's gear (golf/NASCAR/bowling, any team sports) or as your favorite sports character in movies or literature (Wild Thing from Major League, Ricky Bobby from Talladega Nights, Rocky, Rudy, Miracle on Ice, Tin Cup)! Music, karaoke, dancing, Team Trivia! - AND The Flying Pig (skin) is back

DAY 1 AGENDA - Friday - May 2, 2014 - Santee Ballroom

11:30 - 1:00 pm	Registration & Exhibits <i>Light Refreshments - Pre-Function & Exhibit Area</i>
1:00 - 1:05 pm	Opening Remarks - Review Meeting Agenda <i>Jody Temple, Co-Chair, Administrators' Association</i> <i>Steven Black, Co-Chair, Administrators' Association</i>
1:05 - 2:00 pm	National Cancer Policy Update - "News from the Commissioner" <i>Ted Okon, Executive Director, Community Oncology Alliance</i>
2:00 - 2:30pm	Break/Exhibits
2:30 - 3:30 pm	How BCBS will work with "The Oncology in Georgia" <i>Alex Marable, Network Management, BCBS</i> <i>From AIM Specialty Health - Paula Inches, Clinical Programs Manager</i>
3:30 - 4:00 pm	GASCO Administrator Meeting/CO-Chair Election (The Draft)
4:00 pm	Check-In
6:30 - 9:00pm	Welcome Dinner & Party - Oceanside Pavilion <i>All attendees, sponsors, exhibitors and their families are welcome!</i>

** Speakers and times may be subject to change

DAY 2 AGENDA - Saturday – May 3, 2014 - Santee Ballroom

- 8:00 – 8:50 am **Breakfast Buffet and Exhibits**
- 8:50 - 9:00 am **Opening Remarks**
Steve Black & Jody Temple, Co-Chairs, Administrators' Association
- 9:00: - 10:15 am **Keynote – “From Money to Funny: Wisdom Learned On My Journey From Accounting to Comedy to Increase Profits Through Excellent Customer Service” – Kent Rader**
Customer service doesn't begin with front line employees, but rather in the highest levels of an organization. Kent's unique experience from having both been a hospital CFO and CPA, as well as transitioning to a successful career as a professional speaker and comedian offers practical advice to help managers increase profits by truly serving their customers. This includes educating and empowering your employees so they are unafraid to think and act on their own when serving your customers, developing happier employees because a company's employee relations mirror customer relations, listening and responding to your customer's complaints to continuously improve your products and service, and using humor to defuse tense situations and build customer rapport.
- 10:15 – 10:45 am **Break with Sponsors/Exhibitors**
- 10:45: – 12:00 pm **“Practice Efficiencies – What’s in your playbook?”**
Panel Moderated by Steve Black
- **Pre-game Activities** - Pre-visit practices to ensure patient flow efficiency and more timely reimbursement
 - **Working with your special teams** –Issues in chemo nurse/midlevel responsibilities in documentation of chemo, wastage & post visit data analysis, coordination with the pharmacy
Gigi Price, RN, OCN, CHONC, Consultant, The Revenue Cycle
 - **Salary Caps & Delayed Compensation** - Billing and recovery services including patient assistance programs, working denials, data requests etc. – **Cindy Hale, Business Operations Manager, Northwest Georgia Oncology Centers**
 - **Improving the Fan Experience** -Quality improvement & patient engagement (now part of meaningful use) – **Lena Crooker, LPN and Scharla Battle -Cancer Navigators of Georgia**
- 12:00 - 12:45pm **Networking Lunch with Sponsors and Exhibitors**
- 12:45 - 1:30 pm **Georgia State Legislative & Election Year Update – “Tales from the Farm Teams” - Andy Lord, GASCO Lobbyist**
- 1:30 – 1:45 pm **Break with Sponsors/Exhibitors**
- 1:45 – 2:45 pm **Georgia Scope of Service Laws, Supervision, Documentation and Billing for Midlevel Services – “Avoiding the Penalty Box”**
Richard D. Sanders, Esq., The Sanders Law firm, P.C.
- 2:45 pm **Closing Remarks – Grand Prize Drawing/Adjournment**
Jody Temple & Steve Black, Co-Chair, Administrators' Association

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