



PRACTICE MANAGEMENT ACADEMY

YOUR PRACTICE MADE PERFECT

NC AHEC

SOUTHERN
REGIONAL AHEC
PART OF NC AHEC

ENDORSED BY:
MGMA
NORTH CAROLINA

ANNOUNCING THE NC AHEC PRACTICE MANAGEMENT ACADEMY PRACTICE MANAGER BOOTCAMP ONLINE CLASSES

ENROLLMENT IS NOW OPEN FOR THE 2023-2024 CYCLE OF THE NCAHEC PRACTICE MANAGEMENT ACADEMY'S PRACTICE MANAGER BOOTCAMP

The **Practice Manager Bootcamp** is designed to give practice managers with two or less years of practice management experience an overview of the basic knowledge and skills a practice manager needs to succeed.

Choose Your Best Option

- **Do you want a complete overview of practice management?** Then choose the "Complete Bootcamp" for only \$648 which includes a 30% discount. Please register and pay by 9/1/23. **OR**
- **Are you an experienced practice manager looking to gain knowledge in specific practice management content areas?** Then choose to take only the modules that you need. (See individual modules for pricing)

Live sessions will be conducted virtually and will be recorded for later viewing. To receive credit, all sessions must either be attended live or viewed via recording.

FINANCIAL MANAGEMENT

Thursdays, 9/7/23 – 10/5/23 | 3:30 – 4:30 p.m. | Register by 9/1/23 | Cost: \$125 | .5 CEUs / 5 Contact Hours

Sound financial practices are the bedrock of a successful practice. This module introduces the basics of practice finance.

By the completion of the module, participants will:

1. Analyze expenses and prepare an appropriate budget.
2. Prepare and read income statements and balance sheets.
3. Enumerate the steps of processing accounts payable and receivable.

Sessions Include

- Expense Analysis & Budgets
- Balance Sheets
- Income Statements
- Accounts Payable
- Accounts Receivable

INSURANCE AND THE REVENUE CYCLE

Thursdays, 10/12/23 – 12/14/23 | 3:30-4:30 p.m. | Register by 10/6/23 | Cost: \$225 | .8 CEUs / 8 Contact Hours

Ensuring steady payment for services rendered is vital for the success of any medical practice. In this module, participants will receive step-by-step training on insurance and the revenue cycle.

By the completion of this module, participants will

1. Differentiate between the types of insurance most encountered in practices.
2. Negotiate payer contracts.
3. Execute and track provider credentialing.
4. Submit claims efficiently.
5. Ensure that documentation is complete.
6. Apply best practices in coding.
7. Understand the chart auditing process and how to minimize errors.
8. Manage reimbursements and denials.
9. Execute patient billing and collections activities.

Sessions Include

- Insurance payment models
- Contract negotiation
- Credentialing
- Claims submission
- Chart Auditing and Documentation
- Coding
- Reimbursement & Denial Management
- Patient Billing and Collections

LEADERSHIP

Thursdays, 1/4/24 – 2/15/24 | 3:30 – 4:30 p.m. | Register by 12/29/23 | Cost: \$175 | .7 CEUs / 7 Contact Hours

Strong leaders are key to making a practice a well-managed and enjoyable place to work. By the completion of this module, participants will:

1. Describe basic principles of effective communication.
2. Identify the unique personalities that make up their team and how those personalities can best work together.
3. Minimize attrition through proactive management.
4. Coach employees to improve performance.

Sessions Include

- Communication and Professionalism
- Understanding and Building Your Team
- Managing Toxic Staff
- Confronting Work Problems
- Conflict Resolution
- Retaining Effective Employees
- Mentoring Physician Leadership

HUMAN RESOURCES & CUSTOMER SERVICE

Thursdays, 2/22/24 – 4/4/24 | 3:30 – 4:30 p.m. | Register by 2/16/24 | Cost: \$175 | .7 CEUs / 7 Contact Hours

Your employees are your practice's most precious asset—and the biggest determinant of your customer's satisfactory experience. By the completion of this module, participants will:

1. Describe the basic tenets of labor and employment law.
2. Create and compile policies, procedures and handbooks
3. Recruit and interview employees
4. Onboard new employees
5. Perform job coaching and evaluations
6. Identify factors affecting patient satisfaction
7. Monitor and address a practice's online reputation

Sessions Include

- Labor & Employment Law
- Policies, Procedures & Handbooks
- Recruiting and Interviewing Employees
- Onboarding New Employees
- Job Coaching & Evaluations
- Our Patients, Love'em or Lose'em
- Managing Your Practice's Online Presence

OPERATIONS MANAGEMENT

Thursdays, 4/11/24 – 5/9/24 | 3:30 – 4:30 p.m. | Register by 4/5/24 | Cost: \$125 | .5 CEUs / 5 Contact Hours

To keep a practice running smoothly, a practice manager must not only handle day to day issues but plan ahead. By the completion of this module, participants will:

1. Execute steps to avoid malpractice claims
2. Assess and minimize risk
3. Create a disaster plan
4. Write an effective strategic plan
5. Discuss considerations for renovation or new construction

Sessions Include

- Medical Malpractice
- Risk Management
- Disaster Planning
- Strategic Planning
- Facility Design for Physician Groups

QUALITY IMPROVEMENT

Thursdays, 5/16 – 6/6/24 | 3:30 – 4:30 p.m. | Register by 5/10/24 | Cost: \$100 | .4 CEUs / 4 Contact Hours

Reimbursements are increasingly tied to quality measures, and practices that are not fluent in the language of quality risk leaving money on the table.

By the conclusion of this module, participants will:

1. Analyze and improve workflows
2. Examine issues pertinent to participating profitably in value-based programs
3. Optimize the application of practice technology
4. Describe the basic types of healthcare analytics and their implications for planning and decision making.

Sessions Include

- Analyzing Workflows
- Participating in Value-Based Programs
- Optimizing the Use of Technology in Your Practice.
- Healthcare Data Analytics

CREDIT

Earn up to 3.6 CEUs / 36 Contact Hours for complete bootcamp.

SUBSTITUTES/REFUNDS/TRANSFERS

- Cancellations must be in writing (fax, email, or mail)
- Registrants cancelling between two weeks and two full business days prior to the first day of the event are “refunded at 70% of the registration fee subject to a minimum \$25 cancellation fee.”
- No refunds or credits will be given for cancellations received less than two full business days prior to the event.
- Cancellations more than 2 weeks prior to the event will receive 100% refund. No vouchers will be issued in lieu of a refund.

Attendance at this activity grants permission for Southern Regional AHEC to use any photographs, audio, video, or other images from this activity for promotional or educational purposes. Please notify an AHEC staff member if you have concerns.

ADA SERVICE

Those requesting accommodation under the Americans with Disabilities Act (ADA) should contact the ADA coordinator at least five days prior to the event at (910) 678-7226 or ashley.diehm@sr-ahec.org.

CONTACT

Jane Moran, Project Specialist, NCAHEC Practice Management Academy
910-678-0113 / jane.moran@sr-ahec.org

Register online for any or all courses:
<https://www.southernregionalahec.org/courses-and-events/71652>