



**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 2024 - 2025 CYCLE OF THE NCAHEC PRACTICE MANAGEMENT ACADEMY'S PRACTICE MANAGER BOOTCAMP

WHAT IS THE PRACTICE MANAGER BOOTCAMP?

The Practice Manager Bootcamp is a **completely virtual** program designed to teach medical practice managers the basic knowledge and skills they need to make their practices thrive.

WHO WILL BENEFIT FROM THE PRACTICE MANAGER BOOTCAMP?

The Practice Manager Bootcamp is designed for the novice practice manager, but experienced practice managers wanting to fill gaps in their knowledge of practice management will also benefit, as well as providers who want to learn more about practice management.

CUSTOMIZE YOUR LEARNING!

Sessions are presented live via Zoom and are recorded for later viewing. The Practice Management Academy's mobile app makes it easy for you to learn any time or any place that works for you.

For a complete overview of practice management, select the **Complete Practice Manager Bootcamp** for (36 hours with a 30% discount) or select only the modules you need. To register search the keywords "practice manager bootcamp" or the course number in our continuing education calendar at www.southernregionalahec.org/courses-and-events.

PRACTICE MANAGER BOOTCAMP (All six modules) # 73674

Thursdays, 7/11/2024 – 4/24/2025 | 3:30 – 4:30 p.m. | Register by 7/10/2024 | \$630 | 36 contact hours

Register here: <https://www.southernregionalahec.org/courses-and-events/73674>

The Practice Manager Bootcamp is designed to teach medical practice managers the basic knowledge and skills they need to make their practices thrive. The Practice Manager Bootcamp includes all six modules described below. To receive credit, participants must view all sessions by 11:59 p.m. on April 24, 2025 and complete the course evaluation which is sent by NCAHEC 3-5 days after the end of the course. Credit is awarded at the end of the bootcamp.

FINANCIAL MANAGEMENT (Practice Manager Bootcamp) # 72431

Thursdays, 7/11/24 – 8/8/24 | 3:30 – 4:30 p.m. | Register by 7/10/2024 | \$125 | 5 contact hours

Register here: <https://www.southernregionalahec.org/courses-and-events/72431>

Sound financial practices are the bedrock of a successful practice. This module introduces the basics of practice finance. To receive credit, participants must view all sessions by 11:59 p.m. on August 8, 2025 and complete the course evaluation which is sent by NCAHEC 3-5 days after the end of the module.

Objectives

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.

INSURANCE AND THE REVENUE CYCLE (Practice Manager Bootcamp) # 72433

Thursdays, 8/15/24 – 10/3/24/2024, 3:30 – 4:30 p.m. | Register by 8/14/2024 | \$200 | 8 contact hours

Register here: <https://www.southernregionalahec.org/courses-and-events/72433>

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. To receive credit, participants must view all sessions by 11:59 p.m. on October 3, 2024 and complete the course evaluation which is sent by NCAHEC 3-5 days after the end of the module.

Objectives

1. Differentiate between the types of insurance most encountered in medical 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. Execute patient billing and collections activities.

HUMAN RESOURCES AND CUSTOMER SERVICE (Practice Manager Bootcamp) # 73675

Thursdays, 10/10/2024 – 11/21/2024 | 3:30 – 4:30 p.m. | \$175 | Register by 10/9/2024 | 7 contact hours

Register here: <https://www.southernregionalahec.org/courses-and-events/73675>

The most important things about your practice aren't "things" at all—they're people! In this module, you'll learn how to create a productive and pleasant environment for both your patients and staff. To receive credit, participants must view all sessions by 11:59 p.m. on November 21, 2024 and complete the course evaluation which is sent by NCAHEC 3-5 days after the end of the module.

Objectives

1. Describe the basic principles of labor and employment law.
2. Create and compile policies, procedures, and handbooks.
3. Recruit, interview and select employees.
4. Describe best practices for job coaching and performance evaluation.
5. Improve the patient's customer experience.
6. Monitor and manage a practice's online reputation.

LEADERSHIP (Practice Manager Bootcamp) # 73676

Thursdays, 1/9/2025 – 2/20/2025 | 3:30 – 4:30 p.m. | \$175 | Register by 1/8/2025 | 7 contact hours

Register here: <https://www.southernregionalahec.org/courses-and-events/73676>

Practice managers are leaders, and the better leaders they are, the more successful their practices will be. In this course, you will learn communication and management skills that will help you make your practice cohesive, efficient, and welcoming for both your staff and patients. To receive credit, participants must view all sessions by 11:59 p.m. on February 20, 2025 and complete the course evaluation which is sent by NCAHEC 3-5 days after the end of the module.

Objectives

1. Describe basic principles of effective communication.
2. Identify strategies for team building and conflict resolution.
3. Coach employees to improve performance.
4. Minimize attrition through proactive management.

OPERATIONS MANAGEMENT (Practice Manager Bootcamp) # 73677

Thursdays, 2/27/2025 – 3/27/2025 | 3:30 – 4:30 p.m. | \$125 | Register by 2/26/2025 | 5 contact hours

Register here: <https://www.southernregionalahec.org/courses-and-events/73677>

In this module, you'll learn the "nuts and bolts" principles that will strengthen your practice and protect it from the unexpected. To receive credit, participants must view all sessions by 11:59 p.m. on March 27, 2025 and complete the course evaluation which is sent by NCAHEC 3-5 days after the end of the module.

Objectives

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 renovations or new construction.

QUALITY IMPROVEMENT (Practice Manager Bootcamp) # 73678

Thursdays, 4/3/25 – 4/24/2025 | 3:30 – 4:30 p.m. | Cost: \$100 | Register by 4/2/2024 | 4 contact hours

Register here: <https://www.southernregionalahec.org/courses-and-events/73678>

Paying attention to the quality of care a practice offers benefits not only patient outcomes but also a practice's bottom line. In this module, you'll learn concepts and skills that will help your practice not only survive but thrive. To receive credit, participants must view all sessions by 11:59 p.m. on April 24, 2025 and complete the course evaluation which is sent by NCAHEC 3-5 days after the end of the module.

Objectives

1. Analyze and troubleshoot workflows for greater efficiency.
2. Maximize reimbursement through 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.

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

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