

MRUG Spring 2011 Conference - April 10-13, 2011

Sunday April 10, 2011				
Session Time	Session Title	Description	Location	
1:00- 4:00p	GE Training Session- ICD-10	Join us for an in-depth session that will focus on ICD-10 preparedness. Even though the ICD-10 cutover date is not until 10/1/2013, there is a lot of work that can be done now in advance of that date to ease the transition. The ICD-10 event is more than just an IT project. Come learn about the organizational impact and the various aspects of preparedness that your organization can start focusing on now. The session will introduce the Discovery Tool for Centricity Business and other means of assessing the current state of your organization with respect to ICD-10 readiness and planning. The session will also review the Centricity Business ICD-10 solution. A detailed training agenda will follow.	Mohave I-II	
6:00- 8:30p	MRUG Early Registration & Cocktail Reception	Cocktail Reception	Kiva-Hacienda	
Monday April 11, 2011				
Session Time	Session Title	Description	Location	
8:00 - 9:00	Continental Breakfast/Vendor Fair		Kiva-Hacienda	
9:00 - 10:45	Welcome/General Session/GE Update/Vendor briefs		Paloma I-II	
10:45-11:00	Break		Kiva-Hacienda	
11:00-12:15	Melissa Cummings and Simone Puskar, GEHC	GE/EMR Integration (Part 1)	Registration and Scheduling integration user feedback session: GE will host a user feedback session to elicit areas of integration priority for users of third party products. This session expects that there will be a mix of footprints where Centricity Business is used as the registration system of record and other footprints where a third party system is used. The goal of this session is to take feedback from these discussions and incorporate such priorities into product roadmaps and service solutions.	Mohave I
	Dan Hoffman, Creighton Medical Associates	Centricity Business Informatics – Organizational and Management Reporting	This presentation will show how Creighton Medical Associates is using Informatics in reporting in the areas of Department Scheduling, Provider Compensation, Month End Processing and Executive Dash Boards. Discussion includes report requirements used for Organizational effective decision-making and production. Users will see actual Informatics reports currently be reviewed by CMA Administration for measuring milestones within the group practice	Mohave II
	Terri Dulle, Washington University	ETM 4.3 New Features	Terri Dulle at Washington University will share an overview of 4.3 ETM New Features. If you are on 4.3 or will be upgrading; please feel free to share your new feature successes or bring questions for the group	Mohave III
	Art Segovia, VP of Support, Shawn Alexander, CIO CureIS	AES Unleashed	Are you using AES effectively? Come see how companies have used AES to enhance the GE Centricity applications. Learn the proper guidelines and interoperability with Cache and GE. AES Programmer Guidelines AES Tools Sample AES projects Cache and AES	Paloma III
12:15 - 1:30	Lunch	On Your own		
1:30-2:45	Walt Johnson, University of Rochester Medical Group	Roundtable on Apps built in house (outside of GE)	Many sites have built apps outside of GE functionality to help handle specific issues. This roundtable is the change to hear what others have developed. I will share URMCA apps such as developed for reading specific 837 acknowledgement reports and generating 835 file summaries. If you have any specific topics please email me at walter_johnson@urmc.rochester.edu	Mohave I
	Joe Brewer, Tim Parkinson-University of Missouri; Danielle Bauer, GEHC	5.0 Beta experience (part 1)	Learn about the University of Missouri's experience as a 5.0 Beta site. We'll highlight several new 5.0 features as well as system set/changes that are necessary to install 5.0	Mohave II
	Kathy Vetovich, KAV	Optimizing the User Interface	With the implementation of ETM, users are presented with a more effective workflow. There are many opportunities to enhance the presentation of the data through different UI options. Some of those covered in this session relate to different UIs in Preview and Instruction, color highlighting, conditions in UIs, Grouping Views, Update task options and keystrokes and shortcuts	Mohave III
	Mark Hurley, ACS- A Xerox Company	Anatomy of a Charge Correction	This session will explore charge corrections from the inside out. We will explore the various options allowed in the Centricity Business - BAR Application and the ultimate effect that each option has on the final invoice. In addition we will demonstrate a new customization that allows the user to query back to the posting date of the original transaction. This is especially useful in determining the proper timing of payments and charges once they have been charge corrected.	Paloma III
2:45-3:00	Break		Kiva-Hacienda	
3:00-4:15	Melissa Cummings and Simone Puskar, GEHC	GE/EMR Integration (Part 2)	Charge integration user feedback session: GE will host a user feedback session to elicit areas of integration priority for users of third party clinical systems. The goal of this session is to take feedback from these discussions and incorporate such priorities into product roadmaps and service solutions.	Mohave I

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Karla Marsh, Emergency Medicine Physicians/ Selenia Circo, GEHC	ETM and Automation	Learn how EMP is using Agents to automate Billing functions resulting in creating efficiencies and freeing up resources.	Mohave II
Lisa Wiley, Creighton Medical Associates/ Cheryl Hopson, University of Missouri	Self Pay Roundtable	Please join us for a roundtable discussion regarding Self Pay A/R to discuss how you are addressing the financial needs of your organization and working with your patients. We want to make this as interactive as possible and we welcome any questions you might want to ask of the group, topics you are especially interested in or trends you are seeing in your area that you want to discuss. Please feel free to send us questions via email prior to the conference at the following: LisaWiley@creighton.edu or hopsonca@health.missouri.edu.	Mohave III
Andrew Frost and Pam Egbert, GEHC	Care Coordination Lean Workout	Bring your ideas around Care Coordination. Share your ideas on how to use technology to improve care/case management. We will use lean six sigma workout processes to drive towards the organization and prioritization of the ideas your bring to the table. Keep in mind that Health Reform is going to drive towards care efficiency and quality.	Paloma III

Tuesday April 12, 2011

Session Time	Session Title	Description	Location
8:00 - 9:00	Continental Breakfast/Vendor Fair		Kiva-Hacienda
9:00 - 10:15	Open Discussion- Ask Anything	This is an open forum for the membership to ask any question related to GEHC Centricity Business applications, business procedures, policies, etc. and have the entire conference population available to offer suggestions, provide insight, share ideas, and network.	Paloma I-II
10:15-10:30	Break		Kiva-Hacienda
10:30-11:45			
Melissa Cummings and Mary Smith-Brown, GEHC	GE/EMR Integration (Part 3)	Third party clinicals integration update: GE will present progress, to date, on third party interoperability solutions including service offering, product roadmaps, and development progress.	Mohave I
Mark Hurley, ACS - A Xerox Company; Robin Swenk and Laura Steves-Celcer, St. Joseph's Hospital	FSC Rule Bank	This session will show how St. Joseph's Hospital in Phoenix made use of the BAR FSC Rule Bank and some custom Registration Screens to handle a special billing situation for their Childhood Rehabilitative Services Program. This methodology could easily be adapted to your special billing issues.	Mohave II
Terri Dulle, Washington University and Stephanie Gehlbach, GEHC	ETM's Newest Workflow; PPM	Come see GE's newest ETM workflow; PPM. Centricity® Business - Patient Protocol Manager (PPM) is a new application that can help your organization set up, manage, and track research studies. GE will demo this new ETM workflow and Washington University will share their December Go Live experience along with their continuing challenges.	Mohave III
Steve Micks, Director of Enterprise Sales at Anodyne Health	Strategies to Radically Expand Visibility while Driving Improved Revenue Cycle Performance Productivity	With growing pressure from government regulations, insurance carriers, and competing provider organizations, it is now more important than ever to have actionable information at your fingertips while making decisions about your business. Hear about the ways physician groups all over the country are using Business Intelligence solutions to improve their revenue cycle performance. This session will begin with a review of the most common methodologies that practices are using for accessing data. We will then cover some of the innovative technology that has been introduced to the physician marketplace over the past few years -complete with practical examples of how this technology is driving better financial results.	Paloma III
11:45 - 1:00	MRUG Meeting	Business Lunch and Business Meeting	Kiva-Hacienda
1:00 - 2:15			
Guest Speaker- Courtesy of St. Joseph's Hospital and Medical Center	Suzanne Pfister, Vice President of External Affairs at St. Joseph's Hospital and Medical Center	The Federal Healthcare Reform law is nearly a year old, and many aspects of the historic measure are now well underway. Suzanne will present an overview of the legislation and discuss what aspects have already been implemented. She can also discuss the federal political landscape with the new Congress.	Paloma I-II
2:15-2:30	Break		Kiva-Hacienda
2:30-3:45			
Joe Brewer, Tim Parkinson- University of Missouri; Danielle Bauer, GEHC	5.0 Beta experience (part 2)	Learn about what issues the University of Missouri experienced as a 5.0 beta partner, as well as what lesson were learned, what issues had to be fixed and how you can best prepare yourself for the move to 5.0. A 5.0 Q&A will follow the presentation.	Mohave I
Paul Doig, Televox/ Cheryl Hopson, University of Missouri	Using Automated Messaging to Support Your Revenue Cycle	This session will cover a case study that was completed by MU Healthcare.	Mohave II
Elisa Betancourt and Susan Hall, Stony Brook University Physicians/ Salena Circo, GEHC	Getting the Most Out of ETM	Focus will be on different workflows used to automate functions, monitor sensitive billing issues and audit processes to ensure quality.	Mohave III
Tammy Kucinskis, GEHC and Kim Kelley, GEHC- Strategic Sourcing	Informatics	In this presentation, GESS will show how they offer state of the art end user web-based reporting for their clients along with providing high level executives access for tracking of key metrics and performance using Centricity Business Informatics. Please join us to learn how you can do the same for your organization.	Paloma III

MRUG Spring 2011 Conference - April 10-13, 2011

3:45-4:00	Break		Kiva-Hacienda
4:00-5:15			
Kathy Vetovich, KAV	Optional Workflows: Customer Service and Credit Balance/Refunds	What are the most effective implementations of these unique but valuable workflows? Tasking structure, reassignments options, reporting, productivity and ETM as a noting repository will be discussed.	Mohave I
Andrew Frost, GEHC	Payment Distribution Lean Workout	Bring your ideas around Payment Distribution in the era of shared savings and bundled payments. Share your ideas on how dollars will be distributed across providers in the context of shared savings and shared risk models. We will use lean six sigma workout processes to drive towards the organization and prioritization of the ideas you bring to the table. Keep in mind that Health Reform is driving towards population management. Organizations that are successful (higher efficiency and improved quality) at managing the health of their population will receive a shared savings bonus.	Mohave II
Kim Bruce, eCommerce	EDI Services Development Update	Please join the EDI Services group for an update on our development plans for 2011. The Team has been hard at work, with a focus on: Claim File Automation, Payer Edit version 2.0, Remit Takebacks, Workflow Automation Projects, Enhanced Website, Reporting, 5010 Testing update, Case Studies This promises to be an energetic update with the majority of the functionality ready for delivery today! We hope that you can participate in this overview and learn more about how your organization can become early adopters of this enhanced functionality.	Mohave III

Wednesday April 13, 2011

Session Time	Session Title	Description	Location
8:00 - 9:00	Continental Breakfast		Desert-Fiesta I
9:00 - 10:15			
Karla Marsh, Emergency Medicine Physicians/ Dave Sholeen, GEHC	EMP & Production Management	EMP ETM History and Workflows: Key Workflows, Challenges Resolutions, Benefits; Productivity Overview: Sample Metrics, Workflow ideas; Reporting: EMP Methods, GE Alternatives	Mohave I
Denise Majeski, St. Joseph's Medical Center	Self Pay/Sliding Fee Program	Part presentation of the program that St. Joseph's implemented and part round table discussion.	Mohave II
Walt Johnson, University of Rochester Medical Group	835/837 Roundtable	Roundtable on 835/837 related issues, covering topics such as secondaries, 5010 and any other topics brought up. If you have any specific topics please e-mail me at walter_johnson@urmc.rochester.edu	Mohave III
10:15-10:30	Break		Desert-Fiesta I
10:30-11:15			
Tim Jones and Katie Cisa, DBA, Medical College of Wisconsin	ETM Productivity Reports	MCW will be presenting on the development of ETM staff and position productivity standards, benchmarks and QA procedures, using our PDS data warehouse for staff performing Insurance Follow-up functions.	Mohave I
Mary Bernardo, St Joseph's Medical Center	Employee Passport/ Customer Service Training	Are your new employees properly on-boarded when they join your team? Are your employees fully engaged? Does your leadership have professional growth opportunities? If you answered no to any of these questions or would like to improve your employee and patient satisfaction, this session is for you. The Employee Passport Program (EPP) is a multi-pronged approach to educate and engage all levels of staff. In this session we will discuss the EPP program at St. Joseph's Medical Group and the programs developed to educate staff to deliver superior customer service while enhancing employee satisfaction. You will be able to implement any or all of these programs when you go back home!	Mohave II
Darcy Keller, Emergency Medicine Physicians	5010 Project Plan/Discussion	Presentation of EMP's strategy in preparing for and testing 5010 transactions.	Mohave III