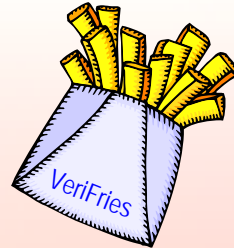
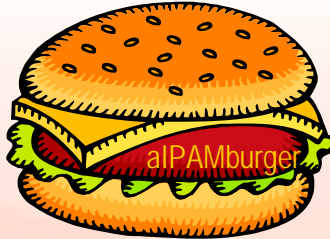


association of Illinois Patient Access Management
Presents



Patient Access / We're Lovin' It!

Thursday, October 2, 2008—The Hyatt Lodge at McDonald's Campus, Oak Brook, IL
7:30 to 4:00. Co-sponsored by



Featuring: Rob Peck
our Keynote Speaker

Mouthwatering Mini Cheeseburgers

Stick around for the Raffle!

aIPAM Canvas Tote
Bag for all Attendees



Sponsored by
SCI Solutions



and Rob Peck
the Juggler, Sponsored by
Passport Health
Communications, Inc.

Sponsor

e

Visit the **vendor exhibit extravaganza** and listen to some of the **best healthcare speakers** talk about:

- **Revenue Cycle of the Future:** How technology is increasing the value and use of patient data.
- **The Anatomy of Patient Access:** a holistic leadership philosophy to promote patient & associate loyalty.
- **Advancements in Scheduling:** Centralizing, Outsourcing and Self-Scheduling.
- **Panel of Experts Forum:** Ask questions of key healthcare professionals and participate in discussions that matter to YOU!

Earn 4.5 Education
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For every 4 people who attend from your facility the 5th registration is FREE!

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EDWARD
HOSPITAL & HEALTH SERVICES



Agenda for October 2, 2008

Please note, NAHAM & HFMA CEUs will be awarded to those in attendance.

- 7:30—8:30 Registration and Check-in / Vendor Exhibit / Hot Buffet Breakfast.
- 8:30—8:40 Welcome, Introductions & Announcements
- 8:40—9:30 **Revenue Cycle of the Future: How technology is increasing the value and use of patient data.** **Dave Tribbett**, Chief Product Officer, Passport Health Communications, Inc.
The electronic exchange of information is streamlining operations from pre-registration to claims. This presentation will provide an overview of emerging trends in the health care revenue cycle, including specific technologies and processes being used to leverage critical patient data in new ways.
- 9:30—10:20 **The Anatomy of Patient Access: a holistic leadership philosophy to promote and sustain patient and associate loyalty.** **Michael Sciarabba**, Director of Patient Access Services, Advocate Illinois Masonic Medical Center
The “anatomy” provides many approaches aimed at achieving excellence, while treating the human condition. Most specifically, this presentation will focus on creating a vision, education/quality, recognition, shared governance, and advocacy/ownership of the patient experience.
- 10:20—10:50 Break, Vendor Exhibit.
- 10:50—11:50 **Panel of Experts Forum:** Facilitator **Suzanne Lestina**, Technical Manager, PFS/Revenue Cycle, HFMA. Participate in a discussion about the Patient Access Perspective from key healthcare professionals.
- Chief Financial Officer
 - Chief Information Officer
 - Health Information Director
 - Human Resource Director
 - Patient Access Director
 - Patient Financial Services Director
 - Utilization Review/Case Management Director
- Topics may include any of the following:
- Point of Service Collection
 - Training
 - Staffing
 - Recruitment and Retention
 - NAHAM Certification (CHAM and CHAA)
 - Budgeting for Professional Development
 - Technology Access – Decision makers are not always included in the selection of software and hardware
 - RACs Audits
 - Communication
 - Goal Alignment
 - Organizational goals sometimes conflict with processes (i.e., Point of Service Collection vs. Patient Satisfaction)
 - Incentives
 - Turnover
 - Unstable Management (effect on Patient Access staff and department)
 - Work life quality
- 11:50—1:00 **Buffet Lunch** (make your own burger)
Entertainment with **Rob Peck**, Juggler Extraordinaire—**sponsored by Passport Health Communications, Inc.**
- 1:00—1:30 Vendor Exhibit
- 1:30—2:30 **Keeping All the Balls in the Air, Rob Peck, Keynote Speaker—sponsored by SCI Solutions**
How to cope with constant change and still stay sane. Managing multiple tasks and staying flexible—even when someone drops the ball. Reduce perfectionism...raise productivity.
- 2:30—3:30 **Advancements in Scheduling: Centralizing, Outsourcing and Self-Scheduling.** **Jeff Hlozek**, Regional Vice President, SCI Solutions
Take a look at the evolution of scheduling over the past 10-20 years. Review the cost/benefits of outsourcing from case studies. Learn how some hospitals could reduce inbound calls by 50%!
- 3:30—4:30 Closing Remarks / Mini Cheeseburgers sponsored by **On Target Staff, Inc.** / Cocktails / Raffle (you must be present to win) / More Cocktails... :)
-

Information About our Speakers

Dave Tribbett, Chief Product Officer
Passport Health Communications, Inc.

Dave Tribbett, chief product officer, is responsible for all activities related to Passport's product management, product development and content development. The company relies heavily upon his expertise as it adds to its product suite.

Tribbett previously was chief technical officer of compliance solutions for Healthworks Alliance, a company acquired by Passport in 2005. His wealth of knowledge specifically in the compliance field is advantageous to Passport's internal product development and product management and to the integration of technology, products and operations of companies that Passport acquires.

Tribbett was with Advacare Network Services designing and deploying Community Health Information Networks (CHINs) that extend hospital-based registration and clinical information systems to physician practices and long-term care facilities. Prior to that, he spent 10 years as a software and hardware consultant to mid-size and large corporations.

Michael Sciarabba, Director of Patient Access Services
Advocate Illinois Masonic Medical Center

Illinois Masonic is home to one of the Chicago area's leading Level 1 Trauma Centers and has recently been designated with Magnet accreditation. Michael has dedicated himself to Patient Access Management over the last fifteen years and has worked on the front line with progressive management experience. Michael provides vision, direction, and execution of patient access services with special focus on patient safety, education/quality, fiscal integrity, compliance, associate engagement and recognition, and patient satisfaction.

Michael earned his Bachelor's of Science in Healthcare Management & Sociology from Elmhurst College in Elmhurst, Illinois. Michael received his Master of Public Health from Saint Xavier University in Chicago, Illinois and is a Certified Healthcare Access Manager (CHAM). He holds professional memberships in Association of Illinois Patient Access Management (aIPAM), National Association Healthcare Access Management (NAHAM), Chicago Healthcare Executive's Forum (CHEF), and the American Public Health Association (APHA).

Rob Peck, Entertainer, Motivational Speaker

Rob Peck's highly original approach to keynote speaking results from a rather unique educational background. After graduating the University Of Pennsylvania (Phi Beta Kappa) and doing post-graduate studies at Harvard and The Sorbonne University in Paris, France, Rob enrolled in the Antic Arts Academy.

After a 20 year career as a touring performing artist including a long running one-man show, commissioned by and performed at the Smithsonian Institute, Rob turned in his clown nose and took up public speaking with a passion. He is the C.E.A. (Creative Education Advocate) of

ZESTWORKS- a speaking, training and consulting firm whose core mission is to make content come alive by linking lessons with laughter. Rob's guiding principle is that high spirits mean low attrition.

When he is not on the platform, Rob regularly conducts in-house creativity seminars, designs stress management training programs, facilitates retreats, and has served as a spirit in the workplace for numerous companies and institutions.

Jeff Hlozek, Regional Vice President
SCI Solutions

Mr. Hlozek has 22 years of experience in healthcare and healthcare information technology. Mr. Hlozek is a founding member of the company, which was formed in 1999 (formerly known as scheduling.com) and initially served, for six years, as one of SCI's top producing Sales Executives. Before joining SCI, Mr. Hlozek held the positions of Regional Vice President with McKesson Corporation (formerly McKesson/HBOC) and Vice President of Sales with TeleTracking Technologies as well as a successful Sales and Sales Management career in the surgical equipment space.

Mr. Hlozek is a graduate of Clarion University of Pennsylvania with a degree in Business Administration with an emphasis on Speech Communication.

Panel Discussion Participants (as of August 14)

Suzanne Lestina—Panel Discussion Facilitator

Technical Manager, PFS/Revenue Cycle
Healthcare Financial Management Association (HFMA)

A past president of the 1st Illinois chapter of HFMA, Suzanne has over 25 years of healthcare experience, including 10 years as a revenue cycle consultant. Suzanne serves on the National Uniform Billing Committee (NUBC) and the Committee on Operating Rules for Information Exchange (CORE) for the Council for Affordable Quality Healthcare (CAQH).

Joan Guttman, System Director Patient Access,
Resurrection Healthcare

Sandra Joe, Director Health Information, Provena Health

Mike Kittoe, Chief Financial Officer, Delnor Hospital

Denise LaDolce, Director of Health Information
Management

Jean Kummerer, Director Patient Financial Services
Advocate Illinois Masonic Medical Center

Angela Willmot RN BSN ACM, Director, Case
Management and Patient Flow, Mercy Hospital and
Medical Center

Conference Registration Form

Advance registration secures your place. Please make your reservation *AS SOON AS POSSIBLE*. The fifth attendee from your facility is FREE! Don't miss this opportunity to spread the benefits!

Facility _____ Phone _____ Total \$ _____

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Name	Title	email
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Name	Title	email
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Contact:

Contact:

Katherine Murphy
katherine@nebo.com
 630-916-8818 x234

Lee Remen
remen@healthwaresystems.com
 847-649-5116

**Conference attendees will earn
 NAHAM & HFMA CEU credits.**

We look forward to seeing you on October 2nd!

Directions to The Hyatt Lodge at McDonald's Campus

2815 Jorie Blvd, Oak Brook, IL
 630-990-5800

Directions: *From the south:* Take Rt. 83 north to 31st Street Exit. Turn right off ramp onto 31st Street (Oak Brook Road) and proceed east to Jorie Blvd. The Hyatt is on the left hand side.

From the north: Take Rt. 83 south to 31st Street Exit. Turn left off ramp onto 31st Street (Oak Brook Road) and proceed east to Jorie Blvd. The Hyatt is on the left hand side.

The Hyatt Lodge has reserved a block of rooms for conference attendees at special rates. Mention that you are with the aIPAM conference for discounted room rates.

Occupancy: Single & Double \$169 / Triple \$194 / Quadruple \$219.

