

Conference at a Glance

Thursday, September 11

7:30—8:15

Registration

8:15—9:05

General Session "Hypnosis and the Magic of Your Mind"

Track 1—Taming the Lions

Track 2—Balancing Acts

9:10—10:05

Systems Thinking

Clinical Documentation Specialists: Improving Documentation

10:05—10:20

Break

10:20—11:15

How to Master and Conquer Change

How to Avoid Going from RAC to Ruin

11:20—12:15

LEAN Thinking: Process Flow Tools

How to Avoid Going from RAC to Ruin
(continued)

12:15—1:15

Lunch

1:20—2:10

Managing Challenges

Compliance: Updating Policies & Procedures

2:15—3:05

Managing Challenges *(continued)*

Impact of Recent Legislation (146 & 51.30) on HIM and What is on the Horizon

3:05—3:20

Break

3:20—4:10

It Sure is Different Than When I started Working Here

Organization & Professional Networking

4:30—6:00

Networking Reception

Friday, September 12

7:30—8:15

Registration

Track 1—Taming the Lions

Track 2—Balancing Acts

8:15—9:05

Workshop: The Essentials of Excellent Customer Service

Coding Hot Topic

9:10—10:00

Workshop: The Essentials of Excellent Customer Service *(continued)*

POA and MS DRGs—One Year Later

10:05—10:20

Break

10:20—11:10

Workshop: The Essentials of Excellent Customer Service *(continued)*

Coding Roundtables: Inpatient Hospital, Clinic and Long Term Care

11:20—12:10

Workshop: The Essentials of Excellent Customer Service *(continued)*

Coding Roundtables: Inpatient Hospital, Clinic and Long Term Care *(continued)*

12:15—1:15

Lunch and Closing Session —"Why Women Have Balls: Juggling Lessons for Life"