



Education Workshops At-a-Glance as of 7/16/10 and is Subject to Change

Operations Workshops

	Celebrity Ballroom 1	Melrose Meeting Room 3-4
Tuesday, November 16, 2010		
7:00am – 4:00pm	Registration	
8:00am – 9:30am	ITuA1 Meet the Experts! Find Out How to Find the Provider You Need Today! Operations	
10:00am – 11:30am	ITuA2 General Session	Celebrity Ballroom 4
11:30am – 1:30pm	Lunch in EXPO Hall EXPO Open 11:30am - 1:30pm	Celebrity Ballroom 5-8
1:30pm – 3:00pm	ITuA3 RAC, HEAT, OIG, CERT: What do They Mean and Are You in Compliance? Operations	ITuD3 Win the Word of Mouth Game Operations
3:00pm – 3:30pm	Refreshment Break EXPO Open 3:00pm - 4:00pm	
3:30pm – 5:00pm	ITuA4 NWRPCA Competency Model for CHC Administrative Staff and Board Operations	
5:00pm – 6:30pm	Reception in EXPO Hall	
Wednesday, November 17, 2010		
8:30am – 3:00pm	Registration	
8:30am - 9:30am	Continental Breakfast in Exhibit Hall 8:30am – 1:00pm	Celebrity Ballroom 5-8 Exhibits Open
11:00am – 1:00pm	Lunch in Exhibit Hall	
1:00pm – 2:30pm	IWA2 Assessing Federally Qualified Community Health Center (FQHC) Assets and Capabilities for Recruiting and Retaining Family Physicians: FQHC Community Apgar Questionnaire Operations	IWD2 Health Reform and Changing Eligibility Rules - How Many More Patients Can I Expect? Operations
2:30pm – 3:00pm	Refreshment Break	
3:00pm – 4:30pm	IWA3 Bullet-Proof Your Medical Records! Protect Your Practice in a Third Party Payer Audit Operations	IWD3 The Most Common Operations Issues Operations
Thursday, November 18, 2010		
8:00am – 8:30am	Coffee	
8:30am – 10:00am	IThA1 Effective Performance Management - and the Perfect Appraisals Operations	IThD1 FIP Grants--A Real Estate Strategy to Maximize Getting Them and Delivering Value with Them Operations
10:00am – 10:30am	Refreshment Break	
10:30am – 12:00pm	IThA2 Utilizing Clinical Design as a Change Agent to Meet the Growing and Evolving Healthcare Demands Operations	