

ABQAURP'S 47TH ANNUAL CONFERENCE

Embracing Technology to Empower Health Care Quality Leaders

CONTINUING MEDICAL EDUCATION

NEW FOR 2024:
TWO-DAY
TRACK



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Disney's BoardWalk Inn | Lake Buena Vista, FL
SEPTEMBER 12 - 13, 2024

CME / CE Accreditation

Physicians

The American Board of Quality Assurance and Utilization Review Physicians (ABQAURP) is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The American Board of Quality Assurance and Utilization Review Physicians (ABQAURP) designates this live activity for a maximum of **12 AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses

ABQAURP is an approved provider of continuing education for nurses. This activity is designated for 12 nursing contact hours through the Florida Board of Nursing, Provider # 50-94.

Family Physicians

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

Osteopathic

This program is approved for Category 2 credit by the American Osteopathic Association.

Case Managers

Application for CCMC credit has been filed with the Commission for Case Manager Certification to provide continuing education credit to Certified Case Managers (CCMs). Determination of credit is pending.

Physician Assistants

PAs may claim a maximum of 8 Category 1 credits for completing this activity. NCCPA accepts AMA PRA Category 1 Credit™ from organizations accredited by ACCME or a recognized state medical society.



WELCOME RECEPTION BE OUR GUEST!

Thursday September 12, 2024
4:00pm – 6:00pm

It is an honor for the ABQAURP Board of Directors and Staff to invite our Members, Volunteers, and the Health Care Community. We offer a special invitation to our ABQAURP Fellows to celebrate your accomplishments at our welcome reception. Thanks to your commitment, dedication, and support, ABQAURP has grown to be a preeminent Health Care Quality and Management organization that is second to none.

This event is all about our members and the community of health care providers that promote and improve the quality of care provided to patients every day! It is truly our pleasure to serve as your health care quality membership, certification, and education organization. ABQAURP is proud of all of you that take responsibility for making health care safer for the public; you exemplify dedication, integrity, and excellence!

It is with appreciation and gratitude that we look forward to sharing our 47th annual conference with those who have contributed not only to our organization, but also to the Health Care Quality and Patient Safety movement!

A special invitation goes out to those health care quality professionals seeking a higher level of involvement that have not yet joined the ABQAURP community! We encourage you to take this opportunity to network with the best of the best!

Sincerely,

A handwritten signature in black ink, appearing to read "Nick J. Paslidis", written over a horizontal line.

Nick J. Paslidis
MD, PhD, MACP, MHCM, CHCQM
Chairman of the Board



As the future of health care advances, the collaborative care team must forge ahead while providing quality patient care. Gaining the knowledge and practical tools to incorporate innovative technology, like artificial intelligence, while maintaining quality and safety standards is integral in developing health care leaders.

ABQAURP's 47th Annual Conference will provide insight into emerging technology, aligning digital quality to care delivery, and strategies to improve processes and utilization while decreasing payment denials. Discover how new strategies can be incorporated without losing sight of the return on investment or quality of care. A panel discussion will examine how the interprofessional health care team can work together to improve care transitions into the community and is committed to advocating for patients and providers as we traverse into the future.

Expert faculty will discuss key communication strategies for participating in peer-to-peer discussions to decrease denials and improve success. Attendees will discover strategies to assess their utilization programs to transform their review process into a robust utilization management program. Join us for this opportunity to learn firsthand from health systems that have developed internal physician advisor programs.

At the conclusion of this activity, members of the interprofessional team should be able to better:

- Examine how hospitalist clinical documentation affects billing efforts and the hospital's revenue stream.
- Discuss the differences between utilization review and utilization management.
- Explore processes and techniques to revitalize a health system's utilization management programs.
- Recognize communication styles and techniques to make peer-to-peer communications successful.
- Optimize technology to improve outcomes for patients and providers.
- Incorporate the voice of the patient by providing equitable care, including the most vulnerable of our population.
- Implement strategies to reduce payment denials and appeals to maintain an organization's investment.
- Identify educational needs of the team while integrating new systems.

SCHEDULE

Wednesday, September 11, 2024

4:00pm-6:00pm

Early Registration

Thursday, September 12, 2024

6:45am-7:40am

Registration and Continental Breakfast

7:40am

Welcome and Announcements



Moderators:

Nick J. Paslidis, MD, PhD, MACP, MHCM, CHCQM-PHYADV, FABQAURP - *Medical Director - Accord Hospice*
Chairman of the Board – ABQAURP



Sunil K. Sinha, MD, MBA, CHCQM, FACHE, FABQAURP - *Vice President Population Health & Quality - Sentara Health Plans*
CME Committee Chair – ABQAURP

7:45am

Closing the Communication Gap Between Facility and Revenue Cycle Clinical Teams



Sogol Sepehri, MD, MBA, CHCQM - *Vice President of Physician Advisors - HCA Healthcare*

- Describe how hospitalist clinical documentation impacts downstream billing efforts and the challenges faced when trying to address these issues in a traditional hospital structure.
- Identify how clinically trained denials management teams can have broader benefits in driving better transparency and education on denials-related issues to the front lines.
- Demonstrate initial findings and considerations that HCA has identified through their efforts in this space.

8:45am

Revitalizing Your Utilization Management Program: Lessons Learned During Development of Internal Physician Advisor Programs at Academic Medical Centers



William J. Frederick, III, MD, PhD, CHCQM-PHYADV - *Physician Advisor Medical Director - Stanford Health Care*

- Examine the current utilization management system in your hospital, including strengths and weaknesses.
- Explore new technologies, methodologies, and processes that have been successful in revitalizing health system utilization management programs.
- Formulate actionable strategies for implementing these solutions in hospitals considering factors such as cost, feasibility, potential barriers to implementation, and the expected impact on patient care and hospital efficiency.

9:45am

Networking Break

10:00am

Utilization Management vs. Utilization Review: It's Not a Once-and-Done Process



Kathy Seward, MD, CHCQM-PHYADV - *Physician Advisor - HPIR, LLC*

- Differentiate between utilization management and utilization review.
- Identify methods to effectively manage patient status and resource utilization.
- Define the benefits of effective Utilization Management.

11:00am

Secrets to Successful Peer-to-Peers



Melissa Buchner-Mehling, MD, CHCQM-PHYADV, FABQAURP - *Associate Chief Medical Officer - Sound Advisory*

- Identify the purpose of peer-to-peer calls.
- Describe communication styles and de-escalation techniques for peer-to-peer conversations.
- Formulate your clinical case for peer-to-peer presentation and tips for success.

12:00pm

Closing Remarks and Adjournment

Thursday, September 12, 2024

4:00pm-6:00pm

Registration & Networking Reception

Reception is ages 21 and over only, please.

Relax & Network! Reception is open to all attendees!

Friday, September 13, 2024

6:45am-7:45am

Registration and Continental Breakfast

You do not need to register again if you've attended Thursday sessions.

7:45am-8:00am

Welcome and Announcements

Moderators: Dr. Nick J. Paslidis & Dr. Sunil K. Sinha

8:00am

The Importance of Quality From a Leadership Perspective



Richard B. Siegrist, Jr., MS, MBA, CPA - Faculty Director - DrPH program, Harvard T.H. Chan School of Public Health

- Examine the perspective of organizational leadership on what information they should receive from members of the health care team regarding quality.
- Describe best practices for presenting quality information.
- Assess the value of a broader definition of quality that looks beyond the institution's four walls to community impact.
- Evaluate the relationship between quality and financial performance.

9:00am

Advancing Digital Quality Transformation



Burke Burnett - Director, Partnerships - NCQA

- Discuss the history of traditional quality reporting.
- Discover why digital quality is important.
- Identify NCQA programs that support digital quality.

10:00am

Networking Break

10:15am

Panel Discussion: Successful Transitions for Patients to the Community



Mary Lomberk, PharmD, BCACP, CPh - Transitions of Care Clinical Pharmacist - BayCare

Mary McLaughlin Davis, DNP, ACNS-BC, NEA-BC - Program Manager - Cleveland Clinic

Jacqueline Vance, RNC, BSN, CDONA, IP-BC, CDP, LBBP - Sr. Director of Clinical Innovation and Education - Mission Health Communities

Moderator: Cheri Lattimer, RN, BSN - Executive Director - National Transitions of Care Coalition

- Outline the barriers and concerns patients face when returning home and to outpatient services.
- Compare the roles of the pharmacist, case manager, and community health worker in transitions from acute or post-acute care to the community.
- Identify financial payment models that support improved medication management, transition, and care coordination in support of transitions of care interventions.

11:15am

Reduce Reoperation Risk for Patients with Infective Endocarditis and Substance Use Disorder



Mary McLaughlin Davis, DNP, ACNS-BC, NEA-BC - Program Manager - Cleveland Clinic

- Describe the impact of treating patients with infective endocarditis (IE) and substance use disorder (SUD) on health systems and health plans.
- Identify an alternative paradigm for treatment of a population at high-risk for repeat surgery and mortality.
- Explain the benefit of comprehensive treatment for patients with IE and SUD.
- Support the implementation of dual treatment of IE and SUD within health plans and health systems.

12:15pm

Networking Lunch (Buffet Lunch Provided)

1:15pm

SAVOR to the Max - Fuel YOUR Success with the Power of HAPPINESS



Harjot Singh, MD - Leadership Consultant - HarjotSinghMD.com and Faculty - American College of Healthcare Executives

- Discuss how cultural myths of happiness are causing you harm.
- Describe the Full Spectrum of Happiness to put to use in your service.
- Build an easy weekly calendar of evidence-based wellbeing activities that take minimal time - some take only seconds.
- Identify a plan to continue this journey of happiness so you don't "fall off the wagon" of joy.
- Apply the wisdom of this program into the fabric of your leadership: Your Leadership Playbook of Success.

2:15pm

Charting the Course: Leadership Insights in Healthcare Systems



Pranav Mehta, MD, MBA, FACHE, CPE - Chief Medical Officer American & Atlantic Groups and Vice President of Clinical Operations - HCA Healthcare

- Define the essential components of hospital system capacity and capability, including infrastructure, staffing, and resources, and how they contribute to the delivery of quality healthcare services.
- Explore the role of information technology (IT) and artificial intelligence in enhancing hospital system efficiency and effectiveness, focusing on care transformation and innovation, electronic health records, and data analytics to optimize patient care delivery and operational efficiency.
- Discuss strategies for ensuring quality and safety within hospital systems, including the implementation of evidence-based practices, continuous quality improvement initiatives, and leveraging IT solutions to mitigate risks and improve patient outcomes.

3:15pm

Networking Break

3:30pm

Peeling the Onion: Why Hospital Leadership Need More Transparency into Utilization Management Data



Keith Fulmer, MHSA, PMP - Chief Technology Information Officer - Brundage Group

- Explain the importance of tracking key performance indicators for utilization management.
- Identify manual processes within the clinical revenue cycle that contribute to the inefficient workflows for utilization review staff.
- Discuss how effective utilization management processes can reduce payment denials to maintain an organization's investment.

4:30pm

Anatomy of an Artificial Intelligence Model and Why it Matters to the Quality Assurance Community



Allan S. Goldberg, DPM, CHCQM, FABQAURP - Podiatrist - Physician Affiliate Group of New York

- Define and analyze a representative artificial intelligence model and its use in medical decision-making.
- Highlight the expected benefits, challenges, and limitations of the use of artificial intelligence models in medical decision-making.
- Explain how the quality assurance community can utilize knowledge of artificial intelligence models to provide expert evaluation of artificial intelligence-enhanced medical decision-making.

5:30pm

Closing Remarks and Adjournment

*Schedule, faculty, and content are subject to change.

Please print

ABQAURP Diplomate ID#: _____ Professional Member ID#: _____ Non-Member

Name & Degree: _____

Phone: _____ Fax: _____

Organization: _____

Address: _____

Business Home



City: _____ State: _____ Zip: _____

E-mail: _____

CONFERENCE FEE INCLUDES: CME/CE Credits, Course Materials, Welcome Reception, Continental Breakfast, Buffet Lunch, and Networking Breaks

REGISTRATION FEES:	THURSDAY ONLY Earn up to 4 CME / CE	FRIDAY ONLY Earn up to 8 CME / CE	TWO DAYS Earn up to 12 CME / CE
ABQAURP DIPLOMATE	\$350	\$700	\$945
PROFESSIONAL MEMBER	\$377	\$755	\$1020
NON-MEMBER	\$410	\$820	\$1100

NETWORKING RECEPTION INCLUDED (MUST BE 21 AND OLDER):
I WILL ATTEND _____ I WILL NOT ATTEND _____

FREE REGISTRATION!!

Do you know a friend or colleague that would benefit from ABQAURP education or membership?
Invite them to our conference to discover our top-notch education!

Bring 1 Non-Member Colleague = 50% Off Your Registration Fee | Bring 2 Non-Member Colleagues = Your Registration is FREE

Group discounts available. Call for details on these offers.

PAYMENT METHOD

*Seating is limited and not guaranteed until all financial obligations are satisfied.
Please return this form with your payment. Thank you.*

Credit card payments: Register online at abqaurp.org or call (800) 998-6030 or (727) 569-0190.

Check/Money Order enclosed # _____

In accordance with the Americans with Disabilities Act, persons with disabilities needing a special accommodation to participate in any presentation must contact ABQAURP by August 13, 2024. Persons with disabilities needing a special accommodation in their room should contact the Disney Group Reservations Phone Team at (407) 939-4686 to make arrangements. Attendees with specific dietary requirements must contact ABQAURP by July 13, 2024, to make necessary arrangements. Additional fees may apply.

All cancellations and transfers are subject to a \$100 processing fee. A full refund, less the \$100 processing fee, will be given if you cancel in writing by May 31, 2024. Thereafter, credits on account may be approved for extenuating circumstances. If you do not cancel and do not attend, you are still responsible for payment. ABQAURP reserves the right to cancel the conference and return all registration course fees. ABQAURP may reschedule programs or close registration when programs are sold out. For these reasons, registrants are advised against purchasing non-refundable airline tickets.

3 EASY WAYS TO REGISTER:



ONLINE:
www.abqaurp.org



MAIL:
6640 Congress St.,
Suite 102,
New Port Richey, FL
34653



PHONE:
(800) 998-6030

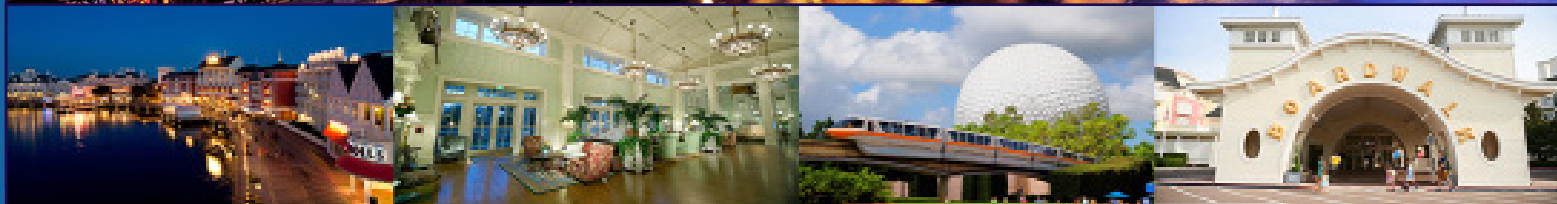
WHO IS ATTENDING:

- » Physician & Nurse Leaders
- » Executive Leaders (CEO, CMO, CFO)
- » Physician Advisors
- » Hospitalists
- » Medical Directors
- » Quality & Utilization Directors
- » Mental Health Professionals
- » Clinical Documentation Specialists
- » Case Managers & Social Workers
- » Risk Managers & Legal Counsel



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Book your stay at *Disney's BoardWalk Inn*...

Make your reservations by calling the **Disney Group Reservations Phone Team at (407) 939-4686** or at the online booking website: <https://book.passkey.com/go/ABQAURP2024>. Identify yourself as an ABQAURP attendee to receive our special room rate of \$275/single or double occupancy, by August 12, 2024. Rooms in this block are VERY LIMITED and are on a first-come, first-served basis. Register early to set up your *My Disney Experience* online account.

Group Rate: \$275.00 per night*, plus applicable taxes, Single/Double Occupancy. Group Name: ABQAURP

Rate includes complimentary Internet access, health club admission, phone calls, and local area transportation throughout the Walt Disney World® Resort, including theme parks and Disney Springs®.

CONFERENCE PARTNERS:

