



Northeast Region

Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New York, New Hampshire, New Jersey, Pennsylvania, Rhode Island, Vermont

15th Annual Northeast Region Educational Conference

Patient Access: The Foundation of the Revenue Cycle

Monday, October 26 and Tuesday, October 27, 2020

Tower Square Hotel, Springfield, MA

Greetings fellow Patient Access Professionals from the Northeast!

We hope that you will consider submitting a proposal to present at our 2020 Northeast Regional Conference; this will be our 15th year!! We are looking for presenters who will inspire the Patient Access Professionals in the audience by sharing their ideas, best practices, successes and yes, even failures. Based on your feedback, we would like the presentations to be more interactive with less dependence on PowerPoints, thus encouraging teambuilding and networking. Our goal is to keep everyone together, without breakouts, so that the discussions can continue and connections strengthen throughout the two days. We have been given some great ideas, so please talk to your colleagues and think about the different experiences you have had and come and share with us; at our last conference, we did not have many frontline submissions, so please help change that this year!

Our Conference Goals are to provide:

- A professionally stimulating educational experiences for conference attendees.
- Equal educational Opportunities for Patient Access leadership and frontline staff.
- Leading edge, interesting and current topical presentations.
- Opportunities to meet and exchange information with like-minded Patient Access professionals and bring back information beneficial to your teams and your organizations.
- Ideas to assist participants to manage through these difficult economic times.

Based on feedback from our last Conference, here are some great ideas for presentations people would like to see included this year:

- What is not working for you, what are your obstacles and barriers and how did you overcome that? What did you do that is attainable by other health systems? What did not work for you?
- Diversity/gender identity & registration of transgender patients/compliance
- How to collect from difficult patients/addressing the affordability gap/prior balance collections/POS collection models - what are your strategies? Did you implement incentives to increase POS collections and, if so, what were they?
- What is your structure for financial clearance in pre-registration

- Communicating with difficult patients in the ED
- NAHAM KPI's – how many hospitals use them and are they successful?
- Understanding Patient Access's role in the Press Ganey Survey
- FEMA guidelines/Patient Access's role in an MCI/how to back up data during an MCI/throughput during a disaster
- How to convince patients to sign up for Medicaid; how many of you have Financial Counseling under your Patient Access umbrella?
- Streamlining patient throughput in the ED starting with the front end and working in collaboration with clinical
- New laws and regulatory changes that affect Patient Access; Compliance and especially CMS Regulations
- Training: Supervisors/ED staff/Financial Counselors/CHAA & CHAM prep – is certification the answer?
- Staff engagement and motivation, tell us your best practice ideas for these and also positivity & recognition ideas. What have you done to avoid burnout, retain staff and how do you motivate your leaders?
- Do you have a career ladder? Does it align with, or incorporate NAHAM certifications?
- Benchmarking and productivity – how does your facility measure this and how successful are you?
- Management issues
- Patient Experience – what have you done to improve this?
- What are your current systems and how did you fix issues?
- How do you manage data and what does it mean?
- The role of a performance analyst

Submissions will be evaluated in part on how well they relate to these conference objectives:

Attendees will be able to:

- Recognize opportunities to apply access management solutions throughout the patient's continuum of care.
- Apply human resources and education principles, techniques and solutions to benefit staff employed in Access Services.
- Identify opportunities to expand the role and influence of access management across the continuum.
- Recognize and engage in opportunities for personal growth and development as a leader in access management.
- Provide insights relevant to supervisory level attendees

Presentation Types:

General Sessions: These presentations are for individuals working in the field of Patient Access or working for a business that provides products and services directly related to the field of patient access. These workshops will be presented to the entire group of attendees. Each will be 1 hour. **Presentation material should be planned for approximately 45 minutes to allow 15 minutes for discussion and questions. If the session is to be presented by a business associate, the inclusion of a client who has utilized the solution is required. All presentations must be educational and case study in nature.** Speakers who fail to meet this criterion may be barred from future presentations.

Lightening Labs: These presentations are for individuals working in the field of Patient Access or working for a business that provides products and services directly related to the field of Patient Access. These workshops will be presented to the

entire group of attendees. Each will be 45 minutes. **Presentation material should be planned for approximately 30 minutes to allow 15 minutes for discussion and questions. If the session is to be presented by a business associate, the inclusion of a client who has utilized the solution is required. All presentations must be educational and case study in nature.** Speakers who fail to meet this criterion may be barred from future presentations.

Panel Presentations: Submissions *by up to three* presenters who will offer different perspectives on the same topic are welcome. This presentation type may be in the form of panel presentation or debate team. Note: In the event that there are several Learning Lab presentations submitted on the same topic, Northeast NAHAM may elect to create a session panel with equally timed presentations during one concurrent workshop session. Each will be 1 hour. **Presentation material should be planned for approximately 45 minutes to allow 15 minutes for discussion and questions. If the session is to be presented by a business associate, the inclusion of a client who has utilized the solution is required. All presentations must be educational and case study in nature.** Speakers who fail to meet this criterion may be barred from future presentations.

Audio Visual Equipment:

- We will provide a projector, screen, Lavalier or hand held microphone (if applicable for the room size); if additional AV needs are required please advise us as part of this proposal. **We can only accommodate requests for audio visual equipment submitted on this form; we will not be able to manage on-site additions**
- **You will be required to bring your own laptop for your presentation;** NE NAHAM does not provide computer equipment
- **Please Note:** Special requests may be subject to an additional charge and NE NAHAM is not responsible for any costs associated with AV equipment above and beyond the equipment listed above. However, we will be happy to facilitate arrangements **in advance** with the hotel vendor as needed
- **Please Note:** The Tower Square provides complimentary WiFi in the meeting rooms, but **there is an additional cost if your presentation requires streaming video**

Submission and Presentation Details:

1. The submission deadline is **Friday, June 26th, 2020**
2. Proposals must be submitted via email to **Andrea Newberry** anewberry@beebehealthcare.org. If you have any questions about submission please call Linette Farris @ [978-937-6006](tel:978-937-6006).
3. Submissions should utilize the attached format. Presentations not submitted in the correct format will not be considered. Each presenter may submit up to three proposals for consideration, either as an individual or as a co-presenter.
4. There is wireless internet connection in meeting rooms.

5. Presentation slides are **required** for all sessions. Failure to submit slides by the deadline may result in cancellation of your session. Details regarding handout material deadlines and formatting requirements will be provided as part of the speaker acceptance process.

Compensation:

NE NAHAM is pleased to provide complimentary conference registration for our speakers. The complimentary registration will be given to each speaker; however, the number of complimentary conference registrations is set to a maximum of **TWO** presenters per session. If there are more than two speakers in a session, they will be required to pay the Registration Fee.

Critical Dates:

- Deadline for submissions is **Friday, June 26th, 2020**
- Acceptance notices will be sent via email by **Friday, July 17th, 2020.**
- Deadline to email signed copy of presenter acceptance letter to NE NAHAM c/o **Andrea Newberry** anewberry@beebehealthcare.org is **Friday July 24th, 2020.**
- Handout materials are due to NE NAHAM **by Friday, September 11th, 2020.**

