

## 2016 Users' Conference Course Descriptions

Wednesday 7/27

8:30am - 9:30am

**General Session: Community Education with Todd Wolynn, MD**  
Description coming soon



9:30am - 10:00am

**General Session: Q & A**

10:15am - 11:45am

### **PCC Tools for PCMH Recognition**

Are you working towards achieving Patient-Centered Medical Home (PCMH) Recognition or in the process of renewing your recognition status? Understanding the sheer volume of NCQA's PCMH requirements and reporting needed to achieve PCMH recognition can be daunting. Join us in this session to identify reports and functionality within PCC's software that are relevant for practices seeking PCMH recognition for the first time or for practices seeking to renew their existing recognition status. We'll also introduce you to PCC's web-based tool that breaks down each PCMH element, offering dozens of report screenshots and examples other PCC offices have used to help satisfy the PCMH requirements.

### **PCMH and Your Community**

Being a medical home for your patients means more than just coordinating care. It also requires bringing resources together to ensure that they have access to the right care. In this course you will learn how to connect your patients to services in a number of ways: outreach to specialists, building programs in-house, contracting with other professionals, referring to and helping to build community programs, even connecting with Payers to take advantage of their member programs and services, or to collaborate on creating new ones.

### **Practical Pediatric Legal Updates**

Our legal advisors will discuss the most recent legal developments that may impact your office or your practice and invite your questions regarding issues that are important to you.

### **Front Desk Best Practices**

PCC's Lynne Gratton, CPPM, explores front desk best practices related to scheduling, check-in, insurance verification and copay collection. Understand the importance of the front desk when it comes to your practice's workflow and collection process.

### **Optimizing PCC EHR**

Take advantage of the new features in the EHR which can streamline your workflow, providing your clinicians and staff with more time to focus on delivering healthcare. This course will highlight the most useful enhancements and demonstrate how to take advantage of them in your office. Topics will include customizing the patient visit summary, immunization forecasting, adding chart-wide medical summary components to your protocols and much more.

**1:00pm - 2:00pm**

### **Physician Compensation Models**

Developing a fair compensation model is an ongoing struggle for many pediatric practices. The varied skills, personalities, productivity levels, experience, lifestyle demands, and nonfinancial contributions of those involved are just some of the factors that add to the challenge of finding the right physician compensation model for your practice. We will share some pediatric productivity benchmarks and discuss different ways to accurately measure productivity as well as basic compensation model structures to get you thinking about potential models that could work for your practice.

### **SNOMED Tips and Tricks**

Are you a SNOMED guru? Do your colleagues come to you when the SNOMED match for a clinical term eludes them? If not, join us for a deep dive into the Systematized Nomenclature of Medicine.

Described as "... the most comprehensive reference terminology currently available." SNOMED is a big part of PCC EHR's current and future. Join Jan Blanchard, CPC, CPEDC, in an exploration and discussion of this codeset and of PCC's use of it. Learn tips for finding and mapping the best SNOMED descriptor for your purpose and share your ideas and impressions of this powerful tool. This course is repeated on Thursday at 1pm.

### **Meet Your New ePrescribing Solution!**

Clinicians write well over 100,000 prescriptions a month through the PCC EHR. You depend upon PCC eRx to be there when you need it, and you have asked for many feature improvements. If you access PCC eRx for any purpose - to write prescriptions, to update a patient's favorite pharmacy or to run reports - you want to attend this session! We will be unveiling the new ePrescribing Solution and we will be covering important functional and workflow improvements. This course is offered every day at 1pm.

### **Using Shared Care Plans for Effective Pediatric Care Coordination**

Improve relationships with your patient families while being more efficient with your staffing resources and time through a system of effective Care Coordination supported by PCC's Care Planning Function. Learn to build and share care plans for treating chronic illnesses. Track Goals, Actions, Next Steps, and Notes and share them in the office and, via the portal, with other members of the care team. This course is taught by pediatrician Jill Rinehart, MD who helped PCC automate the AAP's care planning process.

### **Appointment Book Preview**

Take a sneak-peek at PCC's new scheduling tool, learn about its current features and how it integrates with charts in the EHR.

**2:15pm - 3:15pm**

### **PDFs and PCC Form Letters**

Let PCC assist you in handing your patients a product that you can be proud of. The focus of this course is to construct the best PDF possible, while minimizing the amount of time it takes PCC to get you the final product. Achieving this goal can only be done by working together!

### **EHR Peer Exchange**

If you are looking for tips on integrating new features in your system, hearing how other practices handle workflow, or are considering implementing PCC EHR in your practice, this class is for you. A panel of clinicians and practice administrators share their best practices and lessons-learned in implementing PCC EHR, from the initial planning phase to go-live and beyond. Panelists will discuss their strategies for workflow, paper chart migration, using the Electronic Encounter Form, eLabs and a host of other details relevant to using PCC EHR. Bring your own questions and walk away with many tips! This class spans the afternoon and wraps up at 4:30pm.

### **HIPAA Faux Pas**

While HIPAA is a very broad topic, maintaining HIPAA compliance can be quite simple. Come hear about small changes you can make around your office to ensure HIPAA compliance.

### **PCMH Round-table Discussion**

PCC will lead an interactive discussion on achieving PCMH recognition. This session will benefit practices who are considering PCMH recognition, those that are in the process of achieving recognition, or practices that have already achieved recognition and want to maintain or improve their medical home status. Join us to share your successes, challenges, or questions as it relates to achieving PCMH recognition and learn from the experiences of other PCC practices.

### **Optimizing Partner**

Is your practice utilizing the new features added to Partner to their full potential? PCC's Lynne Gratton, CPPM and Randy Lavin will take you on a whirl wind tour of recent Partner updates and how to best utilize these changes in your practice. Share your experiences with these updates and learn from others.

**3:30pm - 4:30pm**

### **ICD-10 Review**

We did it! We all survived the ICD-10 cutover. Now what? Did your collection rates change? Are you getting paid as much and as quickly as with ICD-9? Join us for an exploration of reports and quality checking tools that you can use to understand how your practice is using this new codeset. We'll also briefly look at some of the changes coming in October for ICD-10 2017.

### **Scheduling Roundtable**

Join your peers in an interactive discussion on using PCC's scheduler, sam. Discuss issues facing your practice from schedulers overbooking to using blocking and labels to define where appointments should be placed. Participants will be grouped according to practice size so discussions are meaningful for their office.

### **KIDS**

Want to implement an effective program to increase patient satisfaction? Start with your own employees! Join Paul Vanchiere, MBA with the Pediatric Management Institute, as he shares a proven course you can bring back to your practice to help facilitate the needed changes to increase your patient satisfaction.

### **From PCC to Spreadsheets**

Most reports from PCC EHR and Partner can be exported as spreadsheets. Learn how to take advantage of this feature and how to use tools like Open Office or MS Office to further analyze the data from your system.

## Thursday 7/28

8:30am - 9:30am

### **General Session: Expanding Pediatric Care Globally with Barry Finette, MD**

Dr. Finette will share lessons he has learned from working with UNICEF, Save the Children, and other international organizations as he works with them to expand the reach and quality of pediatric healthcare around the world. He will introduce MedSinc, a smart-phone app that screens and provides treatment plans for children under the age of five for a host of diseases, from Sepsis to Malaria and Measles to Pneumonia. His goal is to provide expert pediatric care in places without pediatricians, nurses, or even reliable electricity. His efforts simplify WHO protocols and demonstrate new ways we could be delivering care here in the United States.

9:30am - 10:00am

### **General Session: Q & A**

10:15am - 11:45am

### **HR Management**

Join this informative course to learn tips for effective human resource management. We'll go over best practices protocols for onboarding new employees, as well as digging into the reasons you hired who you did. Learn why it's important to take the time for regular employee evaluations, and how to utilize performance improvement plans to your advantage. First impressions are important and we'll talk about what your organization is conveying. Also included will be information on how to credential physicians and mid-level providers. There will be plenty of time for Q&A throughout.

### **Telemedicine and PCC**

With the topic of Telemedicine gaining increased popularity, we want to invite you to learn more about PCC's telemedicine roadmap, telemedicine billing requirements and where we see PCC products to fit for your practice. If you have not looked at the Patient Portal, aka MyKidsChart, or pocketPCC in a few months, you have missed many recent changes. Get a tour of what's new, see what is on the road map, and learn about billing your Telemedicine visits.

### **Meaningful Use/Clinical Quality Measures**

Use PCC EHR to meet the ten Modified Stage 2 Meaningful Use Objectives now required for the second year or later of the Medicaid EHR Incentive Program. In this class, we'll discuss the process for applying for the Medicaid incentives and we'll make workflow recommendations for tracking key Meaningful Use and Clinical Quality Measure (CQM) data within PCC EHR. This class will prepare you to successfully use PCC EHR to meet Meaningful Use requirements and report on Clinical Quality Measures (CQMs).

### **Chip Off the Old Blog**

The UC covers a lot of ground in three days, but some of the questions or concerns you have may not fit within the context of the classes you choose. Enter Chip Hart and his bottomless pit of pediatric practice management knowledge. Want to know about the ACA-Medicaid Adjustment Boost? How do you keep track of vendor renewal contracts? Need some insider tips on fielding your fantasy football team? We will ask for questions in the weeks leading up to the UC, or just bring your questions with you and put Chip on the spot.

## **EHR Tools**

Review all the powerful tools available for configuring PCC EHR and your visit protocols. You will learn how to add and retire users, create user roles, delete a charted visit and more. After this class, we encourage you to spend some time in the Open Lab to apply what you have learned.

**1:00pm - 2:00pm**

### **Security Risk Assessment**

Did you know that the Office of Civil Rights (OCR) has been charged with enforcing HIPAA-related compliance? Did you know that this same agency expects all healthcare entities to have the same level of compliance and security infrastructure as the hospital down the street from your office? How can physician practices ensure they have the same level of security as organizations with multi-million dollar IT budgets?!? Join Paul Vanchiere, MBA with the Pediatric Management Institute as he shares with you:

1. The specific compliance programs every practice needs to have in place.
2. Locations of self-paced tools to maintain compliance.
3. Discussion of third-party resources available to help you ensure compliance.

### **PCC Roadmap**

This group participation course starts out with a review of PCC's Roadmap - past, present and future. Review enhancements from the past, see what is on the roadmap for the second half of 2016, and learn about PCC's plans to grow PCC EHR, Partner, PCC Dashboard, My Kid's Chart, EDI Connections, and pocketPCC into 2017. We'll also share what we're working on for the Appointment Book, ePrescribing, and our new PCC Reports feature. Enjoy a sneak-peek at the newest features coming your way in September with an opportunity to provide feedback on our solution designs. This session encourages participation at any level. Let us know if we're on the right track, share what your office wants most, and become a part of PCC's planning process at the highest level. This class spans the afternoon and wraps up at 4pm.

### **Meet Your New ePrescribing Solution!**

Clinicians write well over 100,000 prescriptions a month through the PCC EHR. You depend upon PCC eRx to be there when you need it, and you have asked for many feature improvements. If you access PCC eRx for any purpose - to write prescriptions, to update a patient's favorite pharmacy or to run reports - you want to attend this session! We will be unveiling the new ePrescribing Solution and we will be covering important functional and workflow improvements. This course is offered every day at 1pm.

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discussion of this codeset and of PCC's use of it. Learn tips for finding and mapping the best SNOMED descriptor for your purpose and share your ideas and impressions of this powerful tool. This course is also offered on Wednesday at 1pm.

### **Protocol Work Session**

Do you have visit protocols you wish were more streamlined? Do you have a need for a particular visit protocol and are not sure how to get it started? Do you have a protocol you are proud of and want to share with others? Come join your peers in this interactive protocol session where you will be sure to gain insight and tips into building efficient, flexible, and powerful protocols.

**2:15pm - 4:00pm**

### **2016 Pediatric Coding Updates**

Pediatric coding expert Donelle Holle, RN is back to tell you all about the latest changes to pediatric procedure and diagnostic coding. Donelle will reflect on the transition to ICD-10 and its impact on reimbursement. You'll gain a better understanding of how to bill for visits and procedures, review leveling of care, and use time as a key factor. See how coding changes can help your practice stay compliant with insurance requirements, as well as how to maximize your reimbursement. Donelle will also be ready and waiting to field general questions related to pediatric coding, so bring your list of queries and raise your hand high. This course is repeated on Friday afternoon at 2:15pm.

### **Recall Strategies**

Active patient recall ensures that patients receive the care and education they need, demonstrates that the pediatrician really cares about a patient's continuing health, while also increasing practice revenue. This class begins by demonstrating the ways in which patient recall are critical to a thriving practice. Learn about basic recall strategies for physicals and immunizations and then how to develop more advanced strategies for chronic disease management. This hands-on course wraps up with you identifying patients with ADHD, obesity, asthma and other chronic conditions that require follow-up visits.

### **Insurance Collections**

PCC's Lynne Gratton, CPPM, explores billing office best practices related to the business of insurance collections. Lynne will cover topics from generating clean claims to insurance follow up, including ensuring timely submissions, finding claims never submitted, and ensuring all rejected claims have been corrected and resubmitted.

### **Oversight Reporting**

As a managing physician or practice administrator, have you ever wondered which reports you should be monitoring regularly to ensure the practice is operating successfully? This session will highlight PCC's robust Dashboard and practice management reporting capabilities, focusing on reports that will allow you to keep your finger on the pulse of your practice. Discover the

numbers that really matter and how to find and track the information you need most. A practice session will give you the opportunity to review your own practice's results.

## **Friday 7/29**

**8:30am - 9:30am**

### **General Session: Social Media Tips and Tricks with Natasha Burgert, MD**

Description coming soon

**9:30am - 10:00am**

### **General Session: Q & A**

**10:15am - 11:45am**

### **Theft Proof Your Practice**

Did you know that over 80% of medical practices have experienced theft or embezzlement? Did you know that taking simple steps can mitigate these risks? Join Paul Vanchiere, MBA with the Pediatric Management Institute as he helps you:

1. Develop an understanding of the ways people steal from practices so you can mitigate such risks.
2. Identify which Internal Controls are necessary to protect the practice.
3. Discuss actual events that have occurred in practices and what to do to keep them from happening to you.

### **General Session Follow up: Marketing Your Practice**

Description coming soon

### **Mastering Claim Reports**

Monitoring and clearing up insurance claim rejections are an important part of maintaining a healthy bottom line, and knowing how to read EDI reports is critical. We'll show you the best reports to use, and how to keep up with and respond to claim rejections. Discover how Partner can help you automate the process. Learn tips for better understanding the claim responses you receive, and find out how to avoid the most common types of rejections.

### **Personal Collections**

PCC's Lynne Gratton, CPPM, focuses on the personal collections process, helping you determine which personal balances to collect first, how to capitalize on opportunities to collect overdue balances, and when to send an account to collections.



## **Improving Your Practice Health with PCC Dashboard**

Your PCC Practice Vitals Dashboard displays key metrics about your practice to keep you informed of its financial and clinical health. Join us for a tour of recent Dashboard enhancements including the addition of new clinical measures related to fluoride varnish, developmental screening, and immunizations. Join a discussion to hear how practices have used the Dashboard to monitor quality improvement efforts within the practice. During this interactive session, you'll also have the opportunity to review your own Dashboard under the guidance of PCC experts.

**1:00pm - 2:00pm**

### **ICD-10 Review**

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### **Collections Roundtable**

PCC will lead an interactive discussion on collections. This class is a great follow-up to Lynne Gratton's Thursday afternoon session: Back Office Best Practices. The course will benefit any staff involved in collections. Attendees will be grouped by practice size to facilitate the discussion.

### **Meet Your New ePrescribing Solution!**

Clinicians write well over 100,000 prescriptions a month through the PCC EHR. You depend upon PCC eRx to be there when you need it, and you have asked for many feature improvements. If you access PCC eRx for any purpose - to write prescriptions, to update a patient's favorite pharmacy or to run reports - you want to attend this session! We will be unveiling the new ePrescribing Solution and we will be covering important functional and workflow improvements. This course is offered every day at 1pm.

### **Introducing PCC Reports**

Reporting out of PCC has just gotten easier! PCC Reports debuted in the PCC 7.4 Release, and there is much more to come.

Take a tour of this new tool, learn how it will grow and provide new report suggestions.

### **Developmental and Mental Health Screening**

Developmental problems affect 12% of children and mental health disorders affect 21%.

However, the majority of such problems are not detected until school age or later.

As a result, the AAP recommends universal screening for these and other psychosocial problems to allow for timely intervention. This presentation will discuss why screening is important, what the characteristics of the best available tools are, and which factors to consider in choosing a screening strategy.

**2:15pm - 4:00pm**

### **2016 Pediatric Coding Updates**

Pediatric coding expert Donelle Holle, RN is back to tell you all about the latest changes to pediatric procedure and diagnostic coding. Donelle will reflect on the transition to ICD-10 and its impact on reimbursement. You'll gain a better understanding of how to bill for visits and procedures, review leveling of care, and use time as a key factor. See how coding changes can help your practice stay compliant with insurance requirements, as well as how to maximize your reimbursement. Donelle will also be ready and waiting to field general questions related to pediatric coding, so bring your list of queries and raise your hand high. This course is also offered on Thursday at 2:15pm.

### **Creating Your Own Reports with the Smart Report Suite Custom Report Generator**

Reports found in the Smart Report Suite (srs) can be very detailed and informative, but sometimes people wish that a particular report had more (or less) data, or that it was sorted in a slightly different way. In this course you will use srsngen to modify existing reports, allowing you to make customized versions of any srs report. You will also learn how using srsngen allows you to create a brand new custom report from scratch!

### **Network on the UC app**

Once the UC is over, you can still use the app on your phone to access course handouts, your notes, and to keep in touch with instructors and attendees you met at the conference. Learn about the features in the app that will keep you connected even after the conference is finished.

### **Top Three Takeaways from PCC UC**

Come to this interactive session to share the information or experiences you found to be most valuable during this year's conference. Hearing about the learning experiences of your peers will leave you with even more valuable information to take home.

### **Partner Tools**

Learn how to optimize your Practice Management processes with some of Partner's built-in tools. Partner is a powerful and robust application with many core tools that some offices do not even know exist. The purpose of this course is to familiarize you with some of the handy Partner utilities you may not be using on a daily basis, and help you access Partner's full potential for your practice management needs!