



**PLEASE NOTE:
THIS MONTH'S MEETING WILL BE HELD ON THE 4TH
WEDNESDAY OF THE MONTH DUE TO MAINTENANCE AT HCC.**

JANUARY MEETING - WEDNESDAY, JANUARY 24, 2018

Hurstbourne Country Club – 9000 Hurstbourne Club Lane; Louisville, KY 40222

Please note that we will be meeting at Hurstbourne Country Club which is located off Shelbyville Road between the Watterson Expressway and Hurstbourne Parkway. The link above provides detailed driving directions from different locations throughout Louisville. It is also available at www.lckmgma.com on the Forms page. For questions on the day of the meeting, please call 502-553-9300.

Registration begins at 11:30 A.M.
Luncheon & Announcements begin at 11:45 A.M.
Program will begin at Noon

“Delivering Exceptional Patient Experience”

Stephen A. Dickens, JD, FACMPE

Assistant Vice President, Medical Practice Services

[SVMIC](#)

Stephen Dickens is an attorney and the Assistant Vice President of Medical Practice Services at State Volunteer Mutual Insurance Company. In this role he advises physicians and their staff on organizational issues including operations, strategic planning, leadership, patient experience and human resources. He is a published author and frequent speaker at state and national conferences on these topics. Mr. Dickens has spent the last 25 years working with physicians in various roles including 15 years in medical practice, hospital and home care executive positions before joining SVMIC in 2008. He is a Past Chair of the Medical Group Management Association having served as the first solo chair of MGMA-ACMPE.

Overview: As healthcare trends away from patient satisfaction toward the patient experience, it is important for physicians, practice executives and staff to understand how this shift in ideology will affect their practice. At the conclusion of this session, participants should be able to identify the components to patient engagement; recognize the need to transition from measuring patient satisfaction to patient experience; and understand the importance of patient experience to the practice's financial well-being.

The sponsor for this month's meeting is [Hillcrest Credit Agency](#).



**HILLCREST
CREDIT AGENCY**

With 30 years of experience, Hillcrest Credit Agency is one of the largest collection agencies in Kentucky. We are licensed in Kentucky and Tennessee and service over 300,000 accounts from a wide variety of clients. Our client base includes hospitals, physicians, dentists, chiropractors, veterinarians, utility companies, waste disposal companies and financial institutions. In total, we represent over \$80 million in accounts receivable.

For more information, contact [Brandon Johnson](#) or visit [Hillcrest Credit Agency](#).

RSVP AND PAYMENT MUST BE RECEIVED BY WEDNESDAY, JANUARY 17, 2018

RSVPs are not honored unless payment is received.
Lunch may not be served after 12:00pm. Payments are non-refundable.
We reserve the right to turn away anyone who does not RSVP.

Mail your check made payable to
LOUISVILLE CHAPTER KMGMA
P.O. Box 365
Buckner, KY 40010-0365

Member Fee \$25.00
Non-Member Fee \$35.00

Pre-paid Members: Please send your RSVP via email to larahuff@bellsouth.net.

(Cut along this line)

“Delivering Exceptional Patient Experience”

Wednesday, January 24, 2018 11:45 A.M. – 1:00 P.M.

Please make your check payable to **Louisville Chapter KMGMA** and mail **with this form** to:

P.O. Box 365
Buckner, KY 40010

PERSON OR PERSONS ATTENDING

PRACTICE/COMPANY NAME

PLEASE CIRCLE TYPE OF MEAL:

REGULAR or **VEGETARIAN**

PLEASE CIRCLE TYPE OF MEMBER:

ACTIVE or **ASSOCIATE** or **NON-MEMBER**



Continuing Education Credit Submission Guide:
Calculation Worksheet

Title of Conference or Seminar:	Louisville Chapter KMGMA January Meeting
Number of credit hours:	_____
End date of Program:	01/24/2018
Location:	Louisville, Kentucky

Wednesday, January 24

Time	Session	Hours Earned
12:00pm-1:00pm	"Delivering Exceptional Patient Experience"	1.0
	TOTAL	<u>1.0</u>

Please submit hours online at the [MGMA Website](#).
Keep this worksheet for your records
DO NOT FAX OR MAIL.