



*From our President:*

Dear Louisville Chapter KMGMA Members,

Wow can you believe 2018 is upon us! I hope everyone had a Merry Christmas and a Happy New Year. This past year we had great speakers that have kept us up to date on the current issues of Healthcare and informed us on the ever-increasing number of changes along with the implementation of Quality Initiatives. I would also like to thank our Louisville Chapter Board, Leadership Committee, Administrative Assistant, and Business Partners without all of you we could not be successful.

As I think back over the past years, we have had to adapt to the many changes in Healthcare. Ten years ago, we would never have thought there would have been so many Healthcare Acronyms along with the increasing number of Challenges that you face in your practice every day. As a Chapter it is our goal to help keep you informed on these ever-changing issues.

I am so proud of the accomplishments that we have made this past year. This was our First year to provide our members and their staff with an opportunity to attend the 2017 Symposium; Compliance Uncomplicated. Practice Managers and their team were able to attend sessions on CPR, HIPAA, OSHA, Cyber Security and OIG Compliance & HR Requirements. We had a great turnout for this event along with wonderful feedback from the members that attended. We plan to make this an annual event to help our members provide the mandatory education needed for their team.

I am so excited for 2018 and the programs that we have planned for our members. We want to be able to provide networking opportunities and friendships thru Louisville Chapter KMGMA. I encourage each of you to attend our January meeting "Delivering Exceptional Patient Experience". Sometimes we need to stop and really think about why we do what we do. I believe we do what we do for Our Providers, Our Team and most of all for Our Patients.

Thank you for allowing me to serve as your President.

Connie L. Leffler, CMA, CMM, FACMPE

### *From our President Elect:*

This is Us...I am not talking about the hit show on television, I am referring to all of our members who make our offices tick. As a long-time member and now the President Elect of the local chapter I wanted to reiterate how important what we do is to our offices and organizations and ultimately to the patients we serve, but you already knew that. Many of us wear so many hats we can't count them all. I have been in medical management for 39 years and have seen a lot of changes, but the changes have come in a fast and furious pace over the last 20 years. Hang on to your hat because it doesn't seem to be slowing down anytime soon. The quest for education and information to do what we do is never ending, that's why I attend our meetings. Sometimes the topic doesn't directly affect me or my office, but I always learn something whether it's from the speaker or through networking with my fellow LCKMGMA members or even from a vendor. This organization is "Us", we are the ones we can lean on, seek advice from or just vent to and know that we aren't alone in this crazy world of healthcare. To keep our organization intact we need your input, your presence, your knowledge, your wisdom. Many of us have changes in our roles due to consolidation of entities and changes in ownership. Regardless of the definition of your role your management skills are what our offices need as fuel to keep ticking. Aside from learning new ideas and concepts at our meetings we continually polish the old skills we possess. I express to my physicians the importance of not only expanding my horizons in management but keeping my skills polished to better serve our practice and our patients. The Board is looking at alternative ways for members to participate remotely with our monthly meetings. If that's something that would be helpful to you to be more engaged with our organization, please send a message to any of the Board members and let us know your thoughts. We, the managers, the glue of our offices need each other to keep us being "Us". I hope to see all of Us at the next meeting!

Patti Bingham, CMM, CMPM  
President Elect LCKMGMA

### *2018 Meetings*

Employment Law (2-part series)  
Financial Planning – Securing your Future Now  
Clinical Measures  
EMR – breakouts by EMR systems  
New Hire Orientation – what is not in a standard handbook (work etiquette)  
Delivering Exceptional Patient Experience  
Revenue Cycle Management – the need for vigilance

## Synopsis of LCKMGMA Meetings 2017

As we begin our new year we will continue our efforts to incorporate the MGMA Body of Knowledge into our monthly meetings. The Body of Knowledge serves as a repository of industry knowledge, a guide to practice management, an assessment of competency and a learning tool.

### **Domains:**

- **Operations Management** - Operations management consists of developing and implementing an effective business plan and managing daily operations
- **Financial Management** - Financial management involves the development and maintenance of financial systems to ensure a profitable practice. Skills in accounting, budgeting, revenue cycle management and financial analysis support effective financial management.
- **Human Resource Management** - Human resource management requires demonstrating effective staffing strategy, recruitment and retention, training, a performance evaluation process, a personal commitment to enhancing your knowledge base, and compliance with employment law.
- **Risk and Compliance Management** - Risk and compliance management involves maintaining a program to provide an overall safe environment, prevent or minimize adverse events, and comply with federal and state laws and regulations.
- **Organizational Governance** - Organizational governance consists of developing long-term strategies and the strategic direction of an organization. Organizational governance involves the ability to facilitate the corporate legal structure, define policy and define the organization's culture.
- **Patient Centered Care** - Patient-centered care means ensuring that patients receive the best possible care, keeping the organization focused on patient safety and striving for efficient operations.

### **The past year included the following topics:**

January – HIPAA, Social Media & Your Practice

February – Local & Regional Insurance Updates/How to Communicate with DOI

March – No Meeting

April – Banking Fraud Prevention

May – Practice Management Finance

June – They Drive Me Crazy! The Millennial Story you haven't heard

July – HIPAA, Social Media & Your Practice

August – Annual Planning Meeting

September – No meeting

October – Marketing your Practice 101

November – Tackling the Challenges Physicians Face Today

December – No Meeting

Our new year will include educational content listed above (subject to change upon availability). These were the topics chosen by members and associate members for the upcoming year at the planning meeting in August 2017.

### *Compliance Uncomplicated Symposium*

One of the highlights of 2017 was our special event on August 24, 2017. It was titled "Compliance uncomplicated". The event was held at the Marriott East and provided CEU's for mandatory compliance education. The training included HIPPA Security, CPR, OSHA, Fire and Safety, OIG and HR. We had 2 Platinum Sponsors, 6 Silver Sponsors for the event and 35 members and staff in attendance.

### *Happy Retirement Cheri McGuire!*

The Louisville Chapter of the KMGMA would like to thank Cheri McGuire for her many years of service to our Chapter. Cheri was instrumental as the Sponsorship Chair and organized the Vendor Fares for many years. GLMS held a reception at River House Restaurant and Bar where many of her colleagues wished her well! Best to you Cheri, you will certainly be missed!



*Pictured left to right: Terri Christian, Cheri McGuire, Stephanie Wilson, Sherry Baker, Patti Sacra, and Teresa May*