

**Time for a Check-up:**  
Improving the  
Business Health  
of Your Practice

**Thursday,  
November 29, 2012**



**CCPA**  
Purchasing  
Partners, LP

CCPA Purchasing Partners, L.P.  
225 E. Chicago Avenue, Box 113  
Chicago, IL 60611

**Time for  
a Check-up:  
Improving the  
Business Health  
of Your Practice**



**Thursday, November 29, 2012  
7:30 a.m. – 4:30 p.m.  
Café la Cave  
2777 Mannheim Road Des Plaines, IL**



This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of the Chicago Medical Society and CCPA Purchasing Partners, L.P. The Chicago Medical Society is accredited by the ACCME to provide continuing medical education for physicians.

The Chicago Medical Society designates this live activity for a maximum of 6 *AMA PRA Category 1 Credit(s)*<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This activity did not receive any educational support.



**Illinois  
State  
Medical  
Society**

**CCPA**  
Purchasing  
Partners, LP

## Desired Learning Outcomes

At the end of this live educational conference, participants should be able to:

- Assess important trends in managed care contracting and acquire skills for reviewing a contract including determining what is negotiable and what key provisions to include and avoid.
- Explain where to find answers to legal questions frequently asked by medical practices including how to comply with requests for medical records.
- Build and sustain a productive and positive work environment by aligning all physicians and staff with culture-changing strategies.
- Distinguish hidden sources of stress in a practice and apply a 3-step plan to resolve these stressors.
- Identify best practices for managing pressing human resources issues including: what questions to ask in an interview, how to have crucial conversations with staff around performance and behavior, and how to properly handle the termination of an employee.

## Who should attend

Physicians with administrative responsibilities for their medical practice should attend this conference to learn strategies for better managing the practice. Practices managers/administrators are also encouraged to attend so that they can work with their physician(s) to implement these changes.

## Program

	TOPIC/TITLE	SPEAKER
7:30-8:15 a.m.	Registration/Breakfast/Exhibits (non-CME)	
8:15-8:30 a.m.	Welcome and Introductions	
8:30-9:45 a.m.	<b>Managed Care Contracting in the Health Care Reform Era</b>	<b>Elizabeth Simpkin, MS Valence Health</b>
9:45-10:45 a.m.	<b>The Lawyer is in: Your Medical-Legal Check-up</b>	<b>Robert John Kane, JD</b>
10:45-11:15 a.m.	Break/Visit Exhibit Hall (non-CME)	
11:15-12:30 p.m.	<b>Get People To Do What You Want Them To Do!</b>	<b>Wendy Lipton-Dibner, MA Professional Impact, Inc.</b>
12:30-1:30 p.m.	Lunch/Visit Exhibit Hall (non-CME)	
1:30-2:45 p.m.	<b>Chocolate, Margaritas and a Sledgehammer: Proven Strategies for Stress Resolution</b>	<b>Wendy Lipton-Dibner, MA Professional Impact, Inc.</b>
2:45-3:00 p.m.	Break/Visit Exhibit Hall (non-CME)	
3:00-4:15 p.m.	<b>Managing Human Resource Issues</b>	<b>Toni Johnson, MBA Ann &amp; Robert H. Lurie Children's Hospital of Chicago</b>
4:15-4:30 p.m.	Complete Evaluations and Adjourn	



**Sheraton Chicago O'Hare Airport Hotel • 6501 North Mannheim Road  
Rosemont, IL 60018 • 847-699-6300**

Discounted rate for Wednesday, November 28th and Thursday November 29th is \$119. Reserve online at [www.starwoodmeeting.com/Book/ccpa](http://www.starwoodmeeting.com/Book/ccpa) or call 847-699-6300 and ask for in-house reservations. **Reservations must be made by 11/02/12 to receive the rate.**

## Time for a Check-up: Improving the Business Health of Your Practice

**Thursday, November 29, 2012**

**Café la Cave • 2777 Mannheim Road • Des Plaines, IL • ☎ 847-827-7818**

**Registration closes Friday, November 23, 2012. Space is limited.**

Register online at <https://www.ccpapp.org/check-up-registration/>

Name: \_\_\_\_\_

ISMS member or staff: ☐ Yes ☐ No

CCPA PP member or staff: ☐ Yes ☐ No

Practice Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Daytime phone: (\_\_\_\_) \_\_\_\_\_

Fax: (\_\_\_\_) \_\_\_\_\_

E-mail address: \_\_\_\_\_

### Method of payment:

The cost for *Time for a Check-up: Improving the Business Health of Your Practice* is:

CCPA PP or ISMS *Member Group Rate <b>\$50/per person</b>	CCPA PP or ISMS Member and Staff <b>\$65/per person</b>	Non-Member and Staff <b>\$115/per person</b>
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\* Groups of three or more attendees from the same practice must call 312-227-7442 to receive the discounted rate.  
All meals, snacks, course materials and parking are included. Registration forms will not be processed without full payment.

Please specify any allergies/dietary needs \_\_\_\_\_

**Please make checks payable to CCPA Purchasing Partners and mail along with this form to:**

Katrina Ilagan  
225 E. Chicago Avenue, Box 113  
Chicago, IL 60611

**Or complete credit card information below and fax to 312-227-9526.**

☐ Visa ☐ MasterCard ☐ Discover ☐ American Express

Name on card: \_\_\_\_\_

Billing address: \_\_\_\_\_ Total to be charged: \$ \_\_\_\_\_

Card number: \_\_\_\_\_ Expiration date: \_\_\_\_\_ CVV: \_\_\_\_\_

Signature: \_\_\_\_\_

**Cancellation Policy:** The paid registration, minus a \$20 administrative fee, will be available if your cancellation is made more than 48 hours in advance of the event.

### Contact Information:

Visit <https://www.ccpapp.org/check-up-registration/> for more information or call Katrina Ilagan at 312-227-7442 with questions or to register.