

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

Meet Our Speakers

Susan Childs, FACMPE

**You Want My What?! Credit Card Policies and E-Billing Options That Are Fair and Succeed!
I Am Now Your Patient and I Have Something to Say! Patient Satisfaction Actions from the Patient's
Perspective**



Susan Childs, FACMPE is the Founder and President of Evolution Healthcare Consulting. She is a Board Certified Fellow of the American College of Medical Practice Executives and helps practices to THRIVE. Her experience covers operations, financial controls, staff accountability and role definition, revenue cycle, time of service, and front desk, customer service, new practice and change management. Ms. Childs has authored for organizations such as Dermatology Today, Greenbranch Publishing, and the American Medical Association. Ms. Childs is an accomplished speaker at local and national venues and has served as local and state leadership and MGMA ACMPE Advancement Chair. Her passions are patient access, staff pride and accountability, and increasing the value of the physician.

Robert John Kane, JD

Your Medical-Legal Checkup



Robert John Kane, JD is Assistant Vice President and Legal Counsel for the Illinois State Medical Society and ISMIE Mutual Insurance Company. He also serves as Adjunct Assistant Professor of Medical Humanities at Southern Illinois University School of Medicine, Adjunct Professor at Beazley Institute for Health Law and Policy, Loyola University Chicago School of Law, and Editor for the Illinois Association of Healthcare Attorneys Annual Survey of Health Law. He was formerly President of the IAHA, the Government Bar Association, and the American Society of Medical Association Counsel.

Mr. Kane has written and spoken on various issues in health and administrative law, and is author of Administrative Rulemaking in Illinois: A Handbook for Rulemakers and Practitioners (Center for Legal Studies, Sangamon State University, 2d ed. 1990 republished by the Illinois State Bar Association 2001, 2008), and co/editor-author of the "The Law of Medical Practice in Illinois", updated annually (Thomson). Mr. Kane is a certified health care privacy compliance professional and a graduate of Marquette University and DePaul University College of Law.

Alisa Vaughn, CMPE

**Strategic Thinking for Medical Practice Leaders
Scheduling to Maximize Productivity**



Alisa Vaughn, CMPE serves as the Administrator for Dawson Pediatrics, PC, a Level 3 nationally recognized Patient Centered Medical Home in Dawsonville, Georgia and has been serving the healthcare industry for over twenty years. She focuses her passion for improving healthcare in operational areas including; staff training, communication, and clinical quality improvements to ensure accessible, efficient, patient-centered care. In addition to her current role as an administrator, Ms. Vaughn serves as a consultant for Pediatric Management Institute sharing her knowledge and expertise to assist other groups maximize potential and succeed. She is a past Vice President and Business Partner Chair of Georgia MGMA and past President and current Educational Committee Chair of her local MGMA chapter, North Fulton MGMA.

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