

# Tuesday

## Human Resources Basics: Build a More Effective Practice

7:30-8:30	Breakfast (Aspen Ballroom)
8:30 - 9:15	<p><b>Effective Recruiting: Finding the Right People (CEU)</b></p> <p>Many health care practices are confronted with high turnover rates and human resource challenges. This session will provide information, specific tools and techniques to help health care practices large and small find staff. We will demonstrate screening methods that quicken the hiring process and boost employee retention rate. Attendees will learn solutions including templates, "wicked good" interview questions, and assessment tools that fit the right person to the right position.</p> <p style="text-align: right;"><i>Tim Rushford, PedsOne</i></p>
9:15 - 10:00	<p><b>Evaluate Employees Effectively (CEU)</b></p> <p>Come learn how to develop a valuable employee appraisal tool. Michelle Richards will show you how an employee evaluation can motivationally impact your employees. You'll learn three common management mistakes when completing evaluations, and how to create a less-frustrating, more consistence performance appraisal process.</p> <p style="text-align: right;"><i>Michelle Richards, BSHA, CPC, CPCO, CPMA, CPPM of Coding &amp; Compliance Experts, LLC</i></p>
10:00 - 10:15	Break
10:15 - 11:00	<p><b>Pivotal Relations - How to Bring Out The Best in Employees (CEU)</b></p> <p>Providing timely and appropriate feedback is the secret ingredient to successful relationships within a pediatric practice. Join Paul Vanchiere from Pediatric Management Institute as he shares practical steps for you to guide your team to meet (or exceed) your own expectations.</p> <p style="text-align: right;"><i>Paul Vanchiere, PMI</i></p>
11:00 - 12:00	<p><b>Question and Answer Session</b></p> <p style="text-align: center;"><i>Tim Rushford, PedsOne, Michelle Richards, BSHA, CPC, CPCO, CPMA, CPPM of Coding &amp; Compliance Experts, LLC, Paul Vanchiere, PMI</i></p>
12:00 - 1:00	Lunch (Aspen Ballroom)
1:00 - 1:45	<p><b>Employee Benefits Discussion (CEU)</b></p> <p>How do you create a salary or wage structure for a busy pediatric practice? Does your health plan reflect the values of your practice? Come talk with other practices about the challenges we face when defining employee benefits, and share tips and success stories.</p> <p style="text-align: right;"><i>Moderator: Jan Blanchard, PCP, CPMA</i></p>
1:45 - 2:30	<p><b>Employee Accountability (CEU)</b></p> <p>What are the best practices for preparing, communication, and documenting Performance Improvement Plans (PIP) for your employees? Join Michelle Richards as she helps define progressive discipline, and discusses how to decide when it's time to stop coaching and start disciplining individual employees.</p> <p style="text-align: right;"><i>Michelle Richards, BSHA, CPC, CPCO, CPMA, CPPM of Coding &amp; Compliance Experts, LLC</i></p>
2:30 - 2:45	Break
2:45 - 3:30	<p><b>Delivering on Your Practice Culture Through Engaged Employees (CEU)</b></p> <p>Your staff is the face of your practice, and not every applicant with the required skillset is the right fit. Learn how being intentional with your practice's culture during the human resource processes of interviewing, hiring, and training can improve your chances of hiring an employee who will carry out your practice's mission and vision as well as reinforce the practice culture you have so carefully crafted. Practice culture not living up to your expectations? We will discuss how you can transform your practice culture through those same human resource processes, engaging employees and therefore improving customer service.</p> <p style="text-align: right;"><i>Whitney Smith, IPMSO</i></p>
3:30 - 4:30	<p><b>Question and Answer Session</b></p> <p style="text-align: center;"><i>Whitney Smith, IPMSO, Michelle Richards, BSHA, CPC, CPCO, CPMA, CPPM of Coding &amp; Compliance Experts, LLC</i></p>