



USER GROUP AGENDA (as of September 7, 2010)
Scottsdale, Ariz., October 4-6, 2010

Dress is business casual at all events. • [Click here](#) to register.

MONDAY, OCTOBER 4

PRE-MEETING BONUS SESSION ON PHYSICIAN BILLING

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| 11:30am – 1:00pm | <i>Complimentary lunch</i> |
| 1:00pm – 1:15pm | <i>Welcome</i>
Gordon Craig, CTO and Co-founder, Craneware |
| | <i>Introductions and Logistics</i>
Julian Rodriguez, Internal Training Manager, Craneware |
| 1:15pm – 2:15pm | <i>Seven Strategies for Successful Physician Practice Management</i>
Lamon Willis, Healthcare Consultant, Craneware |
| 2:00pm – 2:15pm | <i>Break</i> |
| 2:15pm – 3:15pm | <i>The Future of the Physician Chargemaster</i>
This will be facilitator-led small groups. The discussion topics will include the impact of Accountable Care Organizations on the physician chargemaster.
Kelley Blair, MAOL, Vice President of Professional Services; and Lamon Willis, Healthcare Consultant, Craneware |
| 3:15pm – 3:30pm | <i>Break</i> |
| 3:30pm – 4:30pm | <i>Physician Revenue Toolkit®: New Features and Best Practices</i>
Sean Waugh, Senior Business Solutions Consultant, Craneware; and Julian Rodriguez, Internal Training Manager, Craneware |

TUESDAY, OCTOBER 5

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| 8:00am – 9:00am | <i>Registration and Continental breakfast</i> |
| 9:00am – 9:30am | <i>Welcome</i>
Gordon Craig, CTO and Co-founder, Craneware |
| | <i>Introductions and Logistics</i>
Julian Rodriguez, Internal Training Manager, Craneware |
| 9:30am – 10:15am | <i>Managing Chargemaster Compliance</i>
You wear many hats. Your job title doesn't have the word "compliance" in it. But revenue compliance has now fallen into |

- your lap! Learn where to begin and how to build your compliance task list for a sustainable approach to revenue compliance.
Brooke Biloski, Professional Services Manager, Craneware
- 10:15am – 11:15am *Implementing a Sustainable Chargemaster Workflow*
Intermountain Healthcare shares how their organization has maximized Chargemaster Toolkit®'s workflow functionality to increase operational efficiency and minimize compliance risk.
Eric Liston, Director, Revenue Cycle Operations, Intermountain Healthcare; and Michael Nájera, MBA, Business Solutions Consultant, Craneware
- 11:15am – 11:30pm *Introduction to the Craneware Performance Center*
“The Place for Financial Improvement.” Get an overview of the brand-new Craneware Performance Center. You can learn more at the Solutions Center during the lunch break.
Kelley Blair, MAOL, Vice President of Professional Services, Craneware
- 11:30am – 12:00pm *Sneak Peek at Future Product Developments*
A member of the Craneware Marketing team reveals plans for future products and product enhancements.
Greg Lester, Product Manager, Craneware
- 12:00pm – 1:30pm *Lunch and Craneware Solutions Center*
Time for networking with your peers and for viewing product demonstrations
- 1:30pm – 4:30pm *Breakout Sessions – See Addendum A*
Clients choose one of three sessions:
- New Users of Chargemaster Toolkit®, Online Reference Toolkit®, and Bill Analyzer
 - Advanced Revenue Cycle [2.0 CEUs, Category 2, from the Certification Council for Medical Audit Specialists (CMAS)]
 - Strategic Hospital Operations
- 5:30pm – 7:00pm *Networking Reception*

WEDNESDAY, OCTOBER 6

- 8:00am – 9:00am *Continental Breakfast and Craneware Solutions Center*
- 9:00am – 9:15am *Welcome and Recap of Previous Day*
Julian Rodriguez, Internal Training Manager, Craneware
- 9:15am – 10:15am *2011 OPSS Final Rule*
This session will review the latest guidelines and ramifications for the following topics: 2011 OPSS Final Rule
Bill Malm, ND, RN, Healthcare Consultant, Craneware

10:15am – 10:45am	<i>Implementing a Successful Patient Charge Estimation and Upfront Collections Process</i> [1.0 CMAS CEUs, Category 1] Kelley Blair, MAOL, Vice President of Professional Services, Craneware; and Brooke Biloski, Professional Services Manager, Craneware
10:45am – 11:00am	<i>Break</i>
11:00am – 12:00pm	<i>Chargemaster Toolkit and Bill Analyzer ROI Analysis</i> [1.0 CMAS CEUs, Category 1] Kelley Blair, MAOL, Vice President of Professional Services, Craneware; and Michael Nájera, MBA, Business Solutions Consultant, Craneware
12:00pm – 1:30pm	<i>Lunch and Craneware Solutions Center</i>
1:30pm – 2:30pm	<i>Tips and Tricks</i> Getting the most from using Chargemaster Toolkit, Online Reference Toolkit and Bill Analyzer Julian Rodriguez, Internal Training Manager, Craneware; and Brooke Biloski, Professional Services Manager, Craneware
2:30pm to 3:15pm	<i>“Efficiencies Gained Through the Use of Chargemaster Toolkit”</i> This session will discuss the reports CHW uses to track success; their maintenance process; and their plans to optimize the use of the solution throughout the organization. Andrea Ganzinotti, Revenue Cycle Analyst, CIA, Bakersfield Memorial Hospital and Mercy Hospital of Bakersfield; and Cathy Schloeder, Corporate Charge Description Master Manager, Catholic Healthcare West
3:15pm – 3:30pm	<i>Break</i>
3:30pm – 4:15pm	<i>“Self-administered Medication Update: 2010”</i> Bill Malm, ND, RN, Healthcare Consultant, Craneware
4:15pm – 4:30pm	<i>Wrap-up and Gift Card Drawing</i>

Addendum A – Breakout Sessions

TUESDAY, OCTOBER 5

New Users of Chargemaster Toolkit, Online Reference Toolkit and Bill Analyzer

- 1:30pm – 3:30pm Basic Chargemaster Toolkit Training
 Logging On
 Tabs
 Standard and Basic Reports
 Manual and Other Places to Go for Help
 Logging Off
- 3:30pm – 4:00pm Basic Online Reference Toolkit Training
 Logging On
 Overview of Functionality
- 4:00pm – 4:30pm Bill Analyzer Training
 Logging On
 Navigation of the Issue Types
 Assigning Issues for Follow-up
 Reporting
 Julian Rodriguez, Internal Training Manager, Craneware

Advanced Revenue Cycle [2.0 CMAS CEUs, Category 2]

- 1:30pm – 2:30pm Developing and Implementing a Sustainable Charge
 Capture Monitoring Program
- 2:30pm – 3:30pm Developing and Implementing a Comprehensive
 Chargemaster Workflow Process
- 3:30pm – 4:30pm Conducting Strategic Data Analysis with Craneware Tools
 Michael Nájera, Business Solutions Consultant, Craneware

Strategic Hospital Operations

- 1:30pm – 2:30pm *[Working title]: “Pharmacy and the GPO relationship”*
 [Description to come.]
 Jay Souza, Director, Pharmacy Consulting, Premier
 Consulting Solutions
- 2:30pm – 3:45pm *“Healthcare Supply Chain Trends 2010 and Beyond”*
 Natalia Wilson, MD, MPH, Co-director, Health Sector
 Supply Chain Research Consortium, Arizona State
 University
- 3:45pm – 4:30pm *“Craneware Solutions for Pharmacy and Supply
 Management”*
 Derek Paterson, Chief Operations Officer, Craneware; and
 Brooke Biloski, Professional Services Manager, Craneware

Revised Sept 7, 2010