

Central New York MGMA Chapter Meeting

Thursday, November 01, 2018, 7:30 AM - 12:00 PM
Bella Domani - 5988 East Taft Road, North Syracuse, NY 13212



Strategies in Health Care: Customer Service and Leadership - How to Optimize the Patient Experience and Satisfaction

MEET THE SPEAKERS:

AGENDA:

7:30 AM

Registration & Breakfast

8:00 AM

Welcome & Introductions

8:20 AM

*Use of Patient Survey On-Line
Tool in the Practice
Setting*

9:00 AM

Customer Service

10:00 AM

Break & Networking

10:15 AM

*Motivational Interviewing and
Behavioral Based Hiring*

10:45 AM

HR One - Onboarding

11:15 AM

HealthConnections Update

12:00 PM

Adjournment



Use of Patient Survey On-Line Tool in the Practice Setting

Richard Waldman, MD
Chairman of the Obstetrics and
Gynecology Department St.
Joseph's Hospital



Customer Service

Bradley Dufrane, CLF, LUTFC
Partner
New York Life Insurance
Company, Syracuse NY



HealthConnections Update

Mike Becallo
HIE Customer Engagement
Specialist
HealthConnections



HR One - Onboarding

Beth Burgmaster
Sr. Human Resources Consultant
HR One, Inc



Motivational Interviewing and Behavioral Based Hiring

Steven M. Jobson, LCSW, SAP
Training and Development Coordinator
Crouse Health HelpPeople EAP

HOW TO REGISTER FOR THE EVENT:

New York MGMA Member - \$35.00 • Non-Member - \$50.00 • Student - FREE
www.newyorkmgma.com/event-2700415

CONTINUING EDUCATION UNITS

This event is approved for 4 CEUs

Earn up to 1.0 continuing education unit hours for each hour of education from the ACMPE, American College of Medical Practice Executives and up to 1.0 continuing professional educational credit hours for Certified Public Accountants for each hour of education from, The New York State Education Department, Professional Licensing Services. Our events are eligible for continuing education units as awarded by other professional associations. We recommend that you contact your professional association for their approval process.