

**AAPP M Fall Symposium
Atlanta, GA
Thursday November 2 and Friday November 3, 2017**

Executive Managers Track

Thursday November 2, 2017:

8:00 am – 9:00 am

Executive Managers are encouraged to attend the Keynote Address featuring Dr. Brad Bakotic and his journey from DPM to BAKO and the lessons he has learned. This address is beneficial to all positions in the podiatric field.

9:30 am – 12:30 pm - **3.0 CE (BONUS CMOM-POD Credits)**

Transforming the Front Desk Staff

The Practice Management Institute and AAPP M have partnered to bring you a workshop that will ensure your teams level of competence and professionalism is top priority with each patient, every time. Attendees will learn how to improve patient communication, data collection, and compliance. Let's face it a well-trained front office gathers accurate information, makes appropriate scheduling decisions, proactively addresses challenging patient behavior, and secures the privacy and security of sensitive patient information. Accurate data collection in initial encounters correlates to improved reimbursement. Employee professionalism, attitude, awareness and accountability can make or break how well your office is perceived by patients and their families. Careful front-line communications impact the office flow and the overall patient experience. Attendees will return to the office armed with problem-solving skills, heightened awareness of privacy and security compliance and better overall management of the front desk. This is not a basic customer service class. All patient-interfacing staff will learn important strategies for improving communication, organization of information and compliance.

This course is an additional fee to your conference registration, however, if you make this additional onetime investment of \$179 into your team, your patients and your practice. Your return on this investment will be multifold! This course is also approved for CMOM-POD credits.

Friday November 3, 2017:

8:00 am - 9:30 am

Breakfast and Learn

Consistently an AAPP M favorite, these sessions will give you and your colleagues an opportunity to interact about top takeaways from the meeting so far, as well as challenges that are faced in practice. You will have takeaways and pearls that you can implement in your office immediately on Monday morning. We recommend separating your office staff, so all attendees can speak freely. All rooms will be covering the same questions provided by AAPP M Board.



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9:30 am - 10:00 am Break and Visit Exhibitors

10:00 am - 10:30 am – **0.5 CE**

Breakfast and Learn Wrap-Up

Bill McCann, DPM

All attendees will join in our general session and review the comments and concerns of the individual breakout rooms and the solutions provided.

10:30 am - 11:30 am – **1.0 CE**

Alcohol and Drugs in the Work Place

Harold Casey

Upon completion of this presentation the participant will be able to Identify and successfully manage alcohol and drug use/abuse in the workplace. Participant will understand workplace alcohol and drug abuse policies, testing, implementation, intervention, and consequences for non-compliance of policies and procedures.

11:30 am - 12:30 pm – **1.0 CE**

From Poor Performance to Peak Performance: Using the GROW Coaching Model (with interactive workshop activity)

Jay Henderson

What is the difference between a Manager and a Coach? Managing is all about telling and directing. Coaching involves exploring, partnership and long-term improvement. As leaders, we need to develop the skills that motivate employees to excel and key among these skills is coaching. Help your employees improve their performance and in turn your practices' performance by being their COACH!

12:30 pm - 1:30 pm Lunch and Visit Exhibitors

1:30 pm - 2:00 pm – **0.5 CE**

Prepare for 2018: Billing and Coding Update for Practice Administrators

Mike King, DPM

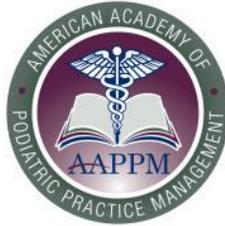
Description coming soon.

2:00 pm - 3:00 pm – **1.0 CE**

Show Me the Money: Cash Flow and Revenue Cycle Management

Gisele Saenger, BA, MISM, PM

Description coming soon.



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3:00 pm - 3:30 pm – 0.5 CE

Bridging the Gap: How to Effectively Communicate with Different Generations

John Guiliana, DPM, MS

Description coming soon.

3:30 pm - 4:00 pm Break and Visit Exhibitors

4:00 pm - 4:30 pm – 0.5 CE

Delegation and Time Management

Tina Del Buono, PMAC

Description coming soon.

4:30 pm - 5:00 pm – 0.5 CE

The Art of Negotiation - (Contracts, prices, business agreements, etc.)

John Guiliana, DPM, MS

Description coming soon.

5:00 pm - 5:30 pm – 0.5 CE

Office Managers Round Table Discussion

Sam Guillory, CMOM-POD PMAC

Credits provided in this track are applied to the CMOM-POD Certification.

6:00 pm – 8:00 pm

Wine Tasting and Networking at Bako Pathology Headquarters

Join us for a relaxing evening at Bako Integrated Physician Solutions in nearby Alpharetta, GA. Enjoy the evening with Dr. Bakotic and the BAKO Team, your colleagues, AAPP M board members, and speakers. BAKO will provide round-trip motor coach transportation for a relaxing evening under the stars, good food, beverages, and tours of the BAKO laboratory facility. The students have always been important to Dr. Bakotic and AAPP M. Our goal is to help raise money to support the educational work the AAPP M supplies to the student practice management clubs at podiatry schools. These funds support practice management curriculum and initiatives, scholarships, leadership and development. Donations of \$25 or more are encouraged, however, all donations are welcome and very much appreciated.