

PFS Revenue Cycle Webinar Series ~ 3 Part Series

Leadership - Competency Assessment Programs

Each session cost \$75 per facility -OR- your facility may sign up for all 3 sessions for \$175

Individual session payment MUST be received by payment due date as indicated below.
Payment of \$175 must be received by April 13, 2010 to take advantage of all three sessions.

Who Should Attend – All Leaders in the Revenue Cycle!!

What is Knowledge Capital? One definition is the collective sum of all of the skills and knowledge of the people in your organization. Knowledge capital represents a competitive advantage to your organization - and it may be your only source of competitive advantage today. Yes, technology is out there and continues to improve our way of doing business. You can buy and implement new equipment and software - but so can your competitor down the street, on the other side of the state, or across the ocean. What can differentiate your organization are the PEOPLE using the technology, whether it is equipment or software. It is your team members that your customer sees and interacts with, and they can impact how your customers view your organization.

You can also develop the best operating policies and procedures - focusing extensive efforts on the "lean approach" - eliminating unnecessary steps from work processes; treating all steps in one activity in a continuous flow; reallocating labor into cross-functional teams dedicated to a specific activity and striving for continuous process improvement. However, if you don't have individuals in your organization that can execute on a daily basis, you just lost your competitive advantage. Without defined personnel skill and knowledge development and retention plans, your organization can't be the best that it can be.

This webinar series focuses on your KNOWLEDGE CAPITAL - your competitive advantage. We will be defining competencies, introducing assessment tools, and education delivery techniques and concepts.

Session 1

April 15, 2010 10:00 - 11:00 EST 1 hour session

[Payment due by 4/13/10](#)

[Components of a Competence Assessment Program and Creating Competencies](#)

Learning Objectives: To identify the six components of a competency assessment program. Create competencies that support your organization and department goals. Create measurable performance objectives for defined competencies.

Session 2

April 22, 2010 10:00 - 11:00 EST 1 hour session

[Payment due by 4/20/10](#)

[Education Tools and Techniques](#)

Learning Objectives: Identify and assess your and your associates learning style. Explain the learning pyramid and employ various teaching techniques to increase learner retention rates. Create a variety of blended learning tools that support skill and competency development.

Session 3

April 29, 2010 10:00 - 11:00 EST 1 hour session

[Payment due by 4/27/10](#)

[Staff Assessment Tools and Techniques](#)

Learning Objectives: Identify eleven competency assessment/validation methods. Create assessment tools that can be used to validate competency of your team members. Describe a competency program implementation.

SPEAKER: Lorraine P. Schnelle is the leading author of all revenue cycle content and driving force behind all course development for the firm. She has 25 years of healthcare finance experience, including a directorship in Patient Financial Services for a large West Michigan hospital. She was a manager in the healthcare consulting practice of Ernst & Young and has experience as an independent consultant. Lorraine has positively impacted cash flow and revenue cycle operations of small, mid and large healthcare organizations. In partnership with Trinity Health, one of the largest Catholic health systems in the U.S., Lorraine conceived and developed an innovative revenue cycle learning curriculum for financial and clinical staff.

Lorraine holds a BBA in Accounting from Iowa State University and is a CPA. Active in HFMA, NAHAM, and AAHAM on the state and national level, Lorraine is a nationally known author and presenter on revenue cycle learning and leadership. She facilitates national revenue cycle staff and leadership development workshops for HFMA. Her article on revenue cycle learning can be found in the September, 2006 edition of the HFM Journal and she has been featured and quoted in various other publications as well. Lorraine is an active volunteer, serving on the national HFMA Seminar Faculty Advisory Council, a member of the national NAHAM Education Committee, and as the current president of the Western Michigan Chapter of HFMA.

Registration Form

Facility: _____

Contact Person: _____ Phone #: _____

Email Address: _____

I would like to register for the following sessions:

<p>I would like to register for the following sessions:</p> <p><input type="checkbox"/> 04/15/10 Components of a Competency Assessment Program</p> <p><input type="checkbox"/> 04/22/10 Education Tools and Techniques</p> <p><input type="checkbox"/> 04/29/10 Staff Assessment Tools and Techniques</p> <p><input type="checkbox"/> I have enclosed \$75 per session for one or \$150 for two sessions.</p> <p><input type="checkbox"/> I have enclosed a discount of \$175 for all three sessions.</p>
--

Once your payment has been received an email will be sent to you as confirmation with a link to the session(s). Instructions will be sent at this time as well. A link will be sent several days prior to each session. **You must register separately for each session.**

You may share the link with anyone in your organization that would like to participate. At the end of each session you will be able to take a survey and you will also be asked to list the attendees from your facility. Please make sure to keep track so GA HFMA will receive all possible educational hours for the sessions!

Please mail the registration form, along with a check made payable to [Georgia HFMA](#) to:

Susan Waits
804 Woodrow Kay Road
Rockmart, GA 30153

If you have questions please contact: Susan Singleton – ssingleton@meddatsys.com or 772-480-0835