

SOUTH DAKOTA MEDICAL GROUP MANAGEMENT ASSOCIATION

and the

SOUTH DAKOTA RUSHMORE CHAPTER OF THE
AMERICAN ASSOCIATION OF HEALTHCARE ADMINISTRATIVE MANAGEMENT

FALL CONFERENCE

October 6-7, 2022

SpringHill Suites & Cadillac Jacks

322 Main Street, Deadwood, SD



MGMA[®]
SOUTH DAKOTA

sdmgma.org

AAHAM

American Association of Healthcare
Administrative Management

*The Premier Organization for
Revenue Cycle Professionals*

South Dakota Rushmore Chapter

rushmoreaaham.org

BOARD OF DIRECTORS



**American Association of Healthcare
Administrative Management**

*The Premier Organization for
Revenue Cycle Professionals*

South Dakota Rushmore Chapter

President

Chelsey Carper

Vice President

Michelle Pudwill

Secretary

Pam Apland

Treasurer

Kim Weber

Chairperson Of Board

Jill Heyden

Members At Large

Brittany Callis
Ashley Hulstein
Amanda Johannsen
Shannon Koupal
Daniel Reichelt
Brian Viessman



President
Chad Roggow



President Elect
Jamie Sachtjen



Vice President
Michael Ingalls



Secretary/Treasurer
Lynelle Sazama



Member-at-Large
Kristi Olson



Member-at-Large
Johnathan Talcott



Past President
Angie Leonard



ACMPE Forum Representative
Justin Garry (*ex-officio*)



Legislative Liaison
Scott Duke (*ex-officio*)

SCHEDULE

Wednesday, October 5, 2022

- 3:30 pm - 5:30 pm** **Virtual Golf - The Clubhouse, 3540 E Colorado Blvd, Spearfish. Registration required.**
- 6:30 pm** **Informal Gathering in bar/restaurant**
Explore Deadwood!

Thursday, October 6, 2022

- 7:45 am – 8:15 am** **Continental Breakfast and Registration**
- 8:15 am – 8:30 am** **Welcome and Announcements by SD AAHAM and SDMGMA Presidents**
- 8:30 am - 10:00 am** **Keynote - Consensus Culture and Flawless Followership**
Joint Session *Jordan Pallitto, Management Consultant*
- 10:00 am - 10:15 am** **Break**
- 10:15 am – 11:00 am** **Legislative Priorities & Updates**
Joint Session *Scott Duke, CAO, Brown Clinic, Watertown - SDMGMA Government Affairs Liaison*
- 11:00 am - 11:30 am** **SD AAHAM Track: Annual Business Meeting**
Concurrent Sessions **SDMGMA Track: Annual Business Meeting**
- 11:45 am - 12:30 pm** **Lunch**
- 12:30 pm - 1:45 pm** **SD AAHAM Track: No Surprises Act, Out-of-Network, Referenced Base Pricing, and Networks**
Concurrent Sessions *Maisie Weir, Director Business Solutions*
SDMGMA Track: What South Dakotans Should Know About American Indians
Craig Howe, Founder and Director of CAIRNS
- 1:45 pm - 2:45 pm** **SD AAHAM Track: Noridian Update**
Concurrent Sessions *Timothy Morrissey, Education Representative*
SDMGMA Track: Reduction in Violence throughout the Continuum of Care
Brian Blenner, Director of Safety Services, Monument Health
- 2:45 pm - 3:00 pm** **Break**
- 3:00 pm - 4:00 pm** **SD AAHAM Track: Getting to Know UnitedHealthcare**
Concurrent Sessions *Pam Hayes and Collette Thieme, UnitedHealthcare*
SDMGMA Track: Thriving in Practice through Value-Based Care - Tips and Pearls for Success
Tanya Stewart, MD, Regional Medical Director, Aledade
- 4:15 pm - 5:00 pm** **Deadwood Scavenger Hunt Networking Activity in Deadwood (meet back at hotel bar at 5:00 pm)**
- 5:00 pm - 6:00 pm** **Networking Social with heavy hors d'oeuvres (Vendor Prizes)**
Explore Deadwood

Friday, October 7, 2022

- 7:45 am - 8:15 am** **Buffet Breakfast**
- 8:15 am – 9:30 am** **Crucial Conversations**
Joint Session *Johnathan Talcott, Director of Physician Services, Monument Health*
- 9:30 am – 9:45 am** **Break Together**
- 9:45 am - 11:15 am** **Keynote - LIFE IS A GAMESHOW: Learn How To Play It!**
Joint Session *Mitchell Olson, Survivor Cast Member*

SPEAKERS



Jordan Pallitto, MS Management Consultant

Jordan is, by day, a management consultant who helps leaders and organizations across sectors and industries to develop strategy and improve performance. By night, he is an avid community volunteer, passionate social capital builder, and amateur food critic. He has served as a consultant

at Pittsburgh-based The Hill Group since 2006, currently as the firm's Chief Operating Officer. He was recognized as one of Pittsburgh Magazine's "40 Under 40" in 2015 and by Consulting Magazine as a "Rising Star" for Leadership in 2019. Jordan received a BA in International Studies from Allegheny College, an MS in Public Policy and Management from Carnegie Mellon University, and is pursuing a PhD in Business/Organizational Behavior at Indiana University of Pennsylvania.

Thursday, 8:30 am – 10:00 am – Joint Session Consensus Culture and Flawless Followership

Organizations are facing a crisis of engagement as we emerge from a pandemic and great resignation, into a potential recession, and whatever comes next. Medical group managers are leaders who are expected to create thriving practices despite these challenges. One key, among many, is to cultivate and nurture an organizational culture where leadership, followership, and consensus decision-making prevail.

This session will provide attendees with the knowledge to:

- Think about your organizational culture and how you should – and shouldn't – manage it
- Reflect on your leadership practices and their impacts on team dynamics
- Reflect on your personal followership attributes and those of your team
- Identify actionable steps to improve culture, leadership, and followership in your organization

LinkedIn: <https://www.linkedin.com/in/jordanpallitto/>



Scott Duke Chief Administrative Officer, Brown Clinic, Watertown

Scott is a healthcare executive with more than 30 years of senior leadership experience. His diverse background includes administrative service in hospitals, nursing homes, single and multi-specialty clinics, integrated health systems and healthcare associations. He currently serves as the Chief

Administrative Officer with the Brown Clinic, PLLP, an independent, physician owned outpatient clinic located in Watertown. Scott also has a broad state and national legislative and advocacy experience, including serving as a past board member of the American Hospital Association (AHA). Scott currently serves as the Legislative Liaison for SDMGMA. He completed his undergraduate and graduate degrees at Minot State University in Minot, ND.

Thursday, 10:15 am – 11:00 am – Joint Session Legislative Priorities & Updates



Craig Howe, PhD Founder and Director of Center for American Indian Research and Native Studies (CAIRNS)

Dr. Howe earned a Ph.D. in architecture and anthropology from the University of Michigan. Dr. Howe has authored articles and book chapters on numerous topics, including tribal histories, Native

studies, museum exhibitions, and community collaborations. He has developed innovative tribal histories projects and creative museum exhibitions, lectures on American Indian topics across the U.S., and provides professional development and cultural awareness training to schools and organizations. Dr. Howe was raised and lives on his family's cattle ranch in the Lacreek District of the Pine Ridge Reservation and is a citizen of the Oglala Sioux Tribe.

Thursday, 12:30 pm – 1:45 pm – SDMGMA Track

What South Dakotans Should Know about American Indians

Since our founding in December 2004, CAIRNS has worked to advance knowledge and understanding of American Indian communities and issues important to them. The underlying assumption of our work is that education is a catalyst for positive changes in the attitudes and behaviors of persons within and outside of these communities. Rather than promoting ourselves or growing our capacity, we have prioritized adhering to our mission and the "Four Rs" of Rigor, Reliability, Respect and Relevance, which are rounded in both academic scholarship and cultural competency.

This session will provide attendees with the knowledge to:

- Speak grammatically correct about American Indians and Indian tribes
- Think critically about American Indians and Indian tribes
- Differentiate truth from fiction with regard to the history of American Indians in South Dakota
- Ask informed questions

Website: www.nativecairns.org



Brian Blenner Director of Safety Services, Monument Health

Brian is a retired patrol Lt. for the Rapid City Police Department after approximately 24 years. During that time, he has served many roles to include School Liaison, Lead Firearms Instructor, K9 Supervisor, Team Leader Special Response Team

Negotiators, and supervisor of the School Liaison Program. Brian has received numerous awards including the Lifesaving award, Meritorious Service Medal, and a Commanders Citation. Brian has a BA in Criminal Justice/Sociology and MS in Leadership and Management.

Thursday, 1:45 pm – 2:45 pm – SDMGMA Track

Reduction in Violence throughout the Continuum of Care

This session will provide attendees with the knowledge to:

- Understand an overview of Workplace Violence at Monument Health
- Understand the use of Color-coded Story Board in Epic in relation to keeping caregivers and providers safe
- Understanding the use of reports in EPIC in monitoring/Managing and intervening to facilitate a safe environment
- Understand how identification with proactive strategies improve caregiver and provider safety



Maisie Weir
Director, Business Solutions

Thursday, 12:30 pm – 1:45 pm – SD AAHAM Track
No Surprises Act, Out-of-Network, Referenced Base Pricing, and Networks

Timothy Morrissey
Education Representative, Noridian Healthcare Solutions LLC

Thursday, 1:45 pm – 2:45 pm – SD AAHAM Track
Noridian Update



Tanya Stewart, MD
Regional Medical Director, Aledade

Dr. Stewart, MD, MBA, FAAHPM, joined Aledade in June of 2021 as Regional Medical Director for multiple Midwest/Western states. In this role she offers direct support and coaching to physicians, nurse practitioners and physician assistants in foundational approaches to ACO success. Dr.

Stewart brings a wealth of knowledge and experience in the areas of internal medicine; hospice and palliative care; long-term care; physician outreach and engagement. She is board certified in Internal Medicine and Hospice and Palliative Medicine. She received her bachelor's degree from University of San Diego majoring in Religious Studies and Biology and minoring in chemistry. She received her Medical Degree from Tufts University in Boston and her master's degree in Business Administration from Oregon Health & Sciences University, Portland State School of Business.

Thursday, 3:00 pm – 4:00 pm – SDMGMA Track
Thriving in Practice Through Value-Based Care – Tips and Pearls for Success

In today's evolving healthcare landscape, as the nation shifts from a fee-for-service system to one based on value, independent primary care practices, clinics and community health centers are exploring whether the transition to value-based care is right for them. This session will provide an in-depth overview of value-based care and the physician-led ACO model, and a clear roadmap that positions primary care practices, clinics and CHCs like yours to secure their independence and financial futures with physician-led ACO models.

This session will provide attendees with the knowledge to:

- Understand the tenets of value-based care and the physician led ACO model in primary care setting
- Explore the most common concerns about joining an ACO and how to address those at a practical level
- Identify replicable strategies to overcome common barriers in the value-based care transition



Pam Hayes
United Healthcare

Pam has been with Optum for 15 years working within various departments such as Appeals and Grievance Coordinator, working as a lead with the Psychologist Reviews and MD's, a Network Associate for the Central Region, WI Provider Relations

Advocate Central Region, Sr. Facility Contracting Associate and a Sr. Network Program Specialist in ECS – Behavioral Clinical Operations. Prior to joining UnitedHealthcare, she worked for 13 years at a major telecommunications company in Human Resources. That is where she crafts her networking and communications skills through recruiting and job fair events. She has been a private duty caregiver for 25 years and it gives her much joy to know that she is able to make a difference in someone's life.



Collette Thieme
United HealthCare

Collette has been in healthcare administration for 26 years with roles such as small medical office management, then switching to the payer side with reviewing post pay account transactions, overseeing provider operations for Medicaid and Medicare Advantage products and managing a National Medicaid Reimbursement Coding policy

team. She is currently supporting an awesome Field Provider Advocate team within UnitedHealthcare and their objective is to educate MN, ND and SD providers with resources in order to be successful in everyday functions and interactions with UnitedHealthcare.

Thursday, 3:00 pm – 4:00 pm – SD AAHAM Track
Getting to Know UnitedHealthcare

This session will provide attendees with the knowledge to:

- Identify our members and their plan types
- Recall where to find valuable resources on www.uhcprovider.com
- Use our on-line tools to discover the power of self-services
- Additional Resources; Healthcare Professional Education and Training



Johnathan Talcott
Director of Physician Operations, Monument Health

John works for Monument Health as the Director of Physician Operations. John facilitates the operational structure and the collaborative relationship between Monument Health and the Mayo Clinic. He also trained 100s of caregivers

and leaders across the organization on service excellence, emotional intelligence, and Crucial Conversations. John graduated from the University of South Dakota with a Business Degree. After spending time in higher education consulting and talent recruitment, he pursued a Master Degree in Business from the University of Pittsburgh. John went on to work in Pittsburgh as a management consultant specializing in strategy development and operations support to Fortune 500 companies, large higher education institutions, and non-profit organizations.

Friday, 8:15 am – 9:30 am – Joint Session
Crucial Conversations

Crucial Conversations training provides high-leverage skills for effectively holding conversations where there are high stakes, opposing opinions, and strong emotions. Throughout the training you will have the opportunity to apply Crucial Conversations principles and skills to real life challenges you may be facing. To make your training experience as beneficial to you as possible, you should come prepared with a few potential difficult conversations in mind that will help you fully apply the skills you will learn.

This session will provide attendees with the knowledge to:

- Identify the five skills to use when delivering tough messages
- Identify tactics to keep communication safe and stay in dialogue
- Recognize behaviors indicating dialogue is becoming unsafe
- Apply five communications skills to deliver tough messages

KEYNOTE SPEAKER



Mitchell Olson

**Survivor Cast Member,
Sales Manager at Watson Adventures**

Friday, 10:00 am – 11:30 am – Joint Session

LIFE IS A GAMESHOW: Learn How To Play It!

Gameshows have been popular since the dawn of television. While most Americans participate from home as Couch-Contestants, Mitchell Olson dove in head first...

A contestant on The Price is Right, The Wheel of Fortune, Hollywood Squares and CBS's Survivor: The Australian Outback (Season 2). Mitchell went on to be the casting director for shows like Deal or No Deal, Cash Cab and The Amazing Race. Having been involved in the entertainment industry most of his life. Mitchell was a guest on numerous late-night & day-time TV Talk-Shows: Including The Late Show with David Letterman, Rosie O'Donnell, Howard Stern, Ellen, and was an occasional commentator on The Ricki Lake Show. He worked as a Stand-Up Comic for 7 years in NYC, which included being a regular contributing comedian for VH1, with popular shows like "I Love The 80's" and "Best Week Ever".

As a self-proclaimed TV Fanatic, it wasn't just happenstance that these experiences fell into Mitchell's lap. There are plenty of skills that can help a person stand-out in their everyday life. From explaining how to read a room, to the importance of relying on friends, Mitchell Spins the Big-Wheel of purpose...helping you solve life's puzzle...without any Wammies. Navigating you safe from elimination, even though someday we all feel like the weakest link. With a unique perspective on playing gameshows and a true passion for human behavior, and learning how people tick...Mitchell hopes to inspire others!

This session will provide attendees with the knowledge to:

- How to read a room
- The benefit of seeing the glass half full
- How to appreciate the smaller things in life
- The power of positive thinking
- Navigating Midwest family traditions and cultures in today's climate
- Important life-lessons that everybody can relate to and incorporate

So, COME ON DOWN...to hear him speak about these experiences and much more. You can even participate in a brief Q&A, where no question is off-limits.

ACCOMODATIONS

Cadillac Jacks & SpringHill Suites

322 Main Street
Deadwood, SD 57732

Reservations: 605-559-1600

Room Rates: \$104.00 plus taxes. Mention SD AAHAM Fall Conference Group block of rooms. Block of rooms held until September 21.

ATTRACTIONS

Visit the following website for information regarding events/attractions/shopping while in Deadwood and the Black Hills!

www.deadwood.com

www.blackhillsbadlands.com

ACMPE Certification –

elevate your career and set yourself apart from the crowd by becoming a board certified medical practice executive. ACMPE board certification is designed for individuals with at least two years of experience in healthcare management. The CMPE designation validates your expertise and brings greater recognition from physicians, executives, industry professionals, and peers. The following are SDMGMA members who are ACMPE certified:

Darin Berg, CMPE

Tim Braithwaite, CMPE

Jennifer Kalahar, CMPE

Patricia Tlustos, CMPE

Heather Bindel, CMPE

Mark Hatting, CMPE

Traci Matthew, CMPE

Fellowship –

is the highest level of distinction you can earn in the medical practice management profession. This is the next step after achieving certification. Join others who are dedicated to making a difference and creating best practices in the healthcare industry. SDMGMA Fellows are:

Ed Arshem, FACMPE (Life)

Katherine Haberling, FACMPE

Justin Garry, FACMPE

Ann Roemen, FACMPE

Nominee –

this is the first step toward certification. To become a nominee to the national board certification program you must be a member of MGMA-ACMPE and have at least two years of healthcare management experience, including six months in a supervisory role. SDMGMA nominees are:

Stan Gebhart

Angela Leonard

Johnathan Talcott

Jennifer Haiar

Karoliina Slack

To learn more about becoming a nominee, certified member or fellow, please visit with Justin Garry, ACMPE Forum Rep for South Dakota, by contacting him at (605) 480-3418 or jjgarry@hotmail.com.