

Credentialing-Related
General Interest/Leadership
MCCM-Related

Wednesday 8/17/11

Time	Session/Event	Speakers/Leaders	Location	Floor
7:00-10:00am	Meeting Registration	Morrisey Staff	Clark Foyer	4
7:00-8:30am	Breakfast		Halsted	4
7:00-8:00am	Morrisey Discovery Centers (MSO/MSOW & MCCM)	Robin Zych (MSO/W) Jeff Joo & Dana Myers (MCCM) Ron Ross (MSO/W & MCCM)	Clark Foyer	4
8:15-8:30am	Morrisey Welcome	Jim Nutter (President, Morrisey)	Ballroom	4
8:30-10:00am	Keynote: <i>Building a Foundation for Accountability and Affordability...Healthcare Reform in 2011 and Beyond</i>	Michael Callahan, JD (Partner, Katten Muchin Rosenman LLP)	Ballroom	4
10:00-10:15am	User Group Meeting Objectives	Vicki Searcy, CPMSM (Morrisey)	Ballroom	4

10:30am-Noon	Break-Out Session I			
	The Joint Commission: Standards Update <i>(10:30am-12:30pm)</i>	John Herringer, RN, MSN, The Joint Commission Moderator: Deborah Beierle, CPCS (Morrisey)	Ballroom	4
	MSOW Implementation Overview and Customer Experience	Amy Kleist, Ellen Chappe, James Morris, Jennifer Green, Rick Eskin, Steve Miller (Morrisey) Norma Johnson, CPCS (Carle Foundation Hospital and Physician Group), Cheryl Cisneros, RN, BSN, CPMSM, CPCS (Advocate Health Care CVO)	Armitage	4
	Health System CVO – Contemporary Challenges	Wendy Crimp, BSN, MBA, CPHQ, (Crimp Resource Group) Moderator: Vicki Searcy, CPMSM (Morrisey)	Sheffield	4
	MCCM New Release Overview - Session 1	Rick Chappe & Jeanne Kragie, MM (Morrisey)	Belmont	4

Noon-1:30pm	Lunch			
	<i>Networking Luncheons:</i>			
	Networking Luncheon 1: Lunch with Morrisey Credentialing Support Team	Steve Larsen and Credentialing Help Desk Team (Morrisey)	Halsted	4
	Networking Luncheon 2: MSOW Implementation Overview and Customer Experience Q&A	Rick Eskin, Ellen Chappe, Ben Tan, Mike Driscoll (Morrisey)	Armitage	4
	Networking Luncheon 3: Health System CVO – Contemporary Challenges Q&A	Wendy Crimp, BSN, MBA, CPHQ (Crimp Resource Group)	Sheffield	4
	Networking Luncheon 4: Q&A from Keynote Address	Michael Callahan, JD (Katten Muchin Rosenman LLP) Vicki Searcy, CPMSM (Morrisey)	Halsted	4
	Networking Luncheon 5: MCCM Care Management Networking	Glenn Bowman, Mandy Sands (Morrisey)	Belmont	4

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12:30-1:30pm	Morrisey Discovery Center	Annette Martyn (MSO/W) Kate Curry (MCCM)	Clark Foyer	4
1:30-2:30pm	Break-Out II			
	The ABCs and FAQs of Paperless Credentialing	Renee Aird Dengler, RN, MS, CPMSM, CPCS (Advocate Health Care), Karen Crotinger, MS, CPCS (University of Rochester Medical Center) Moderator: Cathy Gardsmith, CPMSM (Morrisey)	Clark	4
	Using SAP BusinessObjects’ Management Console to Schedule Reports – ‘Push’ Rather than ‘Pull’ Reporting	James Crawford (Samaritan Health Services) Moderator: Deborah Beierle, CPCS (Morrisey)	Addison	4
	Best Practices: Peer Review	Andrew Rowe, BA (CEO, AllMed) Moderator: Vicki Searcy, CPMSM (Morrisey)	Armitage	4
	MCCM New Release Overview – Session 2	Rick Chappe & Jeanne Kragie, MM (Morrisey)	Belmont	4
2:45-3:45pm	Break-Out Session III			
	MSOW Beginners Workshop	Robin Zych, Steve Miller, Annette Martyn (Morrisey)	Armitage	4
	MSOW Development Update	Rob Zoldan, Paul Glick (Morrisey)	Clark	4
	Patient Safety Organizations (PSO) – Definition, Overview, Benefits	Michael Callahan, JD (Katten Muchin Rosenman LLP) Moderator: Mark Stowes (Morrisey)	Addison	4
	Best Practices: Case Management	Greg Borden, RN, BS/EB (Sarasota Memorial Hospital) Moderator: Kate Curry (Morrisey)	Belmont	4
	Best Practices: Documentation Review and Physician Queries	Dana Myers, Dana Beaver-Lewis (Morrisey), and MaryBeth Bednarz, RN, BSN, ACCC, ACM, CPUM (Charlotte Hungerford Hospital)	Sheffield	4
4:00-5:00pm	Break-Out Session IV			
	Characteristics of a High Functioning Medical Staff Office	Vicki Searcy, CPMSM (Morrisey)	Clark	4
	Standardizing your Reporting Build	Anushree Bordia, Carole Yamakoshi (Cedars Sinai Health System) Moderator: Deborah Beierle, CPCS (Morrisey)	Addison	4
	MSOW Future Enhancement Discussion	Rob Zoldan, Paul Glick, Steve Larsen (Morrisey)	Armitage	4
	New Product Showcase: Using MCCM to Package Your Handoffs	Dana Myers, Rick Chappe (Morrisey)	Belmont	4
	MCCM Ad Hoc Reporting with WEBI – Building Valuable Reports	Kevin Crafton, Dana Beaver-Lewis (Morrisey)	Sheffield	4

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Thursday 8/18/11

Time	Session/Event	Speakers/Leaders	Location	Floor
7:00-10:00am	Meeting Registration	Morrisey Staff	Clark Foyer	4
7:00-8:30am	Breakfast		Halsted	4

7:30-8:15am	Breakfast with the CEO	Jerry Zoldan, CEO, Morrisey	Ballroom	4
	<i>Customers' time with Jerry Zoldan, Chairman & CEO, to ask questions and make suggestions about Morrisey's product direction.</i>			
8:15-9:00am	Best Practice Approach to Physician Performance Reporting	Mark A. Smith, MD, MBA, FACS (HG Healthcare Consultants) Moderator: Vicki Searcy, CPMSM (Morrisey)	Ballroom	4

9:15-10:30am	Break-Out Session I			
	MSONet Online Applications: Physician Buy-in and Rollout – Initial Applications	Renee Aird Dengler, RN, MS, CPMSM, CPCS, Eric Haugen, CPCS (Advocate Health Care), James Crawford (Samaritan Health Services) Moderator: Deborah Beierle, CPCS (Morrisey)	Ballroom	4
	Project Management: Setting Expectations and Accomplishing Goals	Rick Eskin, PMP (Morrisey), Wendy Crimp, BSN, MBA, CPHQ (Crimp Resource Group)	Armitage	4
	Morrisey Performance Reporting – Product and Direction	Vicki Searcy, CPMSM, Paul Glick (Morrisey)	Sheffield	4
	Best Practices: Case Management	Clare Flanagan, RN, CCM, and Danielle Crawford, RN, BSN (Connecticut Children’s Medical Center) Moderator: Jeff Joo (Morrisey)	Grace	4
	MCCM Application Administration, Tips and Tricks	Bob Sands, Jerry Gray, RN, BSN (Morrisey), John Kandris (IU Health System)	Belmont	4

10:45-Noon	Break-Out Session II			
	MSONet Online Applications: Physician Buy-in and Rollout – Reappointment	Renee Aird Dengler, RN, MS, CPMSM, CPCS, Eric Haugen, CPCS (Advocate Health Care), Bob DeMayo (BMC, tentative) Moderator: Cathy Gardsmith, CPMSM (Morrisey)	Ballroom	4
	Utilizing Standard Reports as a Starting Point for Building Custom Reports	Jennifer Green, Robin Zych (Morrisey), Laura Dervinis, CPCS, CPMSM (Shands HealthCare)	Armitage	4
	Business Process Redesign	Vicki Searcy, CPMSM (Morrisey)	Grace	4
	Best Practices: Continuum of Care Management	Dawn Cushing (Massachusetts General Hospital) Moderator: Jeff Joo (Morrisey)	Belmont	4
	McKesson InterQual Update: Care Enhance Review Manager – New Products	Claire Draper, MBA (Product Manager, Decision Management, McKesson Health Solutions) Moderator: Jeanne Kragie, MM (Morrisey)	Sheffield	4

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Noon-1:00pm	Lunch		Halsted	
	<i>Networking Luncheons:</i>			
	Networking Luncheon 1: MSOnet Q&A	Amy Kleist (Morrisey)	Armitage	4
	Networking Luncheon 2: Reporting Session Q&A	Jennifer Green (Morrisey)	Sheffield	4
	Networking Luncheon 3: Technical Luncheon	James Morris, Mark Jossart, Terry Dillard (Morrisey)	Halsted	4
	Networking Luncheon 4: Lunch with Morrisey MCCM Support Team	Jeanne Kragie, MM, Cristian Popa, Support Team (Morrisey)	Halsted	4
	Networking Luncheon 5: Continuum of Care Module	Mark Stowes, Jeff Joo (Morrisey)	Belmont	4

Noon-1:00pm	Morrisey Discovery Center	Steve Miller (MSO/W); Dana Beaver-Lewis & Dana Myers (MCCM)	Clark Foyer	4
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1:15-2:30pm	Break-Out Session III			
	Administrative Review Module: Customer Success Story	Bob DeMayo (Boston Medical Center) Moderator: Cathy Gardsmith, CPMSM (Morrisey)	Clark	4
	The Challenges of Clinical Privileging	Vicki Searcy, CPMSM (Morrisey), Wendy Crimp, BSN, MBA, CPHQ (Crimp Resource Group), Mark A. Smith, MD, MBA, FACS (HG Healthcare Consultants)	Addison	4
	Benefits of Morrisey Remote-Hosted Solutions (SaaS+)	Mark Jossart, James Morris, Terry Dillard (Morrisey)	Armitage	4
	Best Practices: Clinic/Physician Practice Issues and Follow-Up	Paula Harper, RN, BSN, MSMOB, NHA (Elmhurst Memorial Hospital) Moderator: Kate Curry (Morrisey)	Belmont	4
	Milliman Care Guidelines: Overview and Maximizing use of CareWebQI™	Mindy Lazor, BSN, RN, CCM, RN-BC, CCP, CTT+ (Clinical Trainer, Milliman Care Guidelines, LLC) Moderator: Dana Beaver-Lewis (Morrisey)	Sheffield	4

2:45-3:45pm	Break-Out Session IV			
	PCCB – Session 1	Norma Johnson, CPCS (Carle Foundation Hospital and Physician Group), Cynthia Smeenge, CPHQ (Spectrum Health), Jayme Golias (Central Dupage Hospital) Moderator: Vicki Searcy, CPMSM (Morrisey)	Addison	4
	Application Turnaround Reports and Benchmarking	James Crawford (Samaritan Health Services) Moderator: Deborah Beierle, CPCS (Morrisey)	Clark	4

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	Collaboration between Quality and Medical Staff Office to Generate F/OPPE Reports using MCCM	Jessica Salazar (Children's Hospital Central California) Moderator: Glenn Bowman (Morrisey)	Armitage	4
	Best Practices: Discharge Transition of Care Planning and Follow-up	Mary Beth Bednarz, RN, BSN, CCDS, ACM, CPUM (Charlotte Hungerford Hospital) Moderator: Mandy Sands (Morrisey)	Belmont	4
	Best Practices: Audits, Denials and Appeals Management	Paula Harper, RN, BSN, MSMOB, NHA, Valerie Hankamp, LCSW, CCM (Elmhurst Memorial Hospital) Moderator: Kate Curry (Morrisey)	Sheffield	4

4:00-5:00pm	Break-Out Session V			
	PCCB – Session 2 with FPPE	Karen Crotinger, MS, CPCS (University of Rochester Medical Center), Deborah Beierle, CPCS (Morrisey) Moderator: Vicki Searcy, CPMSM (Morrisey)	Addison	4
	MSOW Advanced Workshop	Robin Zych, Steve Miller, Annette Martyn (Morrisey)	Clark	4
	MSOW Ad Hoc Reporting With WEBI	Dennis Brown, CPMSM, CPCS (Texas Health Presbyterian Hospital - Allen) Moderator: Cathy Gardsmith, CPMSM (Morrisey)	Armitage	4
	Best Practices: Access Points Case Management	Lisa Kattelman, RN, BSN (Northeast Georgia Medical Center) Moderator: Jeff Joo (Morrisey)	Belmont	4
	Using Benchmarking Tools to Improve Performance	Sandy McFolling, MS, RN, ACM (Rush University Medical Center) Moderator: Dana Myers (Morrisey)	Sheffield	4

6:30-10:00pm	Morrisey Awards Banquet - Quest for Quality	Park Grill 11 North Michigan Ave Chicago, IL 60602		
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Friday 8/19/11

Time	Session/Event	Speakers/Leaders	Location	Floor
7:30-Noon	Meeting Registration	Morrisey Staff	Clark Foyer	4
7:30-8:30am	Breakfast		Halsted	4
7:30-Noon	Storage		Armitage	4

9:00-Noon	Credentialing Round-table Options: (4 x 40 min. rotations - a, b, c, d)			Ballroom	
	Moderator: Deborah, Morrisey Associates				
	Administrative Review Module (ARM) demonstration	Cathy GardSmith, CPMSM (Morrisey), Laura Dervinis, CPCS, CPMSM (Shands HealthCare)	T1 a-d	Ballroom	4
	Data Standardization and Data Clean-up	Ellen Chappe (Morrisey)	T2 a-d	Ballroom	4
	New MSOW NPDB Feature – Continuous Query	Eric Haugen, CPCS (Advocate Health Care), Scott Zoldan (Morrisey)	T3 a-d	Ballroom	4
	Basic Crystal Reports – Tips and Tricks	Robin Zych (Morrisey)	T4 a-b	Grace	4
	WEBI Reporting	Dennis Brown, CPMSM, CPCS (Texas Health Presbyterian Hospital - Allen), Marceli Palak (Morrisey)	T4 c-d	Grace	4
	Privilege Form Development – Classic e/Delineate	Peggy Feeney (Morrisey)	T5 a-b	Sheffield	4
	MSOnet Online Applications and Practitioner Home Page	Nicholas Stebenne, MCSE (New York Presbyterian Medical Center), Amy Kleist (Morrisey)	T5 c-d	Sheffield	4
	FAQs – MSO/Apogee	Leon Brooks (Morrisey)	T6 a-b	Ballroom	4
	FAQs – MSOW/Apogee	Kafai Sun (Morrisey)	T6 c-d	Ballroom	4
	MSOW/Apogee Practitioner Export	Steve Miller (Morrisey)	T7 a-b	Ballroom	4
	Time with Your Trainer – MSOW	Steve Miller (Morrisey)	T7 c-d	Ballroom	4
	Privilege Content and Criteria Builder (PCCB)	Vicki Searcy, CPMSM (Morrisey)	T8 a	Ballroom	4
	Focused Professional Practice Evaluation (FPPE)	Vicki Searcy, CPMSM (Morrisey)	T8 b	Ballroom	4
	Privilege Content and Criteria Builder (PCCB)	Vicki Searcy, CPMSM (Morrisey)	T8 c	Ballroom	4
	Focused Professional Practice Evaluation (FPPE)	Vicki Searcy, CPMSM (Morrisey)	T8 d	Ballroom	4
MSOW Optimized – Post Go-Live Training	Leslie Rowan (Norwegian American Hospital), Annette Martyn (Morrisey)	T9 a-b	Ballroom	4	
MSOW Optimized – Post Go-Live Training	Kim Mallo (Little Company of Mary Hospital), Annette Martyn (Morrisey)	T9 c-d	Ballroom	4	

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MCCM Sessions:				
8:30-10:15am	Break-Out Session I			
	MCCM Development Round Table	Rick Chappe, Jeanne Kragie, MM (Morrisey)	Belmont	4
10:30-11:45am	Break-Out Session II			
	Customer Reporting Round Table	Dana Beaver-Lewis, Dana Myers (Morrisey), and Customers	Belmont	4