17th National Morrisey User Group Meeting
"2012 Imperatives in the Quest for Quality"
August 15-17, 2012

Date/Time Mon 8/13/12	Pre-Conference MSOW Training Classes		
9:00am - 5:00pm	**Advanced Crystal Reports Training (@Morrisey Offices)** **Instructors:** Robin Zych (Morrisey)		**MSOW New Hire Training (@ NMH)** **Instructor:** Annette Martyn (Morrisey)

Date/Time Tue 8/14/12	Pre-Conference MSOW Training Classes		
9:00am - 5:00pm	**Advanced Crystal Reports Training (@Morrisey Offices)** **Instructors:** Robin Zych (Morrisey)		**MSOW New Hire Training (@ NMH)** **Instructor:** Annette Martyn (Morrisey)
2:00 - 4:00pm	**MSOW Certification Exam** **Proctor:** Carly Barrie (Morrisey)		

Day 1 — Wed 8/15/12

Date/Time	General - Credentialing - Leadership				MCCM Track	
	Session 1	Session 2	Session 3	General	Session 4	Session 5
7:00 - 8:00	**Discovery Centers** **MSO/MSOW:** Robin Zych/Ron Ross **MCCM:** Jeff Joo/Dana Myers/Ron Ross					
7:00 - 8:15	Breakfast					
8:30 - 10:00	**Keynote - "2012 Imperatives in the Quest for Quality"** Douglas Bechard, MD, FACP, CPE (Adventist Health System) Timothy Quigley, RN, MBA, NEA-BC (South Shore Hospital) **Moderator:** Jim Nutter (Morrisey)					
10:00-10:15	**Meeting Overview** Vicki Searcy, CPMSM (Morrisey)					
10:30 - 12:00	**The Joint Commission: Standards Update** **Presenter:** Laurel McCourt, M.D. (The Joint Commission) **Moderator:** Cathy Gardsmith, CPMSM (Morrisey) *(10:30am-12:30pm)*	**Implementation Overview - MSOW and Apogee** **Presenters:** Jessie Johnson, Neil Berry, Tricia Crabb (OHSU), Kelly Davis, PMP (Univ. of Colorado) **Moderators:** Ellen Chappe, Jennifer Green (Morrisey)	**Maximizing Apogee to Meet Your Needs** **Presenters:** Cheryl Cisneros, RN, BSN, CPCS, CPMSM (Advocate Health Care), Cheryl Withers, CPCS (Children's Memorial Hospital Faculty Practice Plan) **Moderator:** Steve Miller (Morrisey)		**MCCM New Release Update 1** **Presenters:** Jeanne Kragie and Rick Chappe (Morrisey)	
Noon - 1:30	**Discovery Centers** **MSO/MSOW:** Robin Zych **MCCM:** Kate Curry/Dana Beaver-Lewis					
	Lunch 1 - Lunch with the Morrisey Credentialing Help Desk	**Lunch 2 - Time with your MSOW/Apogee Trainer** Annette Martyn (Morrisey)		**Lunch 3 - Technical Luncheon** Mark Jossart, James Morris, and Todd Leschuck (Morrisey)	**Lunch 4 - MCCM Care Management Networking Luncheon** Glenn Bowman (Morrisey)	
1:30 - 2:30	**Accreditation Transformation – One System's Approach** **Presenters:** Joe Cappiello, BSN, MA (HFAP), Melissa Walters, CPMSM, CPCS (Kettering Medical Center) **Moderator:** Cathy Gardsmith, CPMSM (Morrisey)	**Making the Transition from Paper to Electronic Credentials Files: Planning and Execution** **Presenters:** Renee Dengler, RN, MS, CPMSM, CPCS (Advocate Health Care), Vicki Searcy, CPMSM (Morrisey)	**MSOW Development Update** **Presenters:** Rob Zoldan, Paul Glick and Robin Zych (Morrisey)		**MCCM New Release Update 2** **Presenters:** Jeanne Kragie and Rick Chappe (Morrisey)	
2:45 - 3:45	**Using the MARKETech e-Signature Solution with MSOW** **Presenters:** Jeff McCauley (MARKETech), Eric Haugen, CPCS (Advocate Health Care) and Jamie Rush, CPCS (Shands Healthcare) **Moderator:** Deborah Beierle, CPCS (Morrisey)	**Privileging in the Outpatient Environment** **Presenters:** Vicki Searcy, CPMSM, Wendy Crimp, BSN, MBA, CPHQ and Mark Smith, MD, MBA, FACS	**Crystal Reports or WEBI? Simple vs. Complex Reports** **Presenter:** Michael Carlson (Providence Alaska Medical Center) **Moderator:** Robin Zych (Morrisey)		**Best Practices: Case Management** **Presenter:** Greg Borden, RN, BS/EB (Sarasota Memorial Hospital) **Moderator:** Jeff Joo (Morrisey)	**WEBI for Ad Hoc Reporting** **Presenters:** Kevin Crafton, Dana Beaver-Lewis (Morrisey)
4:00 - 5:00	**MSOW Beginner Workshop** **Presenter:** Annette Martyn (Morrisey)	**WEBI for Ad Hoc Reporting** **Presenter:** Cheryl Withers, CPCS (Children's Memorial Hospital Faculty Practice Plan), Michael Carlson (Providence Alaska Medical Center) **Moderator:** Jennifer Green (Morrisey)	**Using the Administrative Review Module (ARM) in a Single Facility Environment** **Presenter:** Bob DeMayo (Boston Medical Center) **Moderator:** Cathy Gardsmith, CPMSM (Morrisey)		**Best Practices: Pediatric Continuum of Care Management** **Presenters:** Louise Golden & Kris Peterson (Cook Children's) **Moderator:** Kate Curry (Morrisey)	**Best Practices: Pre-Certification Review** **Presenter:** Emily Skinner (University of MI Health Systems) **Moderator:** Jeff Joo (Morrisey)

Day 2 — Thu 8/16/12

Date/Time	Session 1	Session 2	Session 3	General	Session 4	Session 5
7:00 - 8:30	Breakfast					
7:30 - 8:00	**Breakfast with the CEO** **Presenter:** Jerry Zoldan (Morrisey)					
8:15-9:00	**Keynote: Key Regulatory Update (PSO/ACO)** **Presenter:** Michael Callahan (Katten, Muchin, Rosenman) **Moderator:** Vicki Searcy, CPMSM (Morrisey)					
9:15-10:30	**MSOW Application Administration, Tips & Tricks** **Presenter:** Nick Stebenne (New York Presbyterian Hospital) **Moderator:** Jennifer Green (Morrisey)	**Taking MSOW Outside the Medical Staff Office** **Presenter:** Kim Packney, CPCS, CPMSM (Providence Alaska Medical Center) **Moderator:** Deborah Beierle, CPCS (Morrisey)	**Physician Round Table** **Facilitator:** Douglas Bechard, MD, FACP, CPE (Adventist Health System)	**Using MCCM for Quality & Peer Review: Rates, Rules and Reviews** **Presenter:** Paula Harper, RN, BSN, MSMOB, NHA (Elmhurst Memorial Hospital) **Moderator:** Dana Beaver-Lewis (Morrisey)	**Best Practices: Continuum of Care** **Presenters:** John Kandris and Mimi Rhoda (IU Health) **Moderator:** Jeff Joo (Morrisey)	

Time						
10:45 - Noon	**Data Standardization: What, Why and How** Presenters: Jan Brown, RN, MN (UPMC), Ellen Chappe and Amy Kleist (Morrisey)	**MSOW Advanced Workshop** Presenters: Annette Martyn, Robin Zych (Morrisey)	**Onboarding: Improved Alignment of Physician Recruitment, Credentialing and Enrollment** Presenter: Wendy Crimp, BSN, MBA, CPHQ Moderator: Vicki Searcy (Morrisey)		**Best Practices: Using MCCM for Internal and External Communications** Presenter: Allison Conlon (South Shore Hospital) Moderator: Dana Myers (Morrisey)	**Best Practices: Audits, Denials, Appeals** Presenter: Kim Brownfield, RN, BSN (Genesis HealthCare System) Moderator: Kate Curry (Morrisey)
Noon - 1:00	**Discovery Centers** **MSO/MSOW:** Annette Martyn **MCCM:** Dana Beaver-Lewis/Dana Myers					
	Lunch 1 - Data Standardization Questions and Answers with Morrisey Data Conversion Team	**Lunch 2 - Time with your MSOW/Apogee Trainer** Robin Zych (Morrisey)	**Lunch 3 - Physician Round Table Lunch**		**Lunch 4 - Lunch with MCCM Technical Team - Introducing MCCM on the iPad!** Cristian Popa (Morrisey)	
1:15 - 2:30	**MSONet Customer Story and Live Demonstration** Presenter: Nick Stebenne (New York Presbyterian Hospital) Moderator: Jennifer Green (Morrisey)	**MSOW Enhancement Suggestions** Presenters: Rob Zoldan, Terry Griffith and Steve Larsen (Morrisey)		**Morrisey Performance Reporting** Presenters: Vicki Searcy, CPMSM, Mark Smith, MD, MBA, FACS, Paul Glick (Morrisey)	**Best Practices: Clinical Documentation Improvement** Presenter: Alicia Mitchell (Norton Healthcare) Moderator: Jeff Joo (Morrisey)	**MCCM Application Administration, Tips & Tricks** Presenters: Jerry Gray, RN (Morrisey) and Dawn Cushing (Massachusetts General Hospital)
2:45 - 3:45	**Using PCCB in a Single Facility Environment** Presenters: Sandy Martin and Karen Baker, CPMSM (Cook Children's Health Care System) Moderator: Wendy Crimp, BSN, MBA, CPHQ	**Using the Administrative Review Module (ARM) in a Managed Care, Multi-Facility Environment** Presenters: Monica Muralles, CPCS, Renee Dengler, RN, MS, CPMSM, CPCS, Cheryl Cisneros, RN, BSN, CPCS, CPMSM, Ray Sanchez, CBCS (Advocate Health Care) Moderator: Steve Miller (Morrisey)	**New Product Showcase: Peer Review Manager** Presenters: Vicki Searcy, CPMSM and Mark Smith, MD, MBA, FACS (Morrisey)		**Managing Payor Contacts using Clinical Information Packets** Presenter: Sherri Stephan (Norton Healthcare) Moderator: Glenn Bowman (Morrisey)	**Leveraging MCCM for Discharge Planning and Readmission Analysis** Presenter: Greg Borden, RN, BS/EB (Sarasota Memorial Hospital) Moderator: Kate Curry (Morrisey)
4:00 - 5:00	**Using PCCB with the FPPE Conditions Manager** Presenter: Karen Crotinger, MS, CPMSM, CPCS (University of Rochester Medical Center) Moderator: Wendy Crimp, BSN, MBA, CPHQ	**NPDB Continuous Query Service and MSOW** Presenters: Eric Haugen, CPCS (Advocate Health Care) and Scott Zoldan (Morrisey)		**Patient Safety Organizations (PSO) – Definition, Overview and Benefits** Presenter: Catherine Pusey, RN, MBA (ECRI Institute) Moderator: Kate Curry (Morrisey)	**Putting "Care" into Care Transitions** Presenter: Dana Myers (Morrisey)	**ACMA Benchmarking with CompareAD, DM & RA** Presenter: Sandy McFolling, MS, RN, ACM (Rush University Medical Center) Moderator: Mark Stowes (Morrisey)
6:30 - 10:00	**Banquet - TBD**					

Day 3	Fri 8/17/12			
7:30-8:45	**Breakfast**			
9:00 - 12:00	**Cred - Round Tables (See Below)**		**MCCM - Round Tables**	
	Rotation A - 9:00-9:40am	8:30 - 10:15am	**MCCM Enhancements Round Table** Presenters: Jeanne Kragie, Rick Chappe and Tom Hawkins (Morrisey)	
	Rotation B - 9:45-10:25am			
	Rotation C - 10:30-11:10am			
	Rotation D - 11:15-11:50am	10:30 - 11:45am	**MCCM Reporting Round Table** Presenter: Dana Beaver-Lewis, Kevin Crafton, Dana Myers (Morrisey)	

Credentialing Round Tables:

Table 1 (Rotations A-B)	**Morrisey Credentialing Help Desk Q&A** Presenters: Dan Bedno and Eric Burpee (Morrisey)
Table 2 (Rotations C-D)	**Using the MSOW/Apogee Customer Website - Enhancement Log, Help Desk Tickets** Presenters: Dan Bedno and Andrew Bedno (Morrisey)
Table 3 (Rotations A-D)	**Data Clean-Up & Standardization** Presenter: Ellen Chappe (Morrisey)
Table 4 (Rotations A-B)	**Apogee Users Round Table** Moderators: Amy Meyer, Jenny McIntyre (Cedar Rapids PHO) and Jennifer Green (Morrisey)
Table 5 (Rotations A-D)	**Using the MSOnet and AutoApps Toolkit** Presenter: Peggy Feeney (Morrisey)
Table 6 (Rotations A-D)	**Privilege Content and Criteria Builder (PCCB)** Presenter: Vicki Searcy, CPMSM (Morrisey)