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# M·O·R·R·I·S·E·Y®

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## 17<sup>th</sup> Annual Morrissey National User Group Meeting

*“2012 Imperatives in the Quest  
for Quality”*

**August 15 – August 17, 2012**

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### **The Drake Hotel**

140 East Walton Place  
Chicago, Illinois 60611-1501  
Tel: 1-312-787-2200540  
Reservations: (312) 626-2959

Online Hotel Reservations:

[http://www.hilton.com/en/hi/groups/personalized/C/CHIDHHH-MOR-20120814/index.ihtml?WT.mc\\_id=POG#reservation](http://www.hilton.com/en/hi/groups/personalized/C/CHIDHHH-MOR-20120814/index.ihtml?WT.mc_id=POG#reservation)

# 2012 Morrissey User Group Planning Committees

## Credentialing Customers

Debra Carter, MS, CPMSM, CPCS | Synernet CVO  
Cheryl Cisneros, RN, BSN, CPCS, CPMSM | Advocate Health Care CVO  
Tommie Cooper, CPMSM | Texas Health Resources  
Michael Carlson | Providence Alaska Medical Center  
Karen Crottinger, CPCS | University of Rochester Medical Center  
Kelly Davis, PMP | University of Colorado Hospital  
Laura Dervinis, CPCS, CPMSM | Shands HealthCare  
Renee Dengler, RN, MS, CPMSM, CPCS | Advocate Health Care  
Karen Hultberg | New York Hospital Queens  
Jessie Johnson | Oregon Health and Science University  
Amy Katz | AtlantiCare  
Jim Reeder, MS, CPCS | Children's Memorial Hospital Faculty Practice Plan  
Nick Stebenne | New York Presbyterian Medical Center  
Janice Stephens, CPMSM, CPCS | Florida Hospitals  
Beth Thornton | Adventist Health System  
Melissa Walters, MHA, CPMSM, CPCS, MSOW-C | Kettering Medical Center  
Barbara Wheat, CPMSM | Mercy General Hospital

## MCCM Customers

Erum Ahmed, MPH | BayCare Health System  
Darren Anderson, MSN, RN, ACM | Vidant Health  
Terri Askew, RN, BSN | Vidant Health  
Greg Borden, RN BS/EB | Sarasota Memorial Hospital  
Kapinga Brown, MBA/HCM, BSN, BA | St. Rose Hospital  
Kim Brownfield, RN, BSN | Genesis Healthcare System  
Allison Conlon, RN, MSN, ACM | South Shore Hospital  
Clare Cruz, RN, MSN | Trinitas Regional Medical Center  
Paula Harper, RN, BSN, MSMOB, NHA | Elmhurst Memorial Hospital  
Kris Peterson, RN, BSN, CCM | Cook Children's Medical Center

## Leadership/Guest Speakers

Douglas L. Bechard, M.D., FACP, CPE | Adventist Health System  
Michael Callahan, Partner | Katten Muchin Rosenman LLP  
Joseph L. Cappiello, MA, BSN | Healthcare Facilities Accreditation Program (HFAP)  
Wendy Crimp, BSN, MBA, CPHQ | Crimp Resource Group  
Laurel McCourt, MD | The Joint Commission

Sandy McFolling, MS, RN, ACM | Rush University Medical Center  
Tim Quigley, R.N., MBA, NEA-BC | South Shore Hospital

## Morrissey Executives

Gerald Zoldan, Chairman and CEO  
James Nutter, President  
Paul Glick, VP Design  
Richard Chappe, VP Development  
Robert Zoldan, VP Development  
Vicki Searcy, CPMSM, VP Consulting Services

## Morrissey Planning Teams

### General

Christy Baranowski, CPA, Controller  
Andrea Schmitz, Marketing Manager  
Vicki Searcy, CPMSM, VP Consulting Services  
Mark Smith, MD, MBA, FACS, Consulting  
Mark Stowes, MBA, Marketing Director  
Jeff Winn, Administrative Assistant

## MCCM Planning Team

Dana Beaver-Lewis, Clinical Product Consultant  
Kevin Crafton, Application Specialist  
Kate Curry, Sales Director  
Jerry Gray, Application Specialist  
Jeffrey Joo, Sales Director  
Jeanne Kragie, Manager Customer Relations  
Dana Myers, Clinical Product Consultant  
Cristian Popa, Support Manager, Clinical Systems  
Ron Ross, National Account Executive  
Mandy Sands, Project Manager

## Credentialing Planning Team

Dan Bedno, Senior Help Desk  
Deborah Beierle, CPCS, Sales Director  
Ellen Chappe, Manager, Data Conversions  
Richard Eskin, Project Manager  
Cathy Gardsmith, CPMSM, Sales Director  
Jennifer Green, Project Manager  
Terry Griffith, Implementation Manager  
Amy Kleist, Consulting  
Steve Larsen, Manager, Credentialing Support  
Annette Martyn, Application Specialist  
Steve Miller, Project Manager  
Ron Ross, National Account Executive  
Vicki Searcy, CPMSM, VP Consulting Services  
Robin Zych, Application Specialist

# Morrissey 17<sup>th</sup> National User Group Meeting

## Keynote Speakers Profiles



**Douglas L. Bechard, M.D., FACP, CPE**

Vice President, office of Clinical Effectiveness  
Chief Quality & Patient Safety Officer  
Adventist Health System  
Winter Park, FL

Dr. Doug Bechard is vice president of clinical effectiveness and chief quality and patient safety officer for Adventist Health System. He is responsible for CPOE content development, the Corporate Technology Assessment committee, corporate infection control initiatives, and corporate medical staff office coordination. He has previously held many senior clinical leadership roles including senior vice president of clinical effectiveness and chief medical officer for Meridian Health, vice president of clinical effectiveness for Jersey Shore University Medical Center, chief medical officer for the Mountain States Health alliance, president/CEO for the Galen Medical Group, and an associate professor of medicine for the University of Tennessee College of Medicine.



**Tim Quigley, R.N., MBA, NEA-BC**

Chief Nursing Officer, Vice President of Nursing  
South Shore Hospital  
South Weymouth, MA

Tim has been a Chief Nursing Officer in two different organizations for the past 15 years. He is recognized as a creative and innovative team player who thinks "out of the box", and works with front-end users to design systems that "stick", and that produce consistently superior results. While VP of Patient Care Services at the 300-bed Spaulding Rehabilitation Hospital (part of the Partners Healthcare System), he was part of a team that improved its ranking to #4 in the US News and World Report. Currently at the (now) 378 bed South Shore Hospital, which is a Level 2 Trauma Center, an 88,000 annual visit Emergency Department, and a Level 3 Maternity Service with 4,000 births, he is a key member of a team that has stimulated and managed tremendous volume and complexity growth over the past 8 years. This growth has transformed South Shore Hospital from a community hospital to a regional medical center, and Case Management has consistently played a key and positive role in this successful transition. Tim is well known for his passion for informatics, his insistence on using data and technology to redesign workflows, make fully informed decisions, and for reducing the variation inherent in many processes, so that one can achieve highly consistent and top of class outcomes.

## Guest Speaker Profiles



### **Michael Callahan**

Partner, Katten Muchin Rosenman LLP  
Chicago, IL

Mr. Callahan has been a practicing health care attorney for 30 years, assisting hospital and health system clients on a variety of health care legal issues including health care antitrust, HIPAA and regulatory compliance, accreditation matters and general corporate, medical staff credentialing, hospital/medical staff relations, and mergers and acquisitions. Mr. Callahan is recognized for his experience and knowledge of the health care industry. He is a frequent speaker all around the country on topics including medical staff matters, integrated delivery systems, hospital/physician joint ventures, physician recruitment and retention, Joint Commission and HFAP accreditation, Medicare fraud and abuse, HIPAA and Patient Safety Organizations.



### **Joseph L. Cappiello, MA, BSN**

Chief Operating Officer  
Healthcare Facilities Accreditation Program  
Chicago, IL

Joseph L. Cappiello is the Chief Operating Officer of the Healthcare Facilities Accreditation Program (HFAP), a division of the American Osteopathic Association, in Chicago, Illinois. He assumed this position in October of 2011. HFAP is the oldest hospital accreditation organization in the United States, having been founded in 1945. It is also the first organization “deemed” to meet the Centers for Medicare and Medicaid Services (CMS) Conditions of Participation and has done so since the inception of Medicare in 1965.



### **Wendy Crimp, BSN, MBA, CPHQ**

Crimp Resource Group  
Laguna Beach, CA

Ms. Crimp has more than 25 years of experience in the health care. She specializes in operations redesign, use of technology and quality management in health care organizations. She has held executive and middle management positions and has proven consulting expertise in credentialing, privileging, peer review and quality improvement. Her extensive operational and project management experience provides an excellent framework for understanding organizational requirements needed to achieve successful management outcomes.



### **Laurel McCourt, M.D.**

Surveyor  
The Joint Commission

As a surveyor at The Joint Commission, Dr. McCourt is trained under the Comprehensive Accreditation Manual for Hospitals and the Accreditation Manual for Office Based Surgery. She has been a surveyor since 2004.

Dr. McCourt is an honorary member of the Medina General Hospital Medical Staff in Medina, Ohio, where she served as the Physician Quality Liaison from April 2007 to January 2009. For 14 years preceding this, Dr. McCourt served as the Medical Director of Brunswick Medical Care Center, a satellite facility of Medina General Hospital.



**Sandy McFolling, MS, RN, ACM,**  
Director of Case Management  
Rush University Medical Center  
Chicago, IL

Ms. McFolling is the Director of Case Management at Rush University Medical Center. In this role she is responsible for case management, clinical preadmission, concurrent payer certification, clinical documentation management, discharge planning, social work, and denial management services. She has over 20 years of healthcare administration and case management experience, and earned a Master of Science Degree at the University of Illinois. She is also the past President of the Illinois Chapter of the American Case Management Association (ACMA) and ACMA National Board Member during 2007-2009. Ms. McFolling has numerous publications and presentations related to denial management, case management models, continuity of care planning and outcome management.



**Mark A. Smith, MD, MBA, FACS**  
Consultant  
Morrisey Associates  
Chicago, IL

Dr. Smith brings 25 years of clinical practice and hospital management experiences to his work with physicians and hospitals across the United States. He is a board-certified surgeon. He practiced as a vascular and general surgeon in Palm Springs, California, and currently works part time as a faculty member in the Vascular Surgery Section at the University of California Irvine Medical Center. Dr. Smith's previous positions included president, chief of surgery, chairman of peer review committee, and medical director of cardiac surgery at Desert Regional Medical Center.



**Vicki Searcy, CPMSM**  
Vice President, Consulting Services  
Morrisey Associates  
Chicago, IL

Ms. Searcy is a nationally recognized credentialing, privileging, accreditation and medical staff quality consultant. In leading Morrisey's Consulting Division, she helps healthcare organizations meet national regulatory requirements, understand their current environments, analyze critical processes, map them against best practices and develop comprehensive plans for realizing measurable results.

Ms. Searcy has more than 25 years' experience working with hospitals, healthcare systems, health plans, medical groups and credentialing verification organizations.

# Morrisey 17<sup>th</sup> National User Group Meeting

## Register Online:

<http://events.constantcontact.com/register/event?llr=v6cmpubab&oeidk=a07e5uuykzs268f9d75>

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### Full Meeting (8/15-17) Registration Fees:

Early Bird Registration: <i>(Before July 20, 2012)</i>	\$550
Standard Registration: <i>(After July 20, 2012)</i>	\$650

**One-Day Registration:** \$400

### Pre-Conference Training (8/13-14):

<i>MSOW Advanced Crystal Reports</i>	\$750
<i>MSOW New Hire Training</i>	\$750

**MSOW Certification Exam (8/14)** \$75

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### Registration Payment:

Please make check **payable to Morrisey Associates, Inc.** and mail with a copy of your registration confirmation email to:

**Jeff Winn**  
**Morrisey Associates, Inc.**  
**222 South Riverside Plaza, Suite 1850**  
**Chicago, IL 60606**

**(Please verify with your Accounts Payable Dept. that payment will be mailed to this address.)**

**NOTE: All payments are final and no refunds or transferring of registrations will be provided due to cancellation.**

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