
M · O · R · R · I · S · E · Y[®]

A HealthStream[®] Company

2017 Morrisey Technology and Educational Conference

August 9-11, 2017 | The Hyatt Regency Chicago

Registration Information

Register online [here](#).

Hotel Accomodations

Group Rate: \$219/night (single/double)

- Rate will remain until block is full or **July 7**, whichever comes first
 - [Book online](#) or by phone, (888) 421-1442 and mention the **Morrissey Conference**
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Full Meeting (Aug 9-11, 2017)

Early Bird Registration - \$600

(Registration and payment must be received before July 15, 2017)

Standard Registration - \$700

(Registrations received after July 15, 2017, payment must be received by August 2, 2017)

One-Day Registration - \$450

(Payment must be received by August 2, 2017)

Pre-Conference

(Aug 7-8, 2017)

MSOW Advanced Crystal Reports Class- \$750

MSOW Practitioner Portal Template Building

Workshop - \$750

(Aug 8, 2017)

MSOW Certification Exam - \$75

Registration Payment Options

- **Credit Card** (via [online registration](#))
- **Check**

Please make check payable to **Morrissey, A HealthStream Company** and mail it with a copy of your registration confirmation email to:

Morrissey, A HealthStream Company
attn: Andrea Schmitz, Marketing Manager
222 South Riverside Plaza
Suite 1850
Chicago, IL 60606

NOTE:

All registrations and payments are final. No refunds or transfers will be provided.

2017 Morrisey Technology and Educational Conference

B Breakout Session **K** Keynote **P** Pre-Conference

AUGUST 7 • MONDAY

9:00am – 4:00pm

P Optional Pre-Conference Add-on: MSOW Advanced Crystal Reports Class

Speakers: Robin Zych, MPopH-C, MHS, Morrisey Training Room (222 S. Riverside Plaza, Suite 1850 Chicago, IL 60606)
CPCS, MSOW-C

Experienced Crystal Reports users benefit from this advanced class. Practice complex exercises using real MSOW credentialing software data, and develop sophisticated skills for managing your organization's reports. A prerequisite to this class is attendance in the **MSOW Beginner Crystal Reports: MSOW/Apogee Reporting Class** or at least one year of Crystal Reports experience.

Topics will include:

- Writing advanced formulas
- Summarizing and counting
- Defining and sharing variables
- Creating cross-tab reports
- Building sub reports
- Using SQL expressions
- Formatting for Excel output
- Charting data
- Optimizing reports

\$750/person

9:00am – 4:00pm

P Optional Pre-Conference Add-on: MSOW Practitioner Portal Template Building Workshop

Northwestern Memorial Hospital - Training Room 996 (Northwestern Memorial Hospital - 541 N. Fairbanks Ct, Room 996 Chicago, IL 60611)

Speakers: Peggy Feeney, Jamey Lickteig

This two-day workshop will walk you through the basics of building an MSOW Practitioner Portal Template for use in collecting practitioner/allied health data at appointment and reappointment time.

Key learning objectives:

- Learn how to review pre-loaded template samples
- Learn how to create a customized template based on a pre-loaded template sample
- Learn how to test templates
- Learn how to set up additional portal features (e-signatures, image requests, etc.)

\$750/person

AUGUST 8 • TUESDAY

9:00am – 4:00pm

P Optional Pre-Conference Add-on: MSOW Advanced Crystal Reports Class

Speakers: Robin Zych, MPopH-C, MHS, Morrisey Training Room (222 S. Riverside Plaza, Suite 1850 Chicago, IL 60606)
CPCS, MSOW-C

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- Learn how to test templates
- Learn how to set up additional portal features (e-signatures, image requests, etc.)

\$750/person

2:00pm – 4:00pm

P Optional Pre-Conference Add-on: MSOW Certification Exam

Soldier Field (Concourse Level)

Speakers: Vanessa Valdovinos

The MSOW certification exam is structured such that the test taker will only be required to answer questions corresponding to the modules their organization has licensed. The final score will be tallied based only on sections that apply to the test taker.

Exam is multiple choice, 100 questions.

\$75/person.

6:00pm – 7:00pm

Early Check-in

Crystal Foyer (Lobby Level)

Moderators: Annette Martyn, Ralph Owens, PMP, Andrea Schmitz

Avoid the Wednesday morning rush - come check-in to the conference early! Pick up your name badge and conference materials in the Crystal Foyer (West Tower, street level).

2017 Morrisey Technology and Educational Conference

B Breakout Session **K** Keynote **P** Pre-Conference

AUGUST 9 • WEDNESDAY

8:00am – 9:00am	Conference Check-in and Breakfast <i>Moderators: Andrea Schmitz</i> If you didn't check in during our early check-in Tuesday evening, please stop by to pick up your name badge and conference materials before grabbing breakfast and heading in to the Crystal Ballroom for the conference welcome and keynote presentation.	Crystal Ballroom (Lobby Level)
8:00am – 9:00am	The Morr Learning Zone <i>Staff: Valorie Hoflack, MSOW-C, Vanessa Valdovinos, Andrea Vasata</i> Have a burning question about MSOW? Take a moment and swing by the Morr Training Zone where our Morrisey Application Specialists will be stationed each morning of the conference. They will be happy to show you a tip or trick that could improve your day-to-day work in the software.	Crystal Foyer (Lobby Level)
9:00am – 10:15am	K Conference Welcome and Keynote Presentation <i>Speakers: Michael Sousa</i> Morrisey President, Michael Sousa, will provide a keynote presentation to attendees.	Crystal Ballroom (Lobby Level)
10:15am – 10:30am	Break	BREAK
10:30am – 12:00pm	B Implementation and Data Conversion Through the Looking Glass: an Analysis of One Customer's Experiences <i>Moderators: Jacob Zych, PMP</i> <i>Speakers: Brenda Schwechel, RN, BSN, Susan Weber, CPCS</i> We will address the following points during this session, <ul style="list-style-type: none">• How to prepare your data for the conversion.• How to prepare your staff for implementation.• Morrisey's preparation for an implementation, standard procedures.• What support staff is needed for conversion and implementation.• We implemented – now what?• Morrisey's transition to support, an overview.• How to keep your data accurate after conversion.• If we knew then what we know now....	Water Tower
10:30am – 12:00pm	B Live Demonstration of Key Features of MSOW version 3.0+ <i>Moderators: Valorie Hoflack, MSOW-C</i> <i>Speakers: Robin Zych, MPopH-C, MHS, CPCS, MSOW-C</i> Need to brush up on all the new features in MSOW versions 3.0+? Add this session to get a good overview and demonstration of all the key features.	Crystal Ballroom (Lobby Level)
10:30am – 12:00pm	B Panel Discussion: Implementing MSOW Administrative Review in MSOW version 3.0+ <i>Speakers: Lynn Kander, CPCS, CPMSM, MSOW-C, Amy Kleist, Meghan Kurtz, MS, Renee Zimmerman, RN, MSN, MBA, CPMSM, CPCS</i> During this session a panel of MSOW health system users will discuss the details of implementing MSOW Administrative Review in a health system environment. They will also discuss the considerations of the new features of MSOW Administrative Review in MSOW version 3.0+. Also on the panel will be Morrisey Client Success Director, Amy Kleist and Senior Client Success Manager, Meghan Kurtz.	Comiskey
12:00pm – 1:00pm	(By Invitation-Only) Morrisey Strategic Accounts Meeting <i>Staff: Vicki Searcy, Mark Westbrook, PMP</i>	Comiskey
12:00pm – 1:00pm	Lunch - General Seating	Crystal Ballroom (Lobby Level)
12:00pm – 1:00pm	Optional Networking Lunch: MSOW Help Desk Meet & Greet	Water Tower

Staff: Steve Larsen

Meet and Greet with Morrisey's Help Desk analysts. Put a face with the name you speak to and get to know the team.

Space is limited.

12:00pm – 1:00pm	Optional Networking Lunch: Time with your Trainer	Gold Coast
	<i>Speakers: Valorie Hoflack, MSOW-C, Vanessa Valdovinos, Andrea Vasata</i>	
	Morrisey's knowledgeable MSOW application specialists will be available to take questions you may have about MSOW, new features or "how to" needs. This session is an optional networking lunch session, so you will need to grab your lunch in the Crystal Foyer, then head to the assigned room for this networking lunch.	
	Space is limited.	

1:00pm – 2:30pm	B High Risk Behaviors in Privileging	Water Tower
	<i>Speakers: Wendy Crimp, BSN, MBA, CPHQ, Jackie Jones, CPMSM</i>	
	A well designed privileging program/process results in consistent outcomes that meet organizational expectations. This session explores privileging risk that results from poor program design that permits high variation in conduct of the program. The session will review pitfalls and best practices in application management through evaluation and decision making. Particular attention will be given to organizational behaviors that place both the organization and the patient at risk.	

1:00pm – 2:30pm	B Morrisey Development Update	Crystal Ballroom (Lobby Level)
	<i>Moderators: Jennifer Green</i>	
	<i>Speakers: Brandi Zevenbergen, MS, CPMSM, CPCS, MSOW-C, Scott Zoldan</i>	
	Development team will highlight new features in MSOW and discuss upcoming exciting new enhancements. Many of the MSOW developers will be on hand to answer questions.	
	Note: No handouts will be available for this session.	

1:00pm – 2:30pm	B Redefining Roles and Responsibilities in Credentialing Departments	Comiskey
	<i>Moderators: Annette Martyn</i>	
	<i>Speakers: Renee Aird Dengler, RN, MS, CPMSM, CPCS, FMSP, Meghan Kurtz, MS</i>	
	Given the constant change in health care these days, it is important to take time to consider the roles and responsibilities of your organization's credentialing/payer enrollment and onboarding team. Has new technology, new department activities/duties, new facilities/added practitioner load affected how efficiently your organization operates? It might be time to think about redefining the roles and responsibilities of your team members to better align with your organization's workload and goals. Gain some insider knowledge from our client experience and consulting team based on the work they do helping organization's face this task day in and day out. Bring home some actionable knowledge!	

2:30pm – 2:45pm	Break	BREAK
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2:45pm – 3:45pm	B Bridge Between Privileging, Performance Measurement, Competency Assessment	Water Tower
	<i>Moderators: Jackie Jones, CPMSM</i>	
	<i>Speakers: Vicki Searcy, Mark Smith, MD, MBA, FACS</i>	
	The key to effective competency assessment is the ability to link, in a meaningful manner, performance measures to privileges that have been granted to practitioners. This session will explore the rationale for this approach and provide examples of performance measures that link to specific specialties/privileges. In addition, there will be a discussion of the use and abuse of assigning number criteria to privileges and/or groups of privileges. Finally, this presentation will look at the need for clear communication and division of roles and responsibilities between the Medical Staff Services Department and the Quality Department, and between the Credentialing Committee and the Peer Review Committee.	

2:45pm – 3:45pm	B Business Intelligence Analyst Workshop: Workflow Process Reporting	Crystal Ballroom (Lobby Level)
	<i>Moderators: Robin Zych, MPopH-C, MHS, CPCS, MSOW-C</i>	
	<i>Speakers: Spiro Georgi</i>	

Learning objectives:

- Workflow process/job/task completion # days
- Difference in # days between different jobs/tasks
- Average # days of completion for jobs/tasks
- Time for any ideas users attending the sessions may have

2:45pm – 3:45pm	B The Good, the Bad and the Ugly: Lessons Learned from Merging 2 MSOW Databases	Comiskey
	<i>Moderators: Jennifer Green</i>	
	<i>Speakers: Kristine Collins, Steve Larsen, Dara Phachantry, Eric Zimmermann</i>	
	Do you know how you only really purge and get organized when you move? It's the same with your database. When two health systems merged there were two separate MSOW databases. Eighteen months later there is a new, single database. In this session we'll share with you the lessons learned in integrating systems from both a technology and business perspective – the good, the bad and the ugly!	
3:45pm – 4:00pm	Break	BREAK
4:00pm – 5:00pm	B Morrisey Performance Analytics Update	Water Tower
	<i>Moderators: Brandi Zevenbergen, MS, CPMSM, CPCS, MSOW-C, Scott Zoldan</i>	
	<i>Speakers: Mark Smith, MD, MBA, FACS</i>	
	<i>Staff: Cathy Gardsmith, CPMSM</i>	
4:00pm – 5:00pm	B NCQA Certification: Don't Apply Until You Comply	Comiskey
	<i>Moderators: Ralph Owens, PMP</i>	
	<i>Speakers: Renee Aird Dengler, RN, MS, CPMSM, CPCS, FMSP</i>	
	Preparing for a survey is more than filling out the application and paying the fee. It includes really knowing what the standards require, policies, procedures, processes, establishment of a working committee(s), etc. For a successful survey, make sure you have a solid foundation before sending in the application.	
4:00pm – 5:00pm	B Transitioning to the Practitioner Portal - MSOW version 3.0+	Crystal Ballroom (Lobby Level)
	<i>Moderators: Jamey Lickteig</i>	
	<i>Speakers: John Coffee</i>	
	Learning objectives:	
	<ul style="list-style-type: none">• Help to users who haven't started the process (especially those who are using paper applications now) to know what is needed to navigate the process as painlessly as possible• Understand the relationship between MSOnet forms and Portal templates• Potential pitfalls – lessons we've learned thus far• There's light at the end of the tunnel!	

2017 Morrisey Technology and Educational Conference

B Breakout Session **K** Keynote **P** Pre-Conference

AUGUST 10 • THURSDAY

7:15am – 8:15am	Breakfast Breakfast will be served in the Crystal Foyer, please take your meal into the Crystal Ballroom for the keynote presentation.	Crystal Ballroom (Lobby Level)
7:15am – 8:15am	The Morr Learning Zone <i>Staff: Valorie Hoflack, MSOW-C, Vanessa Valdovinos, Andrea Vasata</i> Have a burning question about MSOW? Take a moment and swing by the Morr Training Zone where our Morrisey Application Specialists will be stationed each morning of the conference. They will be happy to show you a tip or trick that could improve your day-to-day work in the software.	Crystal Foyer (Lobby Level)
8:00am – 8:15am	Innovative Solution Award Announcement <i>Staff: Cathy Gardsmith, CPMSM</i>	Crystal Ballroom (Lobby Level)
8:15am – 9:15am	K Keynote - The 2017 Annual Report on Medical Staff Credentialing <i>Speakers: Vicki Searcy, Michael Sousa</i> Our president, Michael Sousa, along with Vicki Searcy, our vice president, client services and consulting will present highlights and insights from HealthStream's 2017 Annual Report on Medical Staff Credentialing.	Crystal Ballroom (Lobby Level)
9:15am – 9:30am	Break	BREAK
9:30am – 10:45am	B Integrating Payer Enrollment and Credentialing <i>Moderators: Annette Martyn</i> <i>Speakers: Cheryl Cisneros, RN, BSN, CPCS, CPMSM, Renee Aird Dengler, RN, MS, CPMSM, CPCS, FMSP, Julie Harrelson, CPMSM, CPCS, MSOW-C, Monica Muralles, CPCS</i> More and more, health care organizations are beginning to see a blur in the line between traditional credentialing and payer enrollment. Due to process efficiencies, elimination of duplicative work and even budget constraints - many credentialing and payer enrollment departments are starting to see the need to integrate. Accomplishing this can be a tall task, but with the right considerations and planning it is do-able achievement. Learn from those who have been there on what to consider and best practices for overcoming this integration.	Comiskey
9:30am – 10:45am	B Overview of New MSOW Development and Enhancement Approach <i>Moderators: Jacob Zych, PMP</i> <i>Speakers: Brandi Zevenbergen, MS, CPMSM, CPCS, MSOW-C, Scott Zoldan</i> During this session leaders of the Morrisey Development and Product teams will provide insight on new methodology and approach being implemented to optimize development efforts. They will discuss how this new approach will affect areas like patches, enhancements, and releases.	Crystal Ballroom (Lobby Level)
10:45am – 11:00am	Break	BREAK
11:00am – 12:00pm	B Business Intelligence Analyst Workshop: Best Practices for Creating Crystal Reports for Use as Spreadsheets <i>Moderators: Robin Zych, MPopH-C, MHS, CPCS, MSOW-C</i> <i>Speakers: Spiro Georgi</i> This interactive session will focus on reporting methods to enable Crystal Reports to display the same type of record in separate columns for use as a spreadsheet formatted reporting output. One example of a use case for this methodology would be the Practitioner Credentials data: Medical Education vs Internship vs Residency, etc.	Comiskey
11:00am – 12:00pm	B How to Aggregate and Manage Team Performance <i>Speakers: Wendy Crimp, BSN, MBA, CPHQ, Mark Smith, MD, MBA, FACS</i> This presentation will focus on the real life disconnect in healthcare performance of individual and team. While most healthcare today is delivered by teams of professionals, the system identifies either individual performance	Water Tower

or overall population health level outcomes. This talk will look to develop a framework of what defines a healthcare team, what attributes it has and how to start to approach creating performance measurements. Finally, we will look at the challenges that team performance presents to present day quality/peer review and credentialing activities and potential changes that may be required of those systems.

11:00am – 12:00pm	B Panel Discussion: Practitioner Portal Implementation	Crystal Ballroom (Lobby Level)
	<i>Moderators: Jamey Lickteig</i>	
	<i>Speakers: Jan Brown, RN, MN, Julie Drouillard, Amy Kleist, Meghan Kurtz, MS</i>	
	Panel discussion of experiences MSOW users have had while implementing the new MSOW Practitioner Portal. Amy Kleist, Director of Client Experience will also join the panel. Some of the key Practitioner Portal features that will be discussed:	
	<ul style="list-style-type: none">• Building portal templates and how they differ from application forms• Features of the Practitioner Portal• Considerations for health systems vs. single facility	
12:00pm – 1:00pm	Lunch - General Seating	Crystal Ballroom (Lobby Level)
12:00pm – 1:00pm	Optional Networking Lunch: Meeting the Challenges of Payer Reports and Rosters	Comiskey
	<i>Speakers: Neil Berry, Cheryl Cisneros, RN, BSN, CPCS, CPMSM</i>	
12:00pm – 1:00pm	Optional Networking Lunch: Time with your Trainer	Water Tower
	<i>Speakers: Valorie Hoflack, MSOW-C, Vanessa Valdovinos, Andrea Vasata</i>	
	Morrissey's knowledgeable MSOW application specialists will be available to take questions you may have about MSOW, new features or "how to" needs. This session is an optional networking lunch session, so you will need to grab your lunch in the Crystal Foyer, then head to the assigned room for this networking lunch.	
1:00pm – 2:00pm	B CVO Implementation in Less Than One Year	Comiskey
	<i>Moderators: Rick Eskin, MA, PMP</i>	
	<i>Speakers: Renee Aird Dengler, RN, MS, CPMSM, CPCS, FMSP, Renee Zimmerman, RN, MSN, MBA, CPMSM, CPCS</i>	
	Find out how an organization (Franciscan Missionaries of Our Lady Health System) developed and implemented a CVO, from A to Z (including enrollment components, and a totally electronic process from the online application through the decision-making process) in less than 12 months. Successes and lessons learned will be shared!	
1:00pm – 2:00pm	B Increase automation and productivity in MSOW – Introducing EchoInform, EchoOneForm and EchoMonitor for MSOW	Water Tower
	<i>Moderators: Scott Zoldan</i>	
	<i>Speakers: Brandi Zevenbergen, MS, CPMSM, CPCS, MSOW-C</i>	
	This session will provide a high-level overview of new functionality being made available in MSOW and Network Management (fka Apogee) to help increase automation and productivity. Join us as we unveil these new solutions and learn how they can benefit your organization.	
	<ul style="list-style-type: none">• EchoInForm is a module that provides the ability to populate data onto web-based forms, such as State Medicaid websites, PECOs, etc.• EchoOneForm is a module that provides access to a library of over 4,000 preconfigured payer forms.• EchoMonitor is a module to provide ongoing monitoring of important Federal and State websites like OIG, SAM, Death Master File, etc.	
	**Handouts are not available for this session.	
1:00pm – 2:00pm	B Making a Meaningful Huddle Report for Enrollment and Credentialing Teams	Crystal Ballroom (Lobby Level)
	<i>Moderators: Andrea Vasata</i>	
	<i>Speakers: Neil Berry</i>	
	This session will show how to use conditional fields in Crystal Reports to bring attention to specific tasks or checklist items which have been delayed during enrollment or credentialing processes.	
	Learning objectives:	
	<ul style="list-style-type: none">• Demonstrate how a report with conditional fields may be used for a department huddle report.• Discuss how to use processes as a source of bench mark data for department reports.	

- Show how to report Process and Task ID numbers in order to create a work flow report, like the huddle report.
- Show how to set up a clean report matrix, using sub-reports.
- Demonstrate how to use conditional formatting on individual dates to highlight dates exceeding desired turn-around time.

2:00pm – 2:15pm	Break	BREAK
2:15pm – 3:15pm	B After Implementation: What's Next? How to Maintain Optimized Operations <i>Moderators: Valorie Hoflack, MSOW-C</i> <i>Speakers: Vicki Searcy, Mark Westbrook, PMP</i> So you implemented your software, your organization is humming away efficiently accomplishing the current tasks at hand - how do you assure things stay this way as time wears on? Keeping your organization's operations running efficiently is an ongoing process of maintenance and review followed by constant fine-tuning. Learn from the real-life experiences of Morrisey's Vice President, Client Success Services and Consulting, Vicki Searcy and Mark Westbrook, Senior Director, Client Success Services and Consulting. Vicki and Mark have helped many organizations achieve optimized operations through the implementation of systems, and will share best practices for accomplishing this task while making sure the success continues on even after implementation.	Crystal Ballroom (Lobby Level)
2:15pm – 3:15pm	B Panel Discussion: MSOW Report Sharing <i>Moderators: Spiro Georgi, Robin Zych, MPopH-C, MHS, CPCS, MSOW-C</i> <i>Speakers: Wylie Chan, Suzanne Cummings, MS, CPCS, Donna Godard</i>	Comiskey
2:15pm – 3:15pm	B Realizing Benefits From Your Privileging Program At the Point of Service <i>Speakers: Wendy Crimp, BSN, MBA, CPHQ</i> Are you seeking to make privileging meaningful when care is delivered to patients? Do you want to move beyond basic CMS, State and accreditation requirements and make privileging beneficial to your organization? This session will provide strategies that extend benefits of your privileging program to the point of service making it more beneficial to the patient. Strategies for ensuring that privilege forms reflect contemporary clinical practice will also be discussed.	Gold Coast
2:15pm – 3:15pm	B Should Healthcare Systems Care About Online Reviews of Their Physicians? <i>Moderators: Jonas Fridrichsen</i> <i>Speakers: Aaron Clifford, Adit Parasuram</i> Patients are increasingly sharing their physician experiences online and 77% of prospective patients use this feedback to select a new doctor. In this session, you will learn how Binary Fountain's Provider Social Index score is helping health systems better understand how their providers are viewed and perceived online. Additionally, you will learn how actively managing your health system's reputation can positively impact new patient revenue.	Water Tower
3:15pm – 3:30pm	Break	BREAK
3:30pm – 4:30pm	B Forms Workshop: Portal Templates and Forms Toolkit <i>Speakers: Peggy Feeney, Robin Zych, MPopH-C, MHS, CPCS, MSOW-C</i>	Comiskey
3:30pm – 4:30pm	B Morrisey Reporting Views Directory Overview and Demonstration <i>Moderators: Vanessa Valdovinos</i> <i>Speakers: John Coffee, Spiro Georgi</i> The web-based interactive Morrisey Reporting Views Directory (MVD) system facilitates MSOW users' understanding and usage of the many MSOW reporting views. During this session, Spiro Georgi, Morrisey Business Intelligence Analyst, will provide an overview and demonstration of the MVD system and how to use it as a resource in development of ad-hoc reports required to support your organization's reporting needs. John Coffee, Senior Systems Analyst at Inova Health System, will support Spiro's presentation with real life examples of how he's utilized the tool in his reporting work.	Water Tower
3:30pm – 4:30pm	B Successful Delegation: Tools and Methods to Achieve Success <i>Moderators: Rick Eskin, MA, PMP</i>	Crystal Ballroom (Lobby Level)

Speakers: Cheryl Cisneros, RN, BSN, CPCS, CPMSM

If you are planning to seek delegation with your organization's contracted payers this is the session for you. During the program we will walk through timeline targets and requirements to obtain delegation using a tool to ensure a successful outcome.

6:30pm – 10:00pm

(MUST PRE-REGISTER) Customer Awards Dinner

Join us for a fun evening of Latinicity Food Hall + Lounge [3rd Floor of Block 37] (108 N State St 3rd Floor, Chicago 60602) delicious Latin food and drink in a vibrant space with an incredible view of the city. Food selections will be wide and varied, you'll have the opportunity to try lots of dishes and bites as well as sweet treats and latin cocktails like margaritas and sangria. As always we'll have music and dancing as well! We look forward to having a fun evening celebrating you, our valued customers.

To get to Latinicity:

1. **Walk** - approximately 1/2 mile from Hyatt Regency. Walk South down Stetson Ave to Randolph St, and turn right. Walk 3 blocks to State Street and turn left. Enter Block 37 and follow signs to Latinicity.
2. **Cab/Uber/Lyft** - 5-10 minute car ride from Hyatt Regency. The bellman at the Hyatt would be happy to hail a cab for you, just let them know you are headed to Latinicity. Suggest finding fellow Morrissey Conference friends to share a cab for efficiency and cost sharing!

AUGUST 11 • FRIDAY

8:15am – 9:00am

Breakfast

Crystal Ballroom (Lobby Level)

9:00am – 10:00am

B Health System CVO Town Hall

Water Tower

Moderators: Karen Krasauskis

Speakers: Renee Aird Dengler, RN, MS, CPMSM, CPCS, FMSP

The focus of this session will be an open discussion regarding topics relative to health system Credentials Verification Organizations (CVOs). Bring your topics!

9:00am – 10:00am

B Introducing MSOW University!

Comiskey

Moderators: Robin Zych, MPOPH-C, MHS, CPCS, MSOW-C

Speakers: Adam Miller

Come check out our brand new e/learning curriculum, **MSOW University**, from Adam Miller, E/learning Instructional Specialist.

Objectives:

- Learn about the plans for our new online e/learning curriculum, MSOW University
- See a live demonstration of MSOW University
- Understand how this new online program can benefit your organization

9:00am – 10:00am

B MSOW Conditions Manager

Gold Coast

Moderators: Jennifer Green

Speakers: Vicki Searcy

Come to this session to take a look at the new (v3.0.3) Conditions Manager features (this module was previously known as the FPPE Manager). This session is for those who would like more information about how to set up and use the Conditions Manager.

10:00am – 10:15am

Break

BREAK

10:15am – 11:15am

B Morrissey Privileging Solution: Tips and Tricks for Current Subscribers

Comiskey

Moderators: Jacob Zych, PMP

Speakers: Jackie Jones, CPMSM

10:15am – 11:15am

B MSOW Help Desk Q&A

Gold Coast

Speakers: Bryan Coyle, Rob Hirsh

Join us for an opportunity to be face-to-face with your MSOW help desk staff to ask them anything! You will also learn some tips and best practices for reaching out to the help desk to ensure quick timely service.

10:15am – 11:15am

B Provider Enrollment Town Hall

Water Tower

Moderators: Karen Krasauskis

Speakers: Cheryl Cisneros, RN, BSN, CPCS, CPMSM

The focus of this session will be an open discussion regarding topics relative to Provider Enrollment. Bring your topics!
