Monday, September 11, 2017

7:30-8:45 a.m. Registration and Breakfast

8:45-9:45 Innovating for Laboratory Success at Northwell Health Robert Radnitz

9:45-10:30 Leveraging Lab Outreach – Then and Now Lois VanDyke

10:30-11:00 Break and Exhibits

11:00-12:00 p.m. Health System Outreach Integration Steve Fisch, M.D., R.N.

12:00-1:00 Lunch and Exhibits

1:00-1:45 Center for Innovation Patient Experience Maritie de Mijer

1:45-2:30 Leveraging Provider Relationships Carlo Alberto

2:30-2:45 Break and Exhibits

2:45-3:30 Friend or Foe: Developing Successful Vendor Partnerships Bobbi Kochevar, MBA, MLS(ASCP)CM


4:15-4:30 Course Wrap-Up

7:00-9:00 Reception

Tuesday, September 12, 2017

7:00 a.m. Registration and Breakfast

VENDOR BREAKOUT 1

7:30-8:30 a.m. Multi-Lab Networking Dan Nelson, Atlas Medical

Using Laboratory Analytics to Manage Over and Underutilization of Testing for Better Patient Care and Improved Financial Performance Thomas Joseph, Vision, Inc.

BREAKOUT 1

8:30-9:30 a.m. Staffing to Workload Michael Baisch

Legal Updates Sharon Zehbe, J.D.

Identifying Laboratory Costs Lynn Ryan, B.S.C. (Hons)

BREAKOUT 2

9:35-10:35 Staffing to Workload Michael Baisch

Legal Updates Sharon Zehbe, J.D.

Identifying Laboratory Costs Lynn Ryan, B.S.C. (Hons)

10:35-11:00 Break and Exhibits

BREAKOUT 3

11:00-12:00 p.m. The Hang Up: Leverage Customer Service Julie Richwoszek and Sue Cloutier

Project Management Ellen Dijkman-Dolkes, MS, MT(ASCP)

Slaying the Outreach Dragon: Insurance Contracting Charlotte Harris

12:00-1:00 Lunch and Exhibitors

BREAKOUT 4

1:00-1:55 The Hang Up: Leverage Customer Service Julie Richwoszek and Sue Cloutier

Project Management Ellen Dijkman-Dolkes, MS, MT(ASCP)

Critical Thinking Jeffrey Harden, Ph.D.

BREAKOUT 5

2:00-2:55 Slaying the Outreach Dragon: Insurance Contracting Charlotte Harris

Critical Thinking Jeffrey Harden, Ph.D.

Best Practices Round Table Discussion Shirley Roque, MT(ASCP)

VENDOR BREAKOUT

3:00-4:00 Retail Healthcare – Time to Ensure You Get Paid William Todd Andros, InverID

Increasing Outreach with Analytics: How Real-Time Data and Live Demographic Solutions Help Grow and Retain New Physician Customers Ryan Bark, InverID

Case Study: The Value of Real-Time Hospital Laboratory Data for Health Plans Jack Brodholt, Halfpenny

Adjourn