



**LUGPA**  
Integrated Practices  
Comprehensive Care

**LUGPA Practice Administrators' Workshop Agenda**  
**Thursday, November 14, 2024**  
**Chicago Marriott Downtown Magnificent Mile Hotel**  
**Location: Chicago Ballroom A-E (5<sup>th</sup> Floor)**

- 7:15 a.m. – 8:00 a.m.**      **Breakfast Buffet**
- 8:00 a.m. – 8:15 a.m.**      **Welcome and Introductions**  
**Kirsten Anderson, CMPE, CPC, CASC**  
Chair, LUGPA Practice Administrators Committee
- 8:15 a.m. – 9:00 a.m.**      **Payor Contracts – How to Get More Bang for Your Buck**  
**Dave Carpenter**  
**Nathan Diller, FACHE, CMPE**  
**Hector Santana, MBA**  
**Harry Buchman**
- 9:00 a.m. – 9:45 a.m.**      **Call Compensation Strategies – Asking For What You Want and the Art of Negotiation**  
**Carla Blue, MBA, MSP, FACMPE**  
**Jason Bandermann, MBA**  
**Chris W. David, CPA/ABV, ASA, MBA**  
**Jason Bidy, MBA, CMPE**
- 9:45 a.m. – 10:15 a.m.**      **Break**
- 10:15 a.m. – 11:00 a.m.**      **APP Compensation and Utilization: Enhancing Productivity and Efficiency**  
**Whitt Holder, MBA**  
**Heather Bridgeford, RN, MSN FNP-C**  
**Erika Ferrozzo, MPH**  
**Shirley Lee, CRNP-MPH**  
**Nicole Swick**
- 11:00 a.m. – 12:00 p.m.**      **The Art of Communication in a Time of Stress and Burnout: Tuning in to Being More Mindful**  
**Jay Shah, MD**
- 12:00 p.m. – 1:00 p.m.**      **Networking Lunch**  
Sponsored by: Verity Pharmaceuticals

- 1:00 p.m. – 1:45 p.m.**      **Increasing Practice Operational Efficiencies and Reducing Costs through Artificial Intelligence**  
E. Scot Davis, MPA,MBA, CMPE  
Jared Olafsson  
Jamie Hursey, BSN RN CNOR(E)  
Allison Griffin  
John O’Connor, FACMPE, HRMC, FMC
- 1:45 p.m. – 2:30 p.m.**      **Actionable Techniques to Improve Employee Recruitment and Retention Round Table Discussion (facilitated by Committee Members)**
- 2:30 p.m. – 3:00 p.m.**      **Break**
- 3:00 p.m. – 3:45 p.m.**      **Succession Planning for Retiring Administrators and Physicians**  
Alan Winkler, MHSA, FACMPE  
Dan Fellner  
Mike Shannon  
Harry Buchman
- 3:45 p.m. – 4:30 p.m.**      **Break-Out Sessions**  
**(Participants can choose to attend one break-out session)**
- New to LUGPA**  
**Location: Los Angeles/Miami (5th Floor)**  
Facilitators:  
**Dave Carpenter**  
**Mike Shannon**
- Open Mic**  
**Location: Denver/Houston (5th Floor)**  
Facilitators:  
**Nathan Diller, FACHE, CMPE**  
**Kirsten Anderson, CMPE, CPC, CASC**
- A Deeper Dive into Benchmarking and InfoDive**  
**Location: Chicago Ballroom F-H (5<sup>th</sup> Floor)**  
Facilitators:  
**Dan Schonwald, CMPE**  
**Cass Schaedig**
- IOD Growth Strategies and IRA changes for 2025**  
**Location: Chicago Ballroom A-E (5<sup>th</sup> Floor)**  
Facilitator:  
**Erika Ferrozzo, MPH**

**John Lengauer**

**5:30 p.m. – 6:30 p.m.**

**Networking Reception**  
**Location: Grand Ballroom (7<sup>th</sup> Floor)**