



North Carolina Oncology Management Society

*Live Lecture with Virtual Streaming*

**HealthCare Efficiency**

**Featuring - Dr. Elizabeth Woodcock, Founder and Principal of Woodcock & Associates  
September 22, 2022**

**Registration begins at 7:00 AM in the pre-function area outside Scotland Room; All Attendees should check-in and pick up their badge for access to meals and the exhibit hall. Exhibits will be available after registration (tables will be labeled with company name). Exhibit Room is Biltmore/Colville/Cherokee.**

**MEALS: Breakfast 7:00 - 7:45 AM; Break 10:30 – 11:00 AM; Lunch 12 – 1:00 PM; Break 2:00 – 2:30 PM; ~  
Visit with Sponsors & Exhibitors – Biltmore/Colville/Cherokee Room**

**8:00 AM**

**Welcome & Introductions - Scotland Room (General Session)**

**Kevin Proffit, Business Manager, BS, CPC, CPPM, CRC, CHONC, Atrium Health**

**Patient Access: How to Erect a Successful 'Air Traffic Control Center' for your Practice**

Have you optimized patient access for your oncology practice? In this session, national speaker Elizabeth Woodcock, author of the Patient Access Challenge, shares best practice tools and strategies to improve new patient accommodation, telephone operations, online scheduling, and appointment no-show management. You will walk away with new ideas to enhance patient access for your oncology practice.

- Determine access metrics to measure, monitor, and analyze
- Learn techniques to improve new patient acquisition
- Discover strategies to improve your communication channels with patients -- from the telephone to texting
- Evaluate the success of your practice's access strategies

**The Efficient Oncology Practice**

As reimbursement declines and costs escalate, maximizing your oncology practice's efficiency becomes priority number one. Workflow optimization isn't natural, it's learned. National speaker and author Elizabeth Woodcock shows you how to apply innovative lean management principles to improve patient flow and find overlooked opportunities to improve patient satisfaction and financial performance. You'll come away from this session with an action plan of performance improvement initiatives to:

- Outline steps to meet the new challenges of managing patient flow for retail-minded patients
- Streamline front office operations
- Improve practice efficiency
- Reduce appointment no-shows
- Implement stellar customer service techniques that increase patient satisfaction and loyalty
- Recognize key operations benchmarks to enhance performance improvement opportunities
- Understand how to leverage providers' time to create value
- Determine the critical importance of balancing your practice's capacity with patient access

**Q & A Discussion**

**3:45 PM**

**Closing Remarks**

**CEU INFORMATION**

*This program has been submitted for approval by the **AAPC** and **North Carolina Nurses Association**. The North Carolina Nurses Association is an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.*

2022 FALL Workshop Agenda – September 22  
Embassy Suites (Charlotte/Ayrsley)