2019 Conference Faculty

Wednesday, June 12
Pre-Conference Session I: “Strategic Planning and Budgeting to Meet Future Consumer Needs: Tools You Can Use”—Advanced—9 a.m.—noon
Jennifer Gingrass, Shannon Hubler, RN and Amy Zylstra, RN

Pre-Conference Session II: “Just Getting Started: A Comprehensive Call Center Primer for New Leaders”—9 a.m.—noon
Kathy Divis and Julie Bruns

Lunch: On your own. There are a variety of choices in the hotel and immediate neighborhood.

Kathleen Peterson

Opening Reception and Exhibits Open—5–7 p.m.
Come early and enjoy this get together which will enable you to meet your colleagues in a relaxed informal atmosphere.
Sponsored by LVM Systems

Thursday, June 13
Continental Breakfast and Exhibits Open—7–8 a.m.
Sponsored by STARTEL

Keynote Presentation: “The View From the C-Suite” — 8–9:15 a.m., Dr. Anthony Slonim

Break and Exhibits Open—9:15–9:45 a.m.
Sponsored by Revation

Networking Roundtables—9:45 a.m.—11:50 a.m.
FIRST HOUR—9:45–10:45 a.m.
1. Newcomers to Non-Clinical Call Center Management
2. Newcomers to Clinical Call Center Management
3. Newcomers to Management of Blended Non-Clinical and Clinical Call Centers
4. Senior Leaders Table—For those who have been in call center leadership for more than five years
5. Roundtable for Epic users
6. Roundtable for those using other platforms (e.g. Cerner, Allscripts, athenahealth, etc.)
7. Managing Work from Home Staff Members
8. Multi-Specialty Scheduling
9. Leveraging Your Workforce Management Tools
10. Nurse Triage: Establishing Your Credibility Within the Organization and With Patients

SECOND HOUR—10:50–11:50 a.m.
1. Facilitating Virtual Visits
2. Refilling Prescriptions
3. Using Medical Assistants in the Call Center
4. CRM and the Call Center
5. Post Discharge Communications
6. Pediatric Scheduling
7. Managing Smart: Small to Medium Non-Clinical Call Centers
8. Managing Smart: Large Non-Clinical Call Centers
9. Managing Smart: Newly Established Clinical Call Centers
10. Managing Smart: Long Standing Clinical Call Centers

Lunch: 11:50 a.m.—1 p.m., Sponsored by LVM Systems

AFTERNOON SESSIONS—1:15–4:45 p.m.
Joseph Karduck and Carole Willadsen RN

Session B: “Quality Improvement for the Nurse Triage Call Center”—1:15–2:15 p.m.
Libertie Collins, RN and Gina Tabone, RN

Break—2:15–2:30 p.m.
Sponsored by 1Call, A Division of AMTELCO

Session C: “More Than Centralized Scheduling: The Virtual Office Can Reside in Your Call Center”—2:30–3:30 p.m.
Donte Lazarus and Sean Gallagher

Session D: “The Clinical Call Center—Big Impact Today on the Care Continuum”—2:30–3:30 p.m., Dr. Brian Holzer

Break—3:30–3:45 p.m.
Sponsored by 1Call, A Division of AMTELCO

Session E: “Powerhouse Call Center: Yes—Large, No”—3:45–4:45 p.m., Cindy Defnet, RN and Lori McLelland, RN

Session F: “Technology Primer: Generating Efficiency and Enhanced Service”—3:45–4:45 p.m.
A.J. Melaragno and Lindy Thomas

Reception and Demonstration Time for Exhibitors—5–6 p.m.
Sponsored by ConnectAmerica

Attendees from last year’s conference requested that we set aside more time for exhibitor demos so they could see firsthand some of the latest advances in software, technology and other new developments. So, come on in and see for yourselves how all this stuff works.

Friday, June 14
Continental Breakfast and Exhibits Open—7–8 a.m.

Keynote Presentation: “The Leadership Imperative”—8–9:15 a.m., Donna Cutting

Break and Exhibits Open—9:15–9:45 a.m.
Sponsored by LVM Systems

Final Session: “Moving Forward: Call Center Leaders Talk About Their Best Practices, Challenges and Future Initiatives”—9:45–11:15 a.m.
Teresa Baird, RN, Brooke Bellamy and Maureen T. Donzuso