

# NC Association Medical Staff Services



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## Wednesday, May 1

7:00 - 7:30am

7:30 - 7:45am

7:45 - 9:15am

Registration and Breakfast

Welcome and Conference Kickoff

Jerry Bridge - *If Healthcare is about Well-Being, then why am I so stressed out?*

9:15 - 9:30am

9:30 - 11:00am

Networking

Rachelle Silva - *Solving the Puzzle:*

*Merging Credentialing & Provider Enrollment*

11:00 - 11:15am

11:15 - 12:30pm

Networking

Yvette Scott - *Job Description for Tomorrow's*

*MSP, Are You Ready?*

12:30 - 12:45pm

Stephanie Brown - *Visitor Center*

## Thursday, May 2

7:30 - 8:30am

8:30 - 9:45am

Breakfast with NCAMSS and Vendors

Laurel McCourt, MD & Tammy West

*Regulatory Survey Preparation*

9:45 - 11:00am

Tammy West - *Exceeding Expectations*

*"Tips & Techniques for Providing Excellent Customer Service".*

11:00 - 11:15am

11:15 - 12:15pm

Networking

Ruth Levy, Esq. - *Mock Fair Hearing*

12:15 - 12:45pm

Vendor Expo

## Friday, May 3

7:30 - 8:00am

8:00 - 9:15am

Breakfast

Jonathan Fisher, MD - *Well-Being, Mindfulness & Stress Mgmt.*

9:15 - 10:30am

10:30 - 10:45am

10:45 - 12:00pm

12:00 - 12:30pm

Jason Edsall, MD - *Burn Out*

Break

Julie Harrelson - *NAMSS Update*

Business Meeting