

Tuesday, August 9

Time	Function
3:15 pm - 4:30 pm	General Session <u>Communication Bleeps and Blunders in Business</u> Todd Hunt, Business Humorist
3:15 pm - 6:00 pm	Vendor Breakdown
6:00 pm - 7:00 pm	Reception
7:00 pm - 10:00 pm	Dinner/Entertainment
7:30 am - 9:00 am	Breakfast / State Business Mtng - NC Breakfast / State Business Mtng - SC Breakfast / State Business Mtng - GA
9:00 am - 12:00 pm	General Session <u>Elizabeth Woodcock, MBA, FACMPE, CPC</u>

Speaker Bios & Pictures



Quint Studer

It's been said that when you meet someone who touches your spirit, the effects can linger for years! Quint Studer is such a person. Together, he and Studer Group stand in the forefront of impacting performance in organizations throughout the country.

Quint gained a reputation for helping organizations improve performance across all areas: service, quality, finance, people, and growth. Since 2000, when Quint founded Studer Group, his company has implemented evidence-based leadership systems, that help clients attain and sustain outstanding results. From their "national learning lab" of over 700 hospitals and organizations across the country, best practices are harvested, tested, refined and shared with all health care organizations. Today, he mixes passion with prescriptions to help achieve organizational goals and connect them to purpose. His audience will walk away with the tools and techniques to make a difference in their workplaces, communities and homes.



Patrick Hickey

Patrick Hickey (RN, BSN, MS, MSN, DrPH, CNOR) is a Clinical Assistant Professor in the College of Nursing at the University of South Carolina, and is the new Faculty Principal for the Capstone Scholars Program at USC in Columbia, South Carolina. Hickey has dedicated his 33 years of nursing to creating positive experiences for patients and their families, tirelessly advocating for safe, efficient, and quality nursing care. Hickey gained national fame by literally taking his passion to improve medical care to new heights, climbing all of the world's highest peaks. He uses this extraordinary achievement to inspire other healthcare professionals to overcome challenges and chase personal and professional dreams.



Todd Hunt

You said one thing; your patient or coworker heard something else. Nobody was wrong, but now everybody's confused...and you have to deal with it! Laugh and learn as Todd Hunt shares real-life examples from business, revealing how we can improve our communication with patients and colleagues to become more successful.

As an executive with Ogilvy & Mather, one of the world's largest advertising agencies, Todd learned the inner workings of communication. One day he discovered that people were eager to hear his funny, true stories about sales, customer service, leadership and change, which he gathered during his business career. Now a professional speaker, he works with organizations that want to add fun to their meetings and send members back to work smiling.



Elizabeth Woodcock

Elizabeth Woodcock is the founder and principal of Woodcock & Associates. She has focused on medical group operations and revenue cycle management for nearly 20 years. She has led educational sessions for the Medical Group Management Association, the American College of Obstetricians & Gynecologists, and the American Medical Association, and consulted for clients as diverse as a solo orthopaedic surgeon in rural Georgia to The Mayo Clinic. She is author of Mastering Patient Flow to Increase Efficiency and Earnings, and co-author of The Physician Billing Process: Avoiding Potholes in the Road to Getting Paid and Operating Policies and Procedures Manual for Medical Practices.

She has worked as Group Practice Services Administrator at the University of Virginia Health Services Foundation, as a long-time consultant for the Medical Group Management Association, and as Director of Knowledge Management for Physicians Practice, Inc. Elizabeth is a Fellow in the American College of Medical Practice Executives and a Certified Professional Coder. In addition to a Bachelor of Arts from Duke University, she completed a Master of Business Administration in healthcare management from The Wharton School of Business of the University of Pennsylvania.