I: Business Practices for the Future Learning Collaborative

Fee-for-Service Cohort II

Level II-Day One January 4, 2012

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| Time | Title | Presenter |
| 1:00pm -1:15pm | * Registration and survey | All |
| 1:15pm -1:30pm | * Welcome (5 minutes) * Housekeeping (5 minutes) * Overview of the two day workshop   (5 minutes) | Convener  (Mollie Greene)  NIATx/Coach  (Jeanne Pulvermacher / David Moore) |
| 1:30pm -2:00pm | Introductions   * **Round Robin: everyone Introduces themselves** (30 minutes) * Name * Organization Name and Location * Your role * *What part of the bike do you represent* | All |
| 2:00pm -2:30pm | Affordable Health Care Act (30 minutes)   * Overview * Busting Myths - What does reform look like for ***you*** in your state * Strengths and Barriers | NIATx/Coach  (Jeanne Pulvermacher / David Moore)  Convener  (Mollie Greene) |
| 2:30pm -2:45pm | Break |  |
| 2:45pm -3:15pm | **Geography is Destiny**  ***Why Here? Why Now? Burning Platform***  **2 rounds of 5** (15 minutes)   * Pair up and share your expectations of the workshop. **Add a wild prediction** of the best possible outcome **for the collaborative**, should your expectations be met. Be as specific as possible, and encourage silliness or fun if you want. * Repeat with one other person   **Facilitated Call Out- log onto flip chart** (15 minutes)   * *Save Notes/Review at the end of the workshop* | NIATx/Coach  (Jeanne Pulvermacher / David Moore) |
| 3:15pm – 4:30pm | **NIATx Preview and Connection to Process Improvement & Billing 101** | NIATx/Coach  (Jeanne Pulvermacher / David Moore) |

Fee-for-Service Cohort II

Level II- Day Two January 5, 2012

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| Time | Title | Presenter |
| 9:00am-9:15am | Review Billing Guide Steps 1-5 | NIATx/Coach  (Jeanne Pulvermacher / David Moore) |
| 10:15am-10:45am | Break |  |
| 10:30am-11:15am | Review Billing Guide Steps 6-8 | NIATx/Coach  (Jeanne Pulvermacher / David Moore) |
| 11:15am-12:00noon | Exploring New Business Models (45 minutes)  **Discussion at each table; what does that mean to you? To your team?** (15 minutes)   * What services do you provide that are most profitable? * Which third party payer do you work with and have the most denials? Why? * Do you provide the ‘right” services? Which services are actually billable? * ?????????????   **Chalk talk exercise using the following questions:**  I think our agency does the best job at providing the following customer services.  In relationship to billing we are champions at doing the following?  Our biggest barrier to increasing collections is?  (15 minutes)  **Report out on discussion-** (15 minutes) | NIATx/Coach  (Jeanne Pulvermacher / David Moore) |
| 12:00noon-1:15pm | Lunch |  |
| 1:15pm-2:45pm | Nominal Group Technique (NGT)  Create NGT questions using the barriers described noted on Chalk Talk exercise | JBS  (Janet Zwick) |
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NIATx-SI: Business Practices for the Future Learning Collaborative

Fee-for-Service Cohort II

Level II - Day Two January 5, 2012

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| Time | Title | Presenter |
| 2:45pm-3:15pm  &  3:30pm-4:00pm | Designing Change Projects (30 minutes)   * Overview of the Change Project form * How to use the change project form for Designing or Changing Processes * Who’s who in process improvement?   Teams begin to fill out the project charter(30 minutes) | All  Coaches have time to review each project aim |
| 3:15pm-3:30pm | BREAK |  |
| 4:00pm-5:00pm | Wrap-up   * Leading Change with the Dancing Guy (video) | NIATx/Coach  (Jeanne Pulvermacher / David Moore)  Convener  (Mollie Greene) |