

**KANSAS**  
**MEDICAL GROUP MANAGEMENT ASSOCIATION**



**COMMUNICATION**

**FALL 2003 CONFERENCE**

**September 25-26, 2003**

**CAPITOL PLAZA  
HOTEL**

1717 SW Topeka Blvd.  
Topeka, KS 66612

*AFFILIATED WITH — Medical Group Management Association*



## FEATURED SPEAKERS

### **Vicky Bradford**

*"Communication Tune-Up for the Practice Administrator" – Thursday, 8:30 a.m. – Shawnee*



Vicky Bradford, Ph.D. is the owner and president of The Bradford Company, a Denver-based training and consulting firm that specializes in service quality and communication skills in the healthcare field with a special focus on medical practices. As a nationally recognized expert, Dr. Bradford has assisted practice personnel across the country to communicate more effectively and to dramatically improve the way they meet their patient's needs. Her best selling book, *The Total Service Medical Practice: 17 Steps to Satisfying Your Internal and External Customers*, was co-published by the Medical Group Management Association, the Healthcare Financial Management Association and McGraw-Hill. Her original depth and focus group projects involving practice administrators, physicians, patients, and staff allow her programs to serve as melting pots for "best practices" ideas and information. Dr. Bradford's workshops are noted for her upbeat, personable style and their hands-on practical approach.

### **Ron Willis**

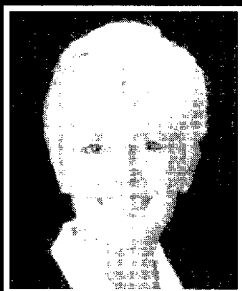
*"Old Fashioned Words of Wisdom... from the Green Porch Swing" – Thursday, 12:00 p.m. – Shawnee*

Mr. Willis portrays the Man of the Old Green Porch Swing with a gentle yet penetrating style. He weaves powerful personal anecdotes, poems and pictures into the hearts of his audience. Business leaders acknowledge Ron's messages and wisdom "have produced dramatic reductions in turnover, increased productivity, enhanced employee relationships and improved corporate morale," according to Bob Doyle, President of Kansas City Basic Vision, Inc. Ron holds an education specialist degree from Ft. Hays State University with graduate courses from Kansas State University.



### **Sandy Praeger**

*Kansas 24th Commissioner of Insurance – Friday, 8:45 a.m. – Shawnee*



Commissioner Praeger was elected Insurance Commissioner on November 12, 2002. Previously she was elected to the Kansas senate in 1992, 1996 and 2000, serving as Vice President of the Kansas Senate in 2001. She served as Chair of the Financial Institutions and Insurance Committee, and member of the Senate Public Health and Welfare committee and Assessment and Taxation Committee and numerous other joint committees. Currently she serves as Chair of the National Association of Insurance Commissioners' Health Insurance Task Force. Praeger has been a speaker at national health policy meetings for the American Association of Health Plans; the National Conference of State Legislatures; the Forum for State Health Policy Leadership; the American Academy of Pediatrics as well as many more.

There will be time after her presentation for questions and answers.

### **Jae Piece-Baba, OTR**

*"Today is the first day of the best of your life" – Friday, 10:45 a.m. – Shawnee*

Jae Piece-Baba, OTR, Humorologist, is CEO of her own seminar company, Lipshtick Productions and a nationally recognized professional speaker, writer and comedienne. As an Occupational Therapist, Jae has more than 20 years of experience in a variety of settings with patients ranging in age from newborns to the elderly.

Emphasizing fun and living the moment at corporate, government, law enforcement and medical conventions, Jae leaves a trailer of laughing and learning everywhere she goes.

Caution: This program may cause you to laugh out loud!



# KMGMA FALL 2003 CONFERENCE SCHEDULE

## Wednesday, September 24, 2003

6:00 p.m. - 9:00 p.m.	Executive Committee meeting - Bison Room
7:00 p.m. - 8:00 p.m.	Committees Dinner - Sandwich buffet
7:00 p.m.	Insurance & Legislative Committee - Homestead Room
7:00 p.m.	Human Resources Committee - Wheat Room
7:00 p.m.	Rural Health Committee - River Room
7:30 p.m. - 11:00 p.m.	<b>Central States Recovery Hospitality Suite - Boardroom 205</b>
6:00 p.m. - 10:00 p.m.	Exhibitor Setup - Sunflower Ballroom

## Thursday, September 25, 2003

7:00 a.m. - 8:00 a.m.	Members' Registration - Conference Foyer
7:00 a.m. - 8:15 a.m.	Breakfast - Emerald I, II, III
7:00 a.m. - 8:15 a.m.	New Member Orientation and Breakfast - Emerald IV
7:00 a.m. - 9:00 a.m.	Exhibitor Set-up - Sunflower Ballroom
8:15 a.m. - 8:30 a.m.	Welcome and Announcements - Shawnee Room
8:30 a.m. - 10:30 a.m.	"Communication Tune-Up for the Practice Administrator" <b>Vicky Bradford</b> , Shawnee Room
10:30 a.m. - 11:15 a.m.	Break - Exhibits - Drawings - Sunflower Ballroom,
11:15 a.m. - 12:00 p.m.	KMGMA Business Meeting (Members Only) - Shawnee Room
12:00 p.m. - 1:15 p.m.	Luncheon Speaker: "Old Fashioned Words of Wisdom... the Green Porch Swing" — <b>Ron Willis</b> , Emerald I, II, III
1:15 p.m. - 2:45 p.m.	Breakout Session #1 A. "Managing Difficult Patient Situations" <b>Vicky Bradford</b> , Bison Room B. "Coding and Chart Documentation, Common Problems" <b>Tracy Bird</b> , Homestead Room C. "Medicare/Medicaid - Web Site Orientations" <b>Robyne Goates and Tripp Fulton</b> , Wheat Room
2:45 p.m. - 3:15 p.m.	Break - Exhibits - Drawings - Sunflower Ballroom
3:15 p.m. - 4:45 p.m.	Breakout Session #2 - Repeat of Session # 1
5:30 p.m. - 7:45 p.m.	Social Hour - Cash bar - Dinner - Emerald Ballroom
8:00 p.m.	Magician <b>David Thornburg</b> A Magical Entertainer with Style and Humor - Emerald Ballroom

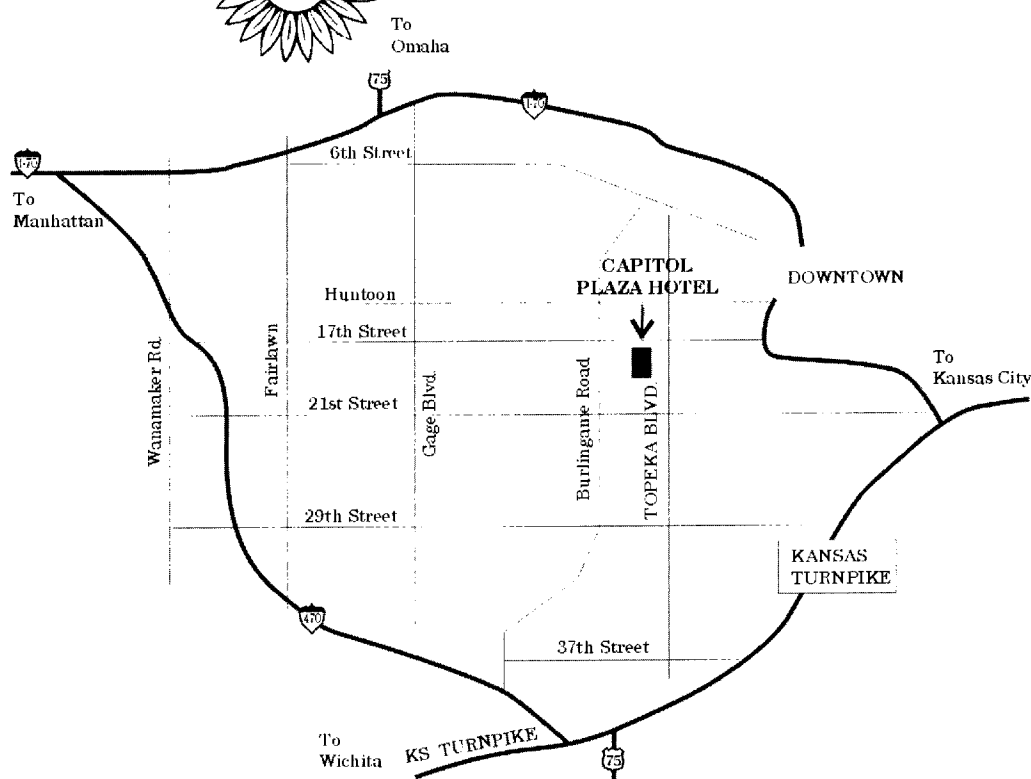
## Friday, September 26, 2003

7:00 a.m. - 8:15 a.m.	Breakfast - Emerald I, II, III
7:00 a.m. - 8:15 a.m.	Past Presidents' Breakfast - Amber Room
8:15 a.m. - 8:45 a.m.	Break - Exhibits-Drawings - Sunflower Ballroom
8:45 a.m. - 10:00 a.m.	Presentation and Questions and Answers <b>Sandy Praeger</b> , KS Insurance Commissioner, Shawnee Room
10:00 a.m. - 10:45 a.m.	Break - Exhibits - Drawings- Sunflower Ballroom
10:45 a.m. - 12:00 Noon	"Today is the First Day of the Best of Your Life!" <b>Jae Piece-Baba</b> , Humorist - Shawnee Room
12:00 Noon - 1:00 p.m.	Luncheon Speaker: "KMGMA Web Site and Related Technology Issues" <b>Karlen Jones</b> , Technology Committee Chair - Emerald I, II, III
1:00 p.m.	Adjournment



# CAPITOL PLAZA HOTEL

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If you have questions or comments, please call one of your Officers.

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