



2026 Practice Management Symposium

Presented by SVMIC's Medical Practice Services Department.

This intermediate-level program, developed to focus on the more challenging aspects of medical practice management, is designed for practice executives seeking to enhance their leadership skills and strategically optimize their medical practice. The curriculum for the comprehensive workshop is based on the MGMA-ACMPE Body of Knowledge, covers multiple facets of medical practice management, and is hosted by the SVMIC Medical Practice Services Department (MPS).



LEADING THROUGH CRISIS: STRATEGIES FOR SUCCESS

*Jeff McPherson, MBA, FACMPE, Market President
- East TN, Tennessee Orthopedic Alliance*

The presentation provides an overview of effective leadership during organizational crises, emphasizing the importance of preparation, communication, and team resilience. Through real-life scenarios—including regulatory investigations, media inquiries, workplace violence, and natural disasters—it highlights practical strategies leaders can use to guide teams, maintain trust, and support recovery. Ultimately, it underscores that strong, transparent leadership is essential for navigating disruption and emerging stronger on the other side.



UNDERSTANDING PATIENT ACCESS AND PERSONAL REPRESENTATIVES

Rana McSpadden, FACMPE, CHPC, CPC

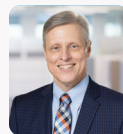
Have you ever been unsure about what information you can share with someone listed on a patient's HIPAA form versus when a formal Authorization for Disclosure is required? Or wondered what it really means when someone claims to be a patient's personal representative? During this session, participants will learn to identify legally valid personal representatives, distinguish them from individuals such as family members or caregivers, and recognize situations where access must be granted or appropriately denied.



HARASSMENT & DISCRIMINATION IN THE WORKPLACE

*Sheri Smith, FACMPE, SHRM-CP - Senior Medical
Practice Consultant, SVMIC*

This presentation provides a practical overview of harassment, discrimination, retaliation, and unconscious bias in the workplace. Using real examples from healthcare and employment settings, the session helps employees and leaders understand their legal responsibilities, recognize inappropriate or unlawful behavior, and promote a culture of respect and inclusion.



HOT TOPICS IN RISK MANAGEMENT: KEY ISSUES AND PRACTICAL STRATEGIES

*Jeff A. Woods, JD - Risk and Practice Management
Senior Attorney, SVMIC*

This session will explore the most critical and emerging topics shaping today's healthcare risk management landscape, including audio-video recordings, the use of waivers/disclaimers, and treating family and friends. Attendees will gain insight into the legal, ethical, and operational considerations of each topic, along with practical strategies to reduce liability and support patient strategy..



FINANCIAL MANAGEMENT: HEALTHY MARGINS, HEALTHY PRACTICE

Michael D. Cash, MHSA, FACMPE

This session explores the essential financial disciplines that support a thriving, resilient medical practice. Participants will gain a grounded understanding of how to interpret key financial statements, evaluate revenue cycle performance, and apply practical financial models to strengthen operational decision making. Whether you're optimizing an existing practice or planning for strategic growth, this presentation provides the tools and insights needed to maintain strong margins and long term financial health.



INTEGRITY IN ACTION: THE ESSENTIALS OF COMPLIANCE INVESTIGATIONS

Leslie L. Snider, MS, FACMPE, CHC, RT(R)

This presentation provides a practical overview of how compliance investigations work, from the moment a concern is raised through final outcomes and remediation. It focuses on the principles, processes, and judgment calls that help investigations remain fair, defensible, and effective. Attendees will gain a clear understanding of what to expect during an investigation and how strong investigative practices support both organizational integrity and employee trust.



LEADING THROUGH PEOPLE CHALLENGES: REAL WORLD INTERACTIVE HR CASE STUDY WORKSHOP

Gretchen Napier, MSHA, SHRM-SCP, FACMPE – Senior Medical Practice Consultant, SVMIC

During this hands on workshop, practice leaders work through real HR challenges and build team management strategies to lead with confidence.



LEADING WITH IMPACT: CHOOSING THE RIGHT STYLE FOR EVERY SITUATION

Stephen A. Dickens, JD, M.A.Ed., FACMPE – Vice President – Medical Practice Services, SVMIC

Discover the four most influential leadership styles—Transformational, Transactional, Servant, and Adaptive—and learn how each can shape team performance and organizational success. This session explores definitions, key strengths and limitations, and real-world examples from healthcare settings. Participants will gain practical insights into when and how to apply each style to foster collaboration, drive change, and navigate uncertainty.



NAVIGATING PAYOR AUDITS AND RECOUPMENTS: STRATEGIES TO PROTECT REVENUE AND STRENGTHEN COMPLIANCE

Jackie P. Boswell, MBA, FACMPE – Assistant Vice President – Medical Practice Services, SVMIC

In today's rapidly shifting reimbursement environment, payor audits have become more frequent, more complex, and more aggressive—placing significant financial and operational strain on physician practices. This session provides a practical, strategic framework for navigating audits, from initial notification through response, appeals, and prevention.

TIME *ALL IN CENTRAL TIME	SESSION TITLE	SPEAKER
THURSDAY, OCTOBER 8, 2026		
8:30-9:00am	Registration & Breakfast	
9:00- 10:00am	Welcome, What's New to MPS for You, and Introductions	Stephen A. Dickens, JD, M.A.Ed., FACME – Vice President, Risk & Practice Management
10:00- 11:00am	Leading Through Crisis: Strategies for Success	Jeff McPherson, MBA, FACMPE, Market President – East TN, Tennessee Orthopaedic Alliance
11:00- 11:45am	Harassment/Discrimination in the Workplace	Sheri Smith, FACMPE, SHRM-CP
11:45- 12:45pm	Working Lunch/Break - (Vantage/Website)	
12:45 – 1:30pm	Understanding Patient Access and Personal Representatives	Rana McSpadden, FACMPE, CHPC, CPC
1:30 – 3:00pm	Hot Topics in Risk Management: Key Issues and Practical Strategies	Jeffrey A. Woods, JD
3:00 – 3:30pm	Wrap-Up Q&A	
Evening on your own		

FRIDAY, OCTOBER 9, 2026		
8:00-8:30am	Breakfast	
8:30-9:15am	Financial Management – Healthy Margins, Healthy Practice	Michael D. Cash, MHSA, FACMPE
9:15-10:15am	Leading Through People Challenges: Real World Interactive HR Case Study Workshop	Gretchen Napier, MSHA, SHRM-SCP, FACMPE
10:15-10:30am	Break	
10:30-11:15am	Integrity in Action: The Essentials of Compliance Investigations	Leslie L. Snider, MS, FACMPE, CHC, RT(R)
11:15am-12:00pm	Navigating Payor Audits and Recoupments: Strategies to Protect Revenue and Strengthen Compliance	Jackie P. Boswell, MBA, FACMPE
12:00-1:15pm	Leading with Impact: Choosing the Right Style for Every Situation	Stephen A. Dickens, JD, M.A.Ed., FACMPE
1:15pm	Adjourn - Box lunches to go	