



2025 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).



MORE THAN THE RULES: CREATING A CULTURE OF COMPLIANCE

Leslie L. Snider, MS, FACMPE, CHC, RT(R) – Senior Medical Practice Consultant, SVMIC

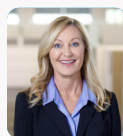
This session explores how a value-driven compliance culture helps prevent misconduct, strengthens trust, and drives long-term success. We'll discuss practical strategies for building that culture and examine how leadership at every level plays a critical role in making it sustainable. Whether you're in compliance, leadership, or a supporting role, this session will provide tools to help you contribute meaningfully to your organization's integrity and resilience.



OPTIMIZING EFFICIENCY: STRATEGIES TO IMPROVE WORKFLOW, SAVE TIME, AND ENHANCE PATIENT CARE

Michael D. Cash, MHSA, FACMPE – Senior Medical Practice Consultant, SVMIC

This presentation explores key factors influencing operational efficiency in healthcare. It begins with an analysis of market challenges, industry consolidation, staffing shortages, and rising costs that impact efficiency. Next, it introduces practical strategies such as patient self-service tools, telemedicine, patient portals, benchmarking, and AI-driven solutions to streamline workflow and enhance patient care. Finally, the presentation emphasizes the role of organizational culture in driving efficiency, focusing on communication, conflict management, accountability, and leadership influence to create a sustainable environment for continuous improvement.



DEVELOPING AN EFFECTIVE EMPLOYEE HANDBOOK FOR MEDICAL PRACTICES

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

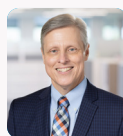
An employee handbook is an essential tool for medical practices to establish clear workplace expectations, ensure compliance with healthcare regulations, and promote a positive work environment. This presentation will provide practice managers and healthcare administrators with the knowledge and strategies needed to develop an effective handbook.



UTILIZING AI IN REVENUE CYCLE MANAGEMENT

Laura Watkins, FACMPE, CPC – Senior Medical Practice Consultant, SVMIC

Financial pressures are mounting due to increasing operational costs, intricate payer requirements, and substantial administrative burdens. Artificial intelligence (AI) is increasingly pivotal in transforming the revenue cycle by automating tasks, minimizing errors, and streamlining workflows. This session focuses on how AI technologies can enhance billing accuracy, optimize claims management, reduce denials, and enhance patient collections efficiency, ultimately leading to a more favorable financial outlook.



HOT TOPICS IN RISK MANAGEMENT: KEY ISSUES AND PRACTICAL STRATEGIES

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

This session covers pressing topics in healthcare risk management, including the use of Artificial Intelligence (AI) in the clinical setting, informed consent practices, and supervision requirements for Advanced Practice Providers (APPs). Attendees will gain insight into the legal, ethical, and operational considerations of each topic, along with practical strategies to reduce liability and support patient safety.



AN OVERVIEW OF THE MEDICAL MALPRACTICE LAWSUIT EXPERIENCE: WHAT A PRACTICE MANAGER NEEDS TO KNOW

Kenneth W. Rucker, JD – Vice President – Claims, SVMIC

This presentation provides information to help practice managers gain perspective of the litigation process and how to help physicians and providers navigate through a medical malpractice lawsuit. It covers key stages of the process, including initial response, coordination with legal counsel, internal communication, and maintaining operations.



BEYOND MEDICINE: THE HIDDEN DRIVERS OF HEALTH AND OUTCOMES

Melony Hilton, FACMPE, CPHRM, CCM – Senior Medical Practice Consultant, SVMIC

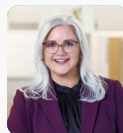
Social determinants of care (SDOC) and trauma-informed practices play a critical role in shaping patient health, influencing everything from treatment adherence to long-term wellness. By integrating SDOC screening, social service referrals, and trauma-informed care into everyday clinical workflows, providers can proactively address the root causes of poor health, reduce preventable utilization, and improve patient engagement. These efforts not only support better health outcomes—they also enhance operational efficiency and align with the growing expectations of payors focused on whole-person care.



NAVIGATING THE CYBER LANDSCAPE: IDENTIFYING VULNERABILITIES AND RECOVERY STRATEGIES

Rana McSpadden, FACMPE, CHPC, CPC – Medical Practice Consultant, SVMIC

In today's digital age, cybersecurity is more critical than ever. This presentation will unpack cyber threats, exploring how cyber criminals gain access to systems, identifying various cyber vulnerabilities, and outlining the recovery process following a cyberattack. Attendees will gain a comprehensive understanding of the tactics used by cyber criminals, the weaknesses they exploit, and the steps organizations can take to recover and strengthen their defenses.



FROM TENSION TO TEAMWORK: MASTERING CONFLICT RESOLUTION IN MEDICAL PRACTICES

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

This engaging session equips practice leaders with practical strategies to recognize, address, and prevent workplace conflicts. Through real-world case studies and proven resolution techniques, attendees will learn how to foster open communication, mediate disputes effectively, and build a collaborative, high-performing team. This presentation provides the essential tools to turn practice conflict into an opportunity for growth and teamwork.



INDUSTRY UPDATE

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

Today's healthcare leaders need an understanding of the current government and commercial payor environments. This session will review the Center for Medicare and Medicaid's (CMS) changes for 2026 and explore other trends in the healthcare industry.



EMPOWER AND ELEVATE: ENHANCING YOUR SKILLS AND EMPOWERING YOUR TEAM

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

Developing effective leadership skills is as much an art as it is a deliberate action. Understanding and honing your leadership abilities can significantly impact your personal and professional growth. Essential to the successful leader is a highly functioning team supporting you and the organization. This session focuses on developing one's own leadership abilities while providing practical strategies you can use to foster these skills within your team.

TIME	SESSION TITLE	SPEAKER
WEDNESDAY, NOVEMBER 19, 2025		
7:30-8:00am	Registration & Breakfast	
8:00-9:00am	Welcome, What's New to MPS for You, and Introductions	Stephen A. Dickens, JD, M.A.Ed., FACME – Vice President, Risk & Practice Management
9:00-9:45am	More Than the Rules: Creating a Culture of Compliance (Compliance/Risk Reduction)	Leslie L. Snider, MS, FACMPE, CHC, RT(R) – Senior Medical Practice Consultant
9:45-10:30am	Optimizing Efficiency: Strategies to Improve Workflow, Save Time, & Enhance Patient Care (Operations/Finance)	Michael D. Cash, MHSA, FACMPE – Senior Medical Practice Consultant
10:30-10:45am	Break	
10:45-11:30am	Developing an Employee Handbook (HR)	Sheri Smith, FACMPE, SHRM-CP – Senior Medical Practice Consultant
11:30am-12:15pm	AI in the Revenue Cycle (Data Analytics)	Laura Watkins, FACMPE, CPC – Senior Medical Practice Consultant
12:15-1:15pm	Lunch	
1:15-2:15pm	Hot Topics in Risk Management (Risk Management)	Jeff Woods, JD – Risk & Practice Management Senior Attorney
2:15-3:15pm	Malpractice from a Manager's Perspective (Risk Reduction/Management)	Kenneth W. Rucker, JD – Vice President, Claims
3:15-3:30pm	Break	
3:30-4:15pm	Beyond Medicine: The Hidden Drivers of Health and Outcomes (Patient Care)	Melony Hilton, FACMPE, CPHRM, CCM – Senior Medical Practice Consultant & Account Executive
4:15-5:00pm	Cybersecurity (Compliance/Risk Reduction)	Rana McSpadden, FACMPE, CHPC, CPC – Medical Practice Consultant
5:00-5:15pm	Wrap-up, Q & A	

THURSDAY, NOVEMBER 20, 2025

8:00-8:30am	Breakfast	
8:30-9:15am	From Tension to Teamwork: Mastering Conflict Resolution in Medical Practices (HR)	Gretchen Napier, MSHA, SHRM-SCP, FACMPE – Senior Medical Practice Consultant
9:15-10:30am	2026 Industry Update (Operations/Finance)	Jackie P. Boswell, MBA, FACMPE – Vice President
10:30-11:00am	Regulatory Updates (Compliance)	Leslie L. Snider, MS, FACMPE, CHC, RT(R) – Senior Medical Practice Consultant & Rana McSpadden, FACMPE, CHPC, CPC – Medical Practice Consultant
11:00-11:15am	Break	
11:15am-12:30pm	Empower and Elevate: Enhancing Your Skills and Empowering Your Team (Leadership/Culture/HR)	Stephen A. Dickens, JD, M.A.Ed., FACME – Vice President, Risk & Practice Management
12:30pm	Adjourn: Attendees are welcome to stay and talk with the MPS consultants privately about any individual practice questions or needs.	