

QUALITY
IMPROVEMENT
(PART OF THE PRACTICE
MANAGER BOOTCAMP)

April 3 to
April 28, 2025
3:30 p.m. - 4:30 p.m.

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Location: Zoom



Register by QR Code



NC AHEC

SOUTHERN
REGIONAL AHEC
PART OF NC AHEC

ENDORSED BY
McMA
NORTH CAROLINA

Target Audience

Practice managers or leader-providers who are knowledgeable or experienced in other areas of practice management but desire an introduction to the basics of quality improvement.

About the Practice Manager Bootcamp

The Practice Manager Boot Camp (PMBC) is part of the NCAHEC Practice Management Academy. It is designed for the novice practice manager, but experienced practice managers that want to fill gaps in their knowledge of practice management will also benefit, as well as providers who want to learn more about practice management. The PMBC has six virtual modules: financial management, insurance and the revenue cycle, leadership, human resources and customer service, operations management and quality improvement.

To accommodate the needs of busy practice managers, sessions are presented live and made available as recordings. The Practice Management Academy's mobile app makes it easy for you to learn any time or any place that works for you.

To receive access to updates and announcements and take advantage of available free, non-credit classes, join the NCAHEC Practice Management Academy platform for free at https://ncahec-practice-management-academy.mn.co/share/dY6wtJn4xJahihl4?utm_source=manual

Program Description

This completely virtual course is a module of NCAHEC Practice Management Academy's Practice Manager Boot Camp (PMBC). In this module, you'll learn quality improvement concepts and skills that will help your practice not only survive but thrive.

Analyzing Workflows - 4/3/25

1. Identify data tools and practices that can be used to evaluate the effectiveness of workflows.
2. Perform a structured workflow analysis with the goal of improving efficiency and customer satisfaction.

Population Health Data Analytics - 4/10/25

1. Define "population health".
2. Identify sources of data relevant to population health.
3. Utilize population health data to improve patient outcomes.

Participating in Value-Based Programs - 4/17/25

1. Define value-based healthcare and its implications for a medical practice's bottom line.
2. Describe tools and strategies that support value-based healthcare.

Optimizing the Use of Technology - 4/24/25

1. Define Quadruple AIM.
2. Articulate how technology can be used to improve population health and outcomes, patient experience, care team well-being as well as to reduce costs and improve efficiency.

Agenda

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|-----------|-------------------|
| 3:25 p.m. | Log-on or dial-in |
| 3:30 p.m. | Session begins |
| 4:20 p.m. | Discussion / Q&A |

Instructors

Jennifer Bigger (RN, MSN) is Vice President of Quality Improvement and Health Informatics at SRAHEC.

Mark Holmstrom (BA, MHA) is a QI Consultant and Practice Support Coach at MAHEC in Asheville and is a member of the NC AHEC Practice Support Team.

Matt Johnson (BA, MA, MBA) is an experienced practice administrator. He is a past president of the North Carolina Medical Group Management Association and a current member of its board.

Chris Weathington, MHA, serves as Director of Practice Support at NC AHEC with previous leadership roles at UNC Health, NC Office of Rural Health and ECU Health. In Chris' current role, he leads a team of practice support coaches and staff to support practices with value-based care and practice management.

Jessica Williams, BS, is the Director of Practice Support Services at Southeastern AHEC in Wilmington, NC.

Fee

\$100.00. Please register by 4/2/2025.

Credit

CEUs: .4

Contact Hours: 4.0

Participants must complete 100% of sessions AND complete a course evaluation to receive credit.

Substitutes/Refunds/Transfers

- Cancellations must be in writing (fax, email, or mail)
- Registrants cancelling between two weeks and two full business days prior to the first day of the event are refunded at 70% of the registration fee subject to a minimum \$25 cancellation fee.
- No refunds or credits will be given for cancellations received less than two full business days prior to the event.
- Cancellations greater than 2 weeks prior to the event will receive 100% refund.
- No vouchers will be issued in lieu of a refund.
- Transfers/substitute(s) welcome (notify in advance of the program)

Attendance at this activity grants permission for Southern Regional AHEC to use any photographs, audio, video, or other images from this activity for promotional or educational purposes. Please notify an AHEC staff member if you have concerns.

Register Online



Register here: <https://www.southernregionalahec.org/courses-and-events/73678>
or scan the QR code.

ADA Service

Americans with Disabilities Act Individuals requesting accommodation under the Americans with Disabilities Act (ADA) should contact the ADA coordinator at least five days prior to the event at (910) 678-7112 or Althea.Bell@sr-ahec.org.

Contact

Jane Moran, MLS, Project Manager / (910) 678-0113 / Jane.Moran@sr-ahec.org

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