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Abstracts Catalog 2022

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Susan Offers Speaking Engagements And Workshops With Cited And *Proven* Recommendations. Each session is crafted to be a catalyst sparking attendee's engagement with ideas for your practice's growth. Sessions are interactive - designed to help physicians and administrators communicate and work in a collaborative manner, thus run their practices with exceptional staff performance and patient outcomes. Susan's goal is for participants/attendees to return to the office with ideas and strategies that can be immediately put into place that improve staff tenure, communication and the overall patient experience. Gain ideas that help employees feel confident in their role, heightening your practice's delivery of care in a synchronous and united fashion.

Presentations are offered from workshops to Town halls to Keynote and breakout sessions.

Each Program Is Formatted For Physicians, Administrators, and Staff According To Your Focus.

About Susan

The founder of Evolution Healthcare Consulting, Susan Childs has over 30 years of experience directly in healthcare and is a Board-Certified Fellow. Her established professionalism with trusted and proven approaches helps practices establish conscious processes that actively promote self-awareness, creating high performance teams.

Over time in practice, her experiences include working with independent physician offices as well as systems including Touro University, Stanford Healthcare Leaders and South Coast Health.

Susan's skills relate to operations, personnel, front desk collections, customer service, revenue cycle, staff / physician workshops, and leadership/emotional intelligence training and retreats.

Ms. Childs is a national speaker working with organizations such as Stanford Health, AAP, ACC, AAOE, MGMA, Ascent and others.

Susan is an international author on emotional intelligence and leadership, communication, ghost-patient perception, physician-administrator collaboration, revenue cycle, and conflict resolution.

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Focus – Leadership and Emotional Intelligence

Leading With Superior Communication (K/W)

As leader and manager, your communications have direct impact and count tenfold with each and every interaction with peers and patients. Recognize the impact and value of superior communication, relating clearly and being completely understood.

We banter and discuss questions such what exactly is it that we want to communicate? What is most important for staff to know from us and what is essential that we know from staff?

This session explores the plethora of communication venues, *real* opportunities and most respectful techniques of approach with “one on ones” to retreats. We share several proven techniques and cited approaches that achieve trust and advanced work performance. We *can* be fully engaged with staff and daily operations while protecting one’s calendar? The goal is to relay positive vision, establish boundaries and build bridges. We will discuss how to establish and convey your value and relay priorities that highly engage administrators and managers. This session brings it all together, everything we’ve been working for regarding collaboration and everyone feeling a part of something larger than themselves. This is how we can communicate clearly and actively each person’s role, contribution and value to the practice in the most positive way - moving forward with resilience.

Returning to Why We Are Here... and Listening for What is Next (K/W)

We ask ourselves what keeps us here? Administrators bring a great energy and passion to their work. Each one of us can make a huge difference in someone’s life. How do we keep kindness while creating policies and processes? This can be most certainly one of the most daunting parts of being an administrator. Add the challenge of controlling costs of with patients that may view us as just another commodity that can be replaced with a newer model.

The most important thing to remember is the power of your practice, and how your uniqueness is actively and visibly conveyed to staff, patients, and communities!

What kinds of ethical standards are we setting for the future? Money or mission? It is most important to hold onto the most traditional and caring part of healthcare while moving forward with most recent technologies. We are a business, and relaying empathy while keeping the lights on is truly an art. We *can* develop a culture that places a premium on trust, honesty. Stellar communication is the goal while creating a healthy work/ life balance, and strengthen your role as a leader and businessperson.

Where *is* our crystal ball? How can we best prepare for the next stage of our professional lives?

We are at the beginning of what can be a beautiful healthcare platform of care for us and our families’ futures. We can be that one whisper (or scream) that starts the whole thing! Create the ripple that is the constant catalyst for change!

Healthcare *is* local. Nothing can replace that, and it should be well supported. We set the example as we clarify and realign new principles, and redefining selective ethics of care. You, your heart, and your brain—that’s the true business of medicine.

Develop A Culture Of Trust and *Superior Communication* (K/W)

As leaders communicate, every message relayed and received can have an immediate impact to the practice. As an executive and leader, your communications count tenfold each and every time you interact with peers and co-workers. We *can* create a conscious professionalism with principles that invite self-awareness encouraging high performance teams.

This session explores emotional intelligence and the plethora of communication venues, cited and proven techniques and approaches that achieve trust and improved work performance. Methods spanning “one on ones” to general staff meetings are discussed. We banter the role of a leader and fundamentals of communication and with physicians and provider conflict.

The goal is to relay your vision, build bridges and establish boundaries.

We discuss how to establish and convey *your* value and how you may best relay priorities that engage administrators and managers. Key factors are identified that greatly help convey challenging information that are most appropriate with staff. We explore the options, levels and depth of communication that are appropriate and respectful with administrators and general staff and set the tone and inspire expectations for high-level administrators.

Leadership Through Awareness-Excellence In Navigating Your Day *and* Protect Your Calendar (K/W)

We ask ourselves what keeps us here? We bring a great purpose, energy and passion to our work and each of us can make a huge impact in someone’s life.

How do we conserve kindness while creating policies changing our footprint of care?

The most important thing to remember is the power of your practice, and how your uniqueness is actively and visibly conveyed to staff, patients, and communities! It is also essential to value and conserve the most traditional and caring parts of healthcare while embracing most recent technologies. Real life examples of successful proven relationship management strategies.

We want a culture of conscious professionalism with principles that invite self-awareness and encourage high performance teams. We *can* develop a team culture that places a premium on trust and honesty.

It is up to us to create the ripple of engagement that is the constant catalyst for a most progressive and positive future!

Where Is our crystal ball ?...and how can we best prepare for the next stage of our professional lives?

Superior communication and connecting is the key goal.

We are at the beginning of what can be a well-supported beautiful platform of care!

Create a culture of self-awareness with each staff member to engage in their role within the practice

We can set the example as we consistently clarify and realign new principles, while outlining selective ethics of care.

You, your heart, and your brain—that’s the true emotional intelligence of medicine.

The Roaring Twenties! Building Practice Resiliency With Emotional Intelligence (K/W)

As the practice leaders, we are dealing with new protocols and the balancing of our practice through most challenging times. There has never been a better time to be more effective and in tune with your staff, physicians and patients. We experience fear, pressure stress and anxiety, any one of which alone can be overwhelming. Emotional intelligence offers the familiarity needed in the best way to respond and lead any situation accordingly. While it is our role in a professional setting to care for others we also have to think of ourselves and our staff in order to maintain a level of sanity while providing patient care.

This session will look at how, as a leader, emotional intelligence can help most with communication, directly addressing staff, operational and morale issues in these most challenging times! Real life tips and actions are cited for most effective and impactful leadership during a crisis. We explore communication approaches and methodologies that add transparency and add to staff morale.

Information offered and experiences shared bring it all together, our dedication and providing the best patient care possible as we set new standards for the future.

Emotional Intelligence Workshop – Creating The Foundation of Awareness

Discovering and tapping into *your* own emotional intelligence is the foundation of positive practice management. Affirm your personal leadership developing richer emotional intelligence by cultivating a culture of artful listening and trust.

This session offers essentials that can positively affect every relationship you have. It is designed for those looking to deepen their emotional intelligence (EI/EQ), unlocking your hidden potential through personal awareness, improved communication, relationship management and visionary leadership.

We share a collective space where we get real and honest about how to build an inspiring practice that thrives! Where we share openly, are encouraged and supported with proven solutions and strategies.

In today's practice, it is impossible to over-communicate and imperative that ideas and messages are clearly explained, quickly and effortlessly as you make decisions.

We explore how to reflect and be aware of our individual actions. Participants mentally work through individual challenge worksheets, enhancing your own self-awareness. Gather ways of aligning with your staff, patients and physicians that change the dynamic in your practice.

This program is designed to give you the tools and strategies you need to be the leader you *want* to be. It is intensely interactive focusing on approaches that can be immediately implemented upon returning to your practice.

Focus – Personnel

Hire the Best – And *HOLD ON!* Cultivating Staff Tenure! (can also be K/W)

What is a most impactful way to strengthen the foundation of your practice? Hire stellar applicants – and don't let go! A team that works together with respect and staying positive creates a conscious professionalism. We begin with hiring with principles that invite self-awareness and encourage high performance teams

Your culture is determined by your best players, and utilizing emotional intelligence helps you be more aware of the greatest employees right in front of you as well as discovering those that need to be added!

From recruitment to interviewing to your personnel management citing real life techniques that work! We cover reading between the lines with resumes and interviews. We also cover the types of questions that will offer the *most* information from applicants.

You *can* attain the most honest information and help determine the best person for your practice and environment.

We discuss proven examples that engage awareness and questions that reveal your current staff's emotional temperature identify trouble spots as much as success stories that you can recognize.

Also emphasized is how to live and *promote* a life work balance. This session shows clear tactics to retain your best employees and cultivate an incredibly positive and productive culture.

These are easy to implement, common sense approaches that ensure lengthy staff tenure. It's about respecting others, having their say while working within the hierarchy and practice dynamics.

Roles and Retention! – Speed Dating For Personnel! Town Hall / Roundtable Discussions!

(K/W)

Personnel issues can be some of the most challenging in a manager's life. We are challenged with balancing the practice's expectations with each staff member's personal issues.

It is also more than evident that there is substantial financial cost to losing a staff and more beneficial to recruit and retain the best employees possible.

This is an extremely fun and dynamic interactive session where attendees take part in an expanded session openly discussing and comparing crucial Personnel and Staffing issues such as: Recruiting, Remote Workers, Hiring and Firing, Staff Engagement and Retention, Value In Leadership, Personnel Manuals and Provider Trust And Peer Support.

Of course, we fine-tune topics to attendees. We tap into our own experiences and knowledge examining dynamics in each of our practices. *All* questions and topics are discussed throughout the workshop.

Matters are debated in a timed and "speed dating" and active format with an opportunity where *all* may be heard.

We openly discuss key findings, clarify successful examples and generate insight with all attendees comparing concerns with solutions that can be utilized as soon as we return to the office!

A very nice side benefit is the bond created between attendees for future networking and resources.

Focus – Everyday Management

Mastering Organization, Delegation And Time Management - Heighten Your Worth With Key And Cited Strategies

Feeling more in control of our daily lives and predictability while still feeling in touch with daily goings-on, staff members actions and physician's needs is an everyday effort. This is a great session for administrators where we bring it all together.

As the practice leader, your time management, delegation abilities and organizational efforts is of utmost importance. You are literally income generating space! In this session we cover real-life approaches to increase your ROI, and improve practice culture and gain authentic employee collaboration. We will explore organizational work-flows, and how to identify those who are ready for more and ready to move up!

You can create a conscious professionalism with positive principles that invite self-awareness and encourage high performance teams.

Real life CEO interviews and recommendations are threaded throughout this session to help clarify daily priorities and leadership management. Attendees will explore leadership techniques and examples that actively relay, promote and will help to build that first step towards improvement for an entire practice. Explore organizational workflows and cite most successful approaches to best practices Gain authentic collaboration from staff AND physicians!

Everyday Leadership - Applying Gained Knowledge and Awareness To Initiate Excellence

No one knows your practice better than you! A leader's standards of behavior are displayed and relayed with every interaction, communication and exchange of information that we go through with staff, providers and patients.

Each day includes immediate, cognitive process-oriented decision-making that can affect the entire practice in a very short time.

We create a conscious professionalism with principles that invite self-awareness and encourage high performance teams. Utilizing emotional intelligence helps us understand, assess and maintain a culture and rhythm that reflects confidence, accountability and growth.

We explore how to use EI to initiate leadership, staff engagement *and* physician involvement.

Real life success stories will be shared with actions that immediately enrich communication and lessen conflict.

Join us to share approaches that immediately engage staff, improve communication, overall performance and patient outcomes!

Managing With Emotional Intelligence - How to Encourage, Affirm and Steady Your Practice

Discovering and tapping into *your* own emotional intelligence is the foundation of positive practice management. This session is designed to give you the tools and strategies you need to be the leader you *want* to be.

Engage with your staff, patients, and physicians with innovative levels of awareness and authentic communication. Affirm your personal leadership as you continue to develop richer emotional intelligence in your staff by cultivating a culture of artful listening and trust.

Today? it is impossible to over-communicate. It is imperative that we clearly explain ideas and messages, quickly and effortlessly as often rapid-fire decisions that affect your work.

This gathering is intensely interactive and focuses on approaches that can be immediately implemented upon returning to your practice.

Design your specific approach to steady and align staff, patients and physicians that add to the positive dynamics in *your* practice.

Focus – Patience with Patients

Your Patient Has Something To Say! E./E.Q. and The Delivery Of Care From a *Ghost Patient's* Perspective (K/W)

The relationship between the patient and the physician is the soul of medicine. The patient's experience is beyond significant and has a direct impact upon their outcomes ...and your value!

This is a *great* session that can serve as a customer service and or inspirational “why we are here” gathering.

I may be your millionth patient, but this is *my* first visit. As a ghost patient, it is enlightening! The delivery of care is observed on every level with every nuance and communication throughout the visit. Everything from curb appeal, throughout the visit, to follow up and claims processing is covered in this comprehensive review of a patient visit... And how it's *really* seen!

The delivery of care we offer today helps shape *your* practice of tomorrow. How do we imbed traditional patient-centered processes with newer therapies and technological advances? What patient-based practices do we conserve from the past, and how do we couple that personalized approach with most recent technologies offered?

As we enter into a new realm of the patient encounter, we must be more than aware of their experiences, standards and ethics and how to get them actively engaged.

Narratives from real-life assessments with patient's priorities and displeasures and offering solutions to every example. Tried and true communication styles are identified highlighting emotional intelligence and ways to embed them in daily protocols.

We *can* create a conscious professionalism with principles that encourage high performance teams and invite self-awareness. We are charged with collaborating our finest features of traditional care and carrying those best practices to a newly balanced relationship between the physician, patient ...and us! Let's listen to our patient and do it right!

From Aggression to a Soft Landing - How To Deal With Difficult Patients

We love our patients, but sometimes have to draw the line. A JAMA report included 50 physicians and medical students that found patient biases, verbal abuse and other aggressions can make for a toxic workplace environment, with the amount of difficult patient encounters doubling in recent years. Also vital are workplace safety steps that protect staff and patients. Patient incidents can disrupt patient care on many levels and must be handled with a balanced and judicious manner.

We recognize and cover demonstrated approaches, policies and specific techniques that promote a safe and respectful work environment. Also covered is how a difficult patient can quickly spin into a liability concern.

No one knows your practice better than you and your role is priceless.

This session will add knowledge with awareness that can help you deal with difficult patients every single time.

We will look at the challenges and proven solutions including safety measures that can be taken to protect your staff and patients... and immediately implemented. Attendees can design a practice specific plan for a respectful culture for staff and patients with tips and magic words that soothe the savage beast and patients and optimize your revenue!

When Your Daughter Buys You An “Anti-Stress Kit” For the Holidays

We can love our jobs more than anything in the world and will still experience stress. Administrators tend to be high achievers, and do not always notice when one’s performance begins to slip. This clearly declares the essential need to take care of ourselves so we are fully able and prepared to take care of everything (and everyone) else.

This session includes proven delegation and timeline techniques that help balance your operations throughout the practice.

The harder we work and the more motivated we are, the easier it is to get over our heads. Being aware of signs of stress and counteracting as soon as possible are key to maintaining a balance of priorities.

We discuss clearly defined approaches and demonstrated methods with the most impactful and positive difference to you and your practice.

We cover best practices and delegation methods that bring out staff member initiative and promote more active involvement. When we feel support, and support others, it works!. We can design a healthy balance of responsibilities and delegation.

Join us to openly discuss how to develop real life cultures that place programs and procedures in place offering the most compassionate care and create a healthy work balance.

Focus – Physician Culture and Dynamics

Wellness With EI for Physicians and Administrators — Signs, Challenges and Solutions!

It is always a good time to discuss how to move forward with respect and positive resolutions. This session promotes your tapping in to your emotional intelligence to flatten recent challenges and answer long-standing burnout and conflict issues. This burnout can be obvious to staff, patients and the community, or simply never addressed and “unspoken”.

The relationship between the physician and administrator is a partnership of care, leading the practice through success and growth, as well as hard times and unexpected challenges.

Who knows the ebb and flow of our lives almost as much as our family? Our co-workers. We all see the good, the bad, and the beautiful in each of us eventually. This is where common courtesies and awareness come into play. It is proven that having a culture of wellness prevents physician and administrative burn out. We will clarify the specific differences between stress and burnout.

Very simply, we learn to know how to communicate our ideas and visions as well as listen to other’s

Operational strategies and action plans that have potential for a more positive impact throughout the entire practice are reviewed. These options can assist in providing patient care to your degree of standards while avoiding conflict from the earliest indicators!

We cite endorsed healing strategies for external conflict and community reconciling. We consider methods of how we can work together in a collaborative care model and create a more balanced life and approach to patient care.

Finishing topics and points include how to provide patient focused care in a practice setting that supports a healthy work-life balance. Join us to see how physicians and staff can work together with a code of conduct to create a more balanced life and approach to patient care.

Yes! You *Can* Remain Independent - and *Strong!*

Private practice is a vibrant option for those that prefer to remain autonomous and independent! No one knows your patients better than you! Take that already established value of your practice to increase your presence to its fullest potential and remaining a part of you medical community.

We look at everything from impactful reporting and second-generation contracting to creating a culture of pride that patients and staff want to be a part of. Hurdles and challenges in independence are approached with real-life stories and solutions.

There is a certain lifestyle with independence that can remain whole while also establishing relationships and collaborating with others. We will cover how to value and conserve most important features of healthcare while embracing our future delivery of care.

Should I Stay or Should I Go? Direct/Concierge Care - Where Is The Sweet Spot?

Many physicians are actively moving towards Direct Pay and Concierge care as a viable option in providing more focused patient care.

Beyond payers, this introduces most common models and scenarios of concierge and direct care. We share real life examples and solutions from your Pro Forma to timelines and year-end processes.

Also discussed – how to work with Medicare and commercial payers.

For financial forecasting and timelines, a list of vital processes and reports that facilitate benchmarking and financial forecasting will be reviewed.

We also must ensure that our established and yet to come relationships with other providers and the community remain protected and intact.

This session's approach is an interactive manner while providing tools and resources that will help in decision-making for your specific specialty and patient base. Let's get your new independent practice going!

Focus – Revenue Cycle

Advance Your RCM Strategies and Front Desk Collections! Speed Dating That *Propels* Your Team!

This is a highly interactive and dynamic “timed” response and discussion session. Attendees “roundtable” most current and vital topics involving billing and patient revenue cycle management including Financial Controls, High Deductibles, TOS Collections, Front To Back Office Issues, Credit Card Plan Options, and Collections Timing and Policies. We respond to RCM questions where results and feedback are shared. .

We explore specific issues deeper with proven techniques that can advance your billing policies and patient collections. Think of it as speed dating your patient accounts receivables! Key methods are cited that quickly improve patient collections and proven success stories that you can use as soon as you return to the office!

Additional handouts furnished to assist in the evolution of your RCM! Handouts include How to Avoid Fraud and Embezzlement and Best Practices for AR Metrics that can help benchmark your collections.

Deductibles Are High - and Cash is Short! - A Deep Dive Of How To Design AR Policies With Emotional Intelligence - *AND* Get The Bill Paid!

Whether due to high deductibles, under-or-uninsured, how do you handle the increased financial burden that has been suddenly placed in many of our patient’s laps... and on your front desk!?

We assess how your RCM can improve with enhanced processes where the patient is actually able to separate the money from the visit. A win-win scenario! Prompt pay laws and legal discounts are also reviewed.

We will explore electronic options that are fair and help create a more predictable income. Who introduces these policies and how do you do it?

We cover how to build in emotional intelligence and awareness in your policies, timing, and provider involvement. We can create financial protocols that your patients love! Roles and areas of opportunity are distinguished within the work process to communicate and work with patients regarding his or her financial responsibility. Cited Ideas for team-based strategies and procedures are cited.

The patient experience has a direct and correlating impact on your income! So, be assured that every cent that enters and leaves your practice is appropriately confirmed, applied and balanced by the appropriate staff members?

Is it time to tighten up controls and reduce the opportunity to embezzle? Distinguish financial policies, access issues and daily “check and balance” procedures that can protect your practice. Real life examples and experiences of embezzlement and theft are shared.

Proven methods are discussed in this interactive session. We will also cover how to get providers involved in a financial routine that supports your policies completing the circle of secure practice wide solid financial controls and policies.

Negotiation To Collaboration – Your Emotional Intelligence = Profitability!

Impactful patient financial communication begins with responding to our patient's needs. Consumer health and high deductibles make it necessary to design patient engagement strategies within revenue cycle and collections processes! Frequently debated issues are clarified for attendees, such as; Prompt pay laws, discounts, what WE can disclose, and what insurers expect.

Your awareness and emotional intelligence is relayed with every communication, interaction and exchange with staff, providers and patients. We demonstrate how gained knowledge blended with Emotional Intelligence can help design creative and compassionate methods that that accelerate your patient and payer collections

We explore EI and how to initiate engagement with financial responsibility. Cited Case studies and successes where EI can vastly improve the level of performance and profitability are discussed! Learn to use awareness to manage your leadership and communicative behavior, recognizing relationship management and understand emotions in yourself and others.

This is truly a team-based approach where patient collection strategies and personalized approaches can be built into your collections, fair to the patient, and enhance your predictable profits. Return to your office with solid suggestions and cited successes that can be immediately put to action.

Protect Your Practice From Fraud and Embezzlement!

With high deductibles tripling, are you confident that *every cent* that enters and leaves your practice is appropriately and securely confirmed, applied and balanced by the appropriate staff members? It is time to tighten up financial controls and reduce the opportunity to embezzle or commit fraud.

We analyze every level of care to identify "high risk" areas within your practice - and not just financial! Real life examples and experiences of identifying and handling embezzlement, inventory theft and fraud are shared.

We clarify specific financial policies and cited proven methods that add measures of security to your daily "check and balance" financial reconciliations and procedures.

Reduce the risk by hiring professionals! We identify personnel practices that help you *retain* the best! Also discussed is getting providers involved in a financial routine that supports your policies and works together being *your* check and balance

Your revenue is *too* important to your bottom line for collection procedures to chance. We've all heard the expression, Trust but Verify, but there are too many instances where inadequate processes become too tempting for staff resulting in significant financial loss. This is an interactive session where we pose great discussion questions openly discussing how to identify "high risk" areas throughout the practice including increasing time of service collections.

Attendees gain knowledge to design a list specific to their practice of how to detect embezzlement and create policies that support your financial controls.

Additional Handout Listing Crucial Tips Of How To Avoid Fraud And Embezzlement Within Your Practice

Focus - What Attendees Say!



- ✓ *“Very well-organized, Susan is very committed and informative.”*
- ✓ *“A real crowd-pleaser!”*
- ✓ *“Passionate speaker! The best session I attended!”*
- ✓ *” I receive numerous invitations to sessions and HANDS DOWN this was phenomenal!”*
- ✓ *“Susan did a wonderful job explaining social awareness vs. relationship management and provided salient tips to consider for the patient’s emotions.”*
- ✓ *“The entire Medical industry needs a whole lot more Susans in this world!”*
- ✓ *“I gained a wealth of knowledge from her approach on how to manage employees.”*
- ✓ *“It was easy to comprehend, provided a clear relevant insight and expectations for patient relations and collection processes.”*
- ✓ *“Great presentation – Very knowledgeable presenter - direct, pertinent & useful information.” Ms. Childs is a commanding speaker and expert in topics in medical practice management.”*