

MGMA Mississippi Presents
Annual 2021

FALL MEETING

November 10
Clyde Muse Center | Pearl, MS

MGMA[®]
MISSISSIPPI

Matt Griswold,
PeopleCentric



Don Harkey,
PeopleCentric



Ashley Burns, CPA
Kassouf



Tabatha Peninger,
MACM



Agenda

- 8:30 Registration Opens
- 9:00 ***Building A High Performance Culture Workshop***
- 10:30 Break with Exhibitors
- 11:00 ***Building A High Performance Culture Workshop***
- 12:30 Lunch
- 1:30 ***Attention Management for the Distracted Workforce***
- 2:30 Break with Exhibitors
- 3:00 ***How to provide excellent customer service while dealing with difficult people, being mindful of cultural sensitivities, and maintaining patient privacy.***
- 4:00 Adjourn
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Don Harkey, CEO
PeopleCentric



Matt Griswold
PeopleCentric

Building A High Performance Culture

Why is culture so important and how does it impact an organization's performance? This interactive workshop will discuss the positive impact of a high-performance culture and introduce ways that leaders can drive this culture throughout the organization.



**Ashley Burns, CPA
Kassouf**

Attention Management for the Distracted Workforce

Technology, social media, the 24-hour news cycle, a barrage of changing regulations and a never ending public health emergency have all contributed to an overly distracted workforce. This session will take a closer look at the work and study of Maura Thomas, a leader and trainer in work-life balance. We will explore her “4 Quadrants of Attention Management” and discuss techniques that to allow you to control distraction and maximize focus.



**Tabatha Peninger, BSN,
RN - MACM**

How to provide excellent customer service while dealing with difficult people, being mindful of cultural sensitivities, and maintaining patient privacy

We understand that your most unsatisfied customer is your greatest source of learning. This presentation will include helpful tips and techniques to provide the best customer service experience, especially when dealing with complex patients. Next, we will discuss cultural sensitivities and advice on how to handle sensitive issues. The final section will cover confidentiality in the clinical office setting.

Registration Fees:

MGMA Member - \$75

Non-Member - \$125

This program is eligible
for 5 hours of Continuing
Education

