



WASHINGTON
ACADEMY OF
EYE PHYSICIANS
& SURGEONS

Practice Management Seminar 2022

Co-Chairs: Rebecca Dale, MD, and Rachel Reinhardt, MD

Friday, March 11, 2022 • Washington State Conference Center

Register right away so that all of the key leaders in your practice can take part in the new *Practice Leadership Seminar*. Physicians, administrators, and other key team members will enjoy an in-person and interactive workshop to re-think your processes to be both patient-centered and team oriented, increasing not only your efficiency, but your joy in your day-to-day work.

Why is lean so effective? This operating philosophy views value from the eyes of the patient, and any part of the experience that does not contribute to the effective delivery of care is an area for improvement. For example, time spent by a physician or other team member consulting with a patient is an added value, whereas time spent looking for supplies or other team members is waste. Ultimately, lean identifies waste and works to create a revised clinic flow that is calm and efficient. Lean process analysis uses value stream mapping, which analyzes where in the clinic a patient interacts with staff, waits, or moves, and assigns a time to these activities. To reduce wasted patient wait time, lean design examines factors such as these:

- Front desk efficiencies. Are there potential delay factors at check-in, including whether the front desk staff is moving around to access printers, forms, or other information?
- Supply location. Are supplies located in easy-to-access areas, such as top drawers or wall-mounted shelving, to reduce unnecessary search time?
- Screening and testing processes. Are patients moving back and forth to waiting rooms or the lobby before getting to the physician's examination room? The whole process can be reengineered for efficiency by using examination and tech rooms interchangeably, so patients don't need to move unnecessarily.
- Staff location. Are physicians, scribes, and technicians located close to each other for easy communication?

FACULTY

Aneesh Suneja, MBA, BChE

We are pleased to bring Aneesh Suneja, MBA, to lead this in-depth seminar. Aneesh is the president of FlowOne Lean Consulting, the author of two books "Lean Doctors" and "Make Your Clinics Flow with Synchrony," and a dynamic speaker who is regularly invited to national conferences for his expertise. Perhaps most importantly, his experience goes beyond theory to real results, having helped numerous practices improve patient care, practice health and team dynamics.

2022 SCHEDULE

7:30–8:30AM	Continental breakfast in the exhibitor hall
8:30AM	<i>Welcome</i> Rachel Reinhardt, MD, and Rebecca Dale, MD Practice Management Program Co-Chairs
8:45–10:15AM	<i>Lean Modeling: An Introduction</i> Aneesh Suneja, MBA, BChE
10:15–10:45AM	Refreshment break with exhibitors
10:45–12 NOON	<i>Diagnosing Lean Opportunities: In Ophthalmology Practices</i> Aneesh Suneja, MBA, BChE
12 NOON–1:00PM	Lunch on floor 3
1:00–3:15PM	<i>Applying Lean in Your Practice: Hands-On Interactive Exercises</i> Aneesh Suneja, MBA, BChE
3:15–3:45PM	Refreshment break with exhibitors
3:45–4:00PM	<i>2022 Legislative and Regulatory Issues Impacting Ophthalmology Practices in WA</i> Aaron Weingeist, MD and Rachel Reinhardt, MD
5:00PM	<i>Cocktail Reception</i>

WAEPS Practice Management Seminar *(continued)*

REGISTRATION:

Please register via our website: <http://www.waeps.org/annual-meeting>

Your fee will be based on whether you are an employee of a WAEPS member practice. In order to take advantage of the significant member discounts, the members 2022 dues must be paid prior to registration.

REGISTRATION FEES *(per person)*:

	If registered by March 2	Fee after March 2
WAEPS member practice	\$300	\$325
Non-WAEPS member practice	\$350	\$400

Fee includes course materials, breakfast, lunch, refreshment breaks and President's Reception.

Physicians wishing to participate in the Practice Management Program as well as the physician scientific CME program should register for the dual pass *via the physician registration form*. There is an additional fee of \$50 for the dual pass.

RECIPROCAL SOCIETY MEMBERS:

WAEPS has reciprocal arrangements with ophthalmology societies in Oregon, Idaho, Montana, Alaska, and British Columbia. Physicians and their employees providing proof of membership in their respective state and province societies may register at the Active WAEPS Member rate. Please contact our office for details if you would like to take advantage of this opportunity: waeps@waeps.org

OVERNIGHT ACCOMMODATIONS:

A discounted hotel room block has been reserved for our conference participants at the Seattle Sheraton Grand Hotel (located an easy two block walk from the Conference Center in downtown Seattle). **The room block is limited so please book early to avoid disappointment.** A link to the dedicated reservation page for our event is found on this page of our website: <http://www.waeps.org/annual-meeting>

ACCESSIBILITY:

We encourage participation by all individuals. If you require accommodations, please notify Kim Conn at the WAEPS office at kim@wsma.org at least two weeks prior to the conference. Note that our conference venue is fully accessible and ADA compliant.

OTHER PARTICIPANT NEEDS:

Moms needing access to our "pump room" during breaks should contact us for details. Special dietary needs? Indicate these on your registration form or contact us via phone or email and we'll do our best.

CANCELLATIONS:

Cancellation requests must be submitted in writing. There is a \$50.00 fee for cancellation before March 1, 2022. **There are no refunds for cancellations after March 1, 2022.**

Questions regarding registration? Please contact the WAEPS office at 206-956-3635 or email waeps@waeps.org