



# Let's THRIVE in '25!

Wednesday, June 4 <sup>th</sup>	<b>2025 Conference Agenda</b> <b>**10 CEU's**</b>
8:00–9:00am	<b>Registration/Login to conference</b> (for technical help – call or text Lavonne/Kylie at 605-786-7697)
	<b>Welcome / Board report</b>
9:00-9:30am	
9:30-10:30am	<b>“NCQA Standards Overview”</b> – Tsveta Polhemus, AVP-
	Evaluations Programs (virtual)
10:30-10:45am	<b>BREAK/Drawing</b>
10:45-11:45am	<b>“MSPs Role in the False Claims Act”</b> – Erin Muellenberg, JD,
	CPCS, CPMSM & Dustin Jackson, MHA, CPCS, CPMSM
11:45-1:00pm	<b>LUNCH BREAK</b> – on your own
1:00-2:00pm	<b>“Cross Cultural Communication”</b> – Jeremy Holloway, PhD
	(virtual)
2:00-2:45pm	<b>“NAMSS Update”</b> – Anne Wynne, CPMSM, CPCS – NAMSS DAL
2:45-3:00pm	<b>BREAK/Drawing</b>
3:00-4:00pm	<b>“Low/No Volume &amp; APP: Best Practices for Competency &amp; Privileging”</b> – Sara Cameron, CPMSM, CPCS
4:00-5:00pm	<b>End of first day of conference</b> – Get ready for Networking Event
5:00-8:00pm	<b>Networking Event</b> – Meet in the hotel lobby and we will
	proceed to The Fieldhouse Sports & Spirits for dinner & a game of
	Trivia
	<i>Which team will take home the traveling trophy this year??</i>

## Thursday, June 5<sup>th</sup>

8:30-9:00am

**Checkout from hotel/Login to conference**

(for technical help – call or text Lavonne/Kylie at 605-786-7697)

9:00-10:00am

**“Survey Readiness” – Sara Cameron, CPMSM, CPCS**

10:00-10:15am

**BREAK/Drawing**

10:15-11:15am

**“Registration Matters!” – Amy Wooton & Jeff Hunter, DEA  
Registration Program Specialists**

11:15am-12:15pm

**“Transforming the Medical Staff Office using LEAN Process  
Improvement Methodology” – Dustin Jackson, MHA, CPCS,  
CPMSM**

12:15-1:30pm

1:30-2:30pm

**LUNCH BREAK – on your own**

2:30-3:30pm

**“Sharing Information about Problem Providers: Is the benign  
affiliation letter adequate?” – Erin Muellenberg, JD, CPCS, CPMSM**  
**“Addressing Provider Professionalism Concerns” – Sara Cameron,  
CPMSM, CPCS**

3:30-4:00pm

**Closing Remarks/Survey**

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