65th AAMA Annual Conference
Sept. 24–27, 2021 • Houston, TX
thanks 2019–2021 AAMA President Debby Houston, CMA (AAMA), CPC, for her service to the association.
Welcome

AAMA President Debby Houston, CMA (AAMA), CPC, welcomes you. Also, view the list of contributors and conference committee members.

Officers & Trustees

See the members of the AAMA Board of Trustees.

Volunteer Leaders & Staff

Review a list of the dedicated volunteer leaders and staff who contribute to the success of the AAMA.

Agenda of Events

Refer to this guide for continuing education sessions, special events and activities, and the House of Delegates agenda.

CE Sessions & Speakers

Peruse descriptions of the sessions and information about our distinguished conference speakers.

Publishers Showcase

Get a sneak preview of the exhibitors at this year’s Publishers Showcase.

VISIT THE AAMA SOCIETY OF PAST PRESIDENTS

And make your donations to . . .

Maxine Williams Scholarship Fund
As a medical assistant, helping people is what you do. Deserving medical assisting students need assistance to complete their education. Help the students; help the profession.

Ivy Reade Relkin Surveyor Training Fund
Your contribution helps us meet the increasing need for well-trained surveyors to review the quality of medical assisting programs.

Donations to these funds are tax deductible as charitable contributions to the extent permitted by law and can be made in honor of the living, or in memory of a departed friend, relative, or colleague.

Donations can be made Saturday outside the House of Delegates and Sunday near the AAMA Registration Desk.

Help us help the profession!

Spartanburg
Chapter of Medical Assistants
An affiliate of the SOUTH CAROLINA Society of Medical Assistants

Best wishes to
Patty Licurs, CMA (AAMA), CPC, on her upcoming presidency!

YOU’RE OUT OF THIS WORLD!
Welcome to Texas

On behalf of the AAMA Board of Trustees (BOT) and myself, welcome to Houston for the 65th AAMA Annual Conference. Houston is a city rich in history and named after former General Sam Houston, who was actually born in Virginia about 30 minutes from where I live.

This city welcomes us with open arms, and we are over the moon to be here. While you’re here, enjoy the city’s culture, hospitality, and maybe even some shoe shopping. This city provides an excellent setting in which to meet longtime friends once again, make new friends, and connect with BOT members and AAMA officers. This trip also offers the opportunity for us to earn CEUs, a vital part of our credentialing that keeps us current in the health care field and allows us to be the very best medical assistants in providing safe and quality care to patients.

There is much to do in the short weekend we are here together. Some great things that you can attend include the First-Timers and Student Reception and the Welcome and Awards Celebration on Friday. On Saturday, I recommend joining us for the House of Delegates, which is open to attendees, to see the business of the AAMA performed and new leaders for 2022 elected. Then, don’t miss the CMA (AAMA)® Knowledge Bowl and State Leaders meeting on Sunday. What an awesome weekend for all in attendance!

Please take extra note that the House of Delegates will be held on Saturday and the Presidents Banquet will be held on Sunday night this year. We wanted to ensure that all can attend the banquet because we are celebrating 65 years of the AAMA. We will honor our state presidents, the outgoing and incoming national presidents, and the BOT members.

Thank you all for attending this amazing conference and for what you do every day for our medical assisting profession. I look forward to seeing all of you in Houston, Texas.

See y’all around,

Debby Houston, CMA (AAMA), CPC
2019–2021 AAMA President
Now Available For...
Medical Assistants and Unlicensed Healthcare Personnel

Expand Your IV Knowledge and Skills!

Self-Paced Online Program - $159

This 7-hour IV Certificate Program (often referred to as IV Certification) is specifically designed to provide Medical Assistants and other Unlicensed Assistive Personnel (UAP) with IV therapy instruction proven to achieve quality IV practice, improve patient/client outcomes and prevent liability risks. It is comprised of a 4.5-hour video/slide presentation given by Kay Coulter, RN, CRNI, VA-BC, a video of a live peripheral IV catheter insertion demonstration, a printable workbook and supplemental reading, as well as a post test.

AAMA Special Promotion

AAMA Conference Attendees receive 15% discount if ordered by 10/31

Use Discount Code AAMA21

Order Online: Infusionknowledge.com

This online course is designed to provide an introduction and overview of peripheral IV therapy practice. Content includes current standards and guidelines, correct use of equipment, tips for successful vein access and catheter insertion, negligence and how it relates to IV therapy practice, special considerations for pediatric and geriatric patients, identification of the veins available for peripheral IV catheter insertion, methods of proper vein assessment, proper skin prep prior to insertion, IV catheter insertion procedural steps, and IV fluids and considerations for administration.

NOTE: This course must be followed by supervised clinical practice in IV therapy as needed to demonstrate clinical competence. Verification of clinical competence is the responsibility of each employer, based on institutional protocol. The practice of IV therapy must be performed according to an individual's State scope of practice for their discipline and/or level of licensure. It is the responsibility of each participant to maintain his or her level of proficiency on an annual basis.
AAMA Officers

**President**
Debby Houston, CMA (AAMA), CPC

**Vice President**
Patty Licurs, CMA (AAMA), CPC

**Immediate Past President**
Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE

**Secretary-Treasurer**
Virginia Thomas, CMA (AAMA)

**Speaker of the House**
Deborah Novak, CMA (AAMA)

**Vice Speaker of the House**
Monica Case, CMA (AAMA)

AAMA Trustees

Sherry Bogar, CMA (AAMA), CN-BC

Shelley Gingrich, CMA (AAMA)

Claire Houghton, CMA (AAMA)

Rebecca Surratt, CMA (AAMA)

Aimee Wicker, CMA (AAMA), PCMH CCE
The honeybee is a wonderful reminder that hard work, good intentions, and trusting your instincts can have its sweet rewards!
**Committees**

**Awards**
*Chair:* Monica Case, CMA (AAMA)
Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE
Deborah Novak, CMA (AAMA)
Virginia Thomas, CMA (AAMA)

**Annual Conference**
*Chair:* Deborah Novak, CMA (AAMA)
Sherry Bogar, CMA (AAMA), CN-BC
Shelley Gingrich, CMA (AAMA)
Virginia Thomas, CMA (AAMA)

**Bylaws and Resolutions**
*Chair:* Virginia Thomas, CMA (AAMA)
Sherry Bogar, CMA (AAMA), CN-BC
Monica Case, CMA (AAMA)
Shelley Gingrich, CMA (AAMA)
Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE
Claire Houghton, CMA (AAMA)
Debby Houston, CMA (AAMA), CPC
Patty Licurs, CMA (AAMA), CPC
Deborah Novak, CMA (AAMA)
Rebecca Surratt, CMA (AAMA)
Aimee Wicker, CMA (AAMA), PCMH CCE

**Career Professional Development**
*Chair:* Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE
Deborah Novak, CMA (AAMA)
Betty Springer, CMA-C (AAMA)
Rebecca Surratt, CMA (AAMA)
Aimee Wicker, CMA (AAMA), PCMH CCE

**Documents**
*Chair:* Deborah Novak, CMA (AAMA)
Monica Case, CMA (AAMA)
Patty Licurs, CMA (AAMA), CPC
Virginia Thomas, CMA (AAMA)

**Editorial Advisory**
*Chair:* Claire Houghton, CMA (AAMA)
Lisa Connelley, CMA (AAMA)
Erica Dack, CMA (AAMA)
Grace Risen, CMA (AAMA), CMA
Lisa McKeen, CMA (AAMA), BA
Meagan Parker, CMA (AAMA), MHA, CHC
Kimberly Scott, CMA (AAMA)

**HOD Minutes**
*Chair:* Deborah Novak, CMA (AAMA)
Monica Case, CMA (AAMA)
Claire Houghton, CMA (AAMA)
Aimee Wicker, CMA (AAMA), PCMH CCE

**Maxine Williams Scholarship**
*Chair:* Patty Licurs, CMA (AAMA), CPC
Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE
Claire Houghton, CMA (AAMA)

**Nominating**
*Chair:* Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE
Stephanie Dotson, CMA (AAMA)
Natasha Geno, CMA (AAMA)
Paula Purdy, CMA (AAMA)
Jane Seelig, CMA-A (AAMA)

**Social Media**
*Chair:* Rebecca Surratt, CMA (AAMA)
Shelley Gingrich, CMA (AAMA)
Virginia Thomas, CMA (AAMA)
Linda Vitzthum, CMA (AAMA)

**Strategic Issues Planning**
*Chair:* Aimee Wicker, CMA (AAMA), PCMH CCE
Shelley Gingrich, CMA (AAMA)
Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE

**Leadership Teams**

**Marketing**
*Chair:* Sherry Bogar, CMA (AAMA), CN-BC
Donna Gibbins, CMA (AAMA)
Claire Houghton, CMA (AAMA)
Deniece Jozefiak, CMA (AAMA)
Robert Krieble, CMA (AAMA), BS
Deborah Novak, CMA (AAMA)
Paula Purdy, CMA (AAMA)

**Membership Development**
*Chair:* Aimee Wicker, CMA (AAMA), PCMH CCE
Monica Case, CMA (AAMA)
Donna Gibbins, CMA (AAMA)
Claire Houghton, CMA (AAMA)
Kellie Humma, CMA (AAMA)
Candace Miller, CMA (AAMA)
Diana Rogers, CMA (AAMA)
Jane Seelig, CMA-A (AAMA)
Renee Stutes, NCMA
Claudia Watkins, CMA (AAMA)

**Task Force**

**Advisory**
*Chair:* Deborah Novak, CMA (AAMA)
Monica Case, CMA (AAMA)

**Leaders in Education and Practice Task Force**
*Chair:* Christine Hollander, CMA (AAMA)
Connie Bartholomew, CMA (AAMA), BA
Erin Teuton, CMA (AAMA), HSA
Sarah Vereb, CMA (AAMA)
Mark Zaragoza, CMA (AAMA), EMT-B

**Conference CE Sessions Task Force**
*Chair:* Christine Hollander, CMA (AAMA)
Jolene Penning, CMA (AAMA), BS

**Leaders in Education and Practice Task Force**
*Chair:* Christine Hollander, CMA (AAMA)
Virginia Chambers, CMA (AAMA), MHA
Kimberly Doerflinger, CMA (AAMA), MBA
Sherri Dykes, CMA (AAMA), AAS, GXMO
Amber Greer, CMA (AAMA), BS
Jacquelyn Harris, CMA (AAMA), Med
Rachel Houston, CMA (AAMA), MPS
LaTonya Jones-Odafe, CMA (AAMA), MHA, BS, CPC, CPT
Rhonda May, CMA (AAMA)
Francie Mooney, CMA (AAMA), ATA, PBTF(ASCP)
Barbara Parker, CMA-AC (AAMA), CCS-P, CPC

**Practice Managers Task Force**
*Chair:* Clare Ley, CMA (AAMA)
Past National Presidents

1957 * Maxine Williams, CMA-A (AAMA) (KS)
1958 * Mary Kinn, CMA-A (AAMA), CPS (CA)
1959 * Lucille Swearingen (OK)
1960 * Marian Little (IA)
1961 Bettye Fisher Baldwin (IN)
1962 * Lillie Woods (CA)
1963 * Alice Budny (WI)
1964 Judy Coleman, CMA-AC (AAMA) (TX)
1965 * Rose Merritt (GA)
1966 * Marge Slaymaker (KS)
1967 * Elvera Fischer, CMA-C (AAMA), RN (IL)
1968 Margaret Swank Webber, CMA-C (AAMA) (OH)
1969 * Mildred Crawford, CMA-AC (AAMA) (TX)
1970 * Ruth Dize (VA)
1971 * Marie Young (IN)
1972 * Helen Stephens (UT)
1973 * Elisabeth Massey, CMA-AC (AAMA) (CA)
1974 * Marian Cooper, CMA-C (AAMA) (PA)
1975 * Betty Lou Willey, CMA-AC (AAMA) (MI)
1976 * Laura Lockhart Hoynes, CMA-AC (AAMA) (OH)
1977 * Joan Michaels, CMA-A (AAMA) (NC)
1978 * Jeanne Green Bloom, CMA-A (AAMA) (IA)
1979 * Wini Schwartz, CMA-C (AAMA) (CA)
1980 * Jean Mobley, CMA-AC (AAMA) (TX)
1981 * Dot Sellars, CMA-A (AAMA) (VA)
1982 Mabel Ann Veech, CMA-A (AAMA) (FL)
1983 * Betty Mays, CMA-A (AAMA) (AZ)
1984 Janet Hessinger Connell, CMA-A (AAMA) (KY)
1985 Ivy Reade Reilkin, CMA-AC (AAMA), BSEd (NY)
1986 * Margaret Corcoran, CMA-AC (AAMA) (NJ)
1987 Josephine Estrada, CMA-AC (AAMA), RN (TX)
1988 Ann Jordana, CMA-AC (AAMA), RT (FL)
1989 Barbara Parker, CMA-AC (AAMA), CCS-P, CPC (WA)
1990 Juanita Blocker, CMA-C (AAMA), LPN (AL)
1991 Jean Keenon, CMA-A (AAMA), MAEd (AL)
1992 Mary Lou Allison, CMA-C (AAMA) (FL)
1993 Janice Caplan, CMA-A (AAMA) (NY)
1994 Geneva Straughan, CMA-A (AAMA), MBA (TX)
1995 Cheryl Vineyard, CMA (AAMA), CPC, BUS (NM)
1996 Ima Backstrom, CMA (AAMA) (AR)
1997 Carol Clapp, CMA (AAMA), EMT, CPC (TN)
1998 Norma Parker, CMA (AAMA) (NE)
1999 Glenda Cartee, CMA (AAMA) (SC)
2000 Joyce Nakano, CMA-A (AAMA), BA (CA)
2001 Mary Dey, CMA-AC (AAMA) (MI)
2002 * Julianna Drumheller, CMA (AAMA) (VA)
2003 Luella Wetherbee, CMA (AAMA), CPC (ID)
2004 Theresa Rieger, CMA (AAMA), CPC (OK)
2005 Lee Damon, CMA (AAMA) (NY)
2006 Mary Dyer, CMA-A (AAMA) (TX)
2007 Rebecca Walker, CMA (AAMA), CPC (NC)
2008 Linda Brown (NJ)
2009 Kathryn Panagiotacos, CMA (AAMA) (FL)
2010 Boni Brun tz, CMA-A (AAMA) (CO)
2011 Betty Springer, CMA-C (AAMA) (FL)
2012 Ann Naegele, CMA (AAMA) (TX)
2013 Chris Hollander, CMA (AAMA) (CO)
2014 Nina Watson, CMA (AAMA), CPC (CA)
2015 Charlene Couch, CMA (AAMA) (UT)
2016 Paula Purdy, CMA (AAMA) (OR)
2017 Julie Flaat ten, CMA (AAMA), RN, EMT (W I)
2018 Lisa Lee, CMA (AAMA) (UT)
2019 Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE (ME)
2020 Debby Houston, CMA (AAMA), CPC (VA)
* Deceased

Note: Italics indicate name changes after presidency. Also, the state in which the person resided at the time of presidency is indicated.
# AGENDA OF EVENTS

- **CEU Category Codes**
  - G = General
  - A = Administrative
  - C = Clinical

## Thursday, September 23

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>6–9 PM</td>
<td>Registration Open</td>
<td>Galleria Foyer</td>
</tr>
</tbody>
</table>

## Friday, September 24

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 AM–5:30 PM</td>
<td>Continental Breakfast</td>
<td>Woodway III</td>
</tr>
<tr>
<td>7 AM–5:30 PM</td>
<td>Headquarters Open</td>
<td>San Felipe</td>
</tr>
<tr>
<td>7 AM–5:30 PM</td>
<td>Registration Open</td>
<td>Galleria Ballroom Foyer</td>
</tr>
<tr>
<td>7:30–8:30 AM</td>
<td>First-Timers and Students Reception</td>
<td>West Alabama</td>
</tr>
<tr>
<td>8–10 AM</td>
<td>The Drug Enforcement Administration (2 GAC)</td>
<td>Galleria I–II</td>
</tr>
<tr>
<td>8–10 AM</td>
<td>Cancer Prevention: Screening for Lung and Esophageal Cancer (2 C)</td>
<td>Galleria III–IV</td>
</tr>
<tr>
<td>8–10 AM</td>
<td>Language Matters: Communication Strategies to Help Promote Alcohol-Free Pregnancies (2 GC)</td>
<td>Woodway I</td>
</tr>
<tr>
<td>9:00 AM–NOON</td>
<td>Board of Trustees, Endowment Meetings</td>
<td>Plaza Ballroom</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td>Leaders in Education and Practice (LEAP) Forum</td>
<td>Woodway III</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td>Update on the Latest Chemotherapy Drugs (2 GC)</td>
<td>Galleria I–II</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td>HIPAA-Compliant Emails and Text Messages to Patients (2 GA)</td>
<td>Galleria III–IV</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td>Community Resources Information for Patient Navigators and Advocates (2 A)</td>
<td>Woodway I</td>
</tr>
<tr>
<td>1:30–3:30 PM</td>
<td>Medical Assisting Education Review Board (MAERB) Forum</td>
<td>Woodway II</td>
</tr>
<tr>
<td>1:30–3:30 PM</td>
<td>Billing Challenges (2 A)</td>
<td>Galleria I–II</td>
</tr>
<tr>
<td>1:30–3:30 PM</td>
<td>Customer Service: Let’s Start in the Classroom (2 G)</td>
<td>Galleria III–IV</td>
</tr>
<tr>
<td>1:30–3:30 PM</td>
<td>Get Off My Back (2 G)</td>
<td>Woodway I</td>
</tr>
<tr>
<td>4–5:30 PM</td>
<td>Connecting with Adult Learners (1.5 G)</td>
<td>Galleria I–II</td>
</tr>
<tr>
<td>4–5:30 PM</td>
<td>Support Patients Who Have Alcohol Use Disorder (1.5 GAC)</td>
<td>Galleria III–IV</td>
</tr>
<tr>
<td>4–6 PM</td>
<td>Lymphedema: Definitions and Prevention (2 C)</td>
<td>Woodway I</td>
</tr>
<tr>
<td>4:30–6:30 PM</td>
<td>Credentials Desk Open</td>
<td>Galleria Foyer</td>
</tr>
<tr>
<td>7:30–10 PM</td>
<td>Welcome and Awards Celebration</td>
<td>Galleria Ballroom</td>
</tr>
</tbody>
</table>

## Saturday, September 25

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30–7:45 AM</td>
<td>Credentials Desk Open</td>
<td>Galleria Foyer</td>
</tr>
<tr>
<td>7 AM</td>
<td>Continental Breakfast</td>
<td>Woodway III</td>
</tr>
<tr>
<td>7 AM–6:30 PM</td>
<td>Headquarters Open</td>
<td>San Felipe</td>
</tr>
<tr>
<td>7:30 AM–5 PM</td>
<td>Registration Open</td>
<td>Galleria Foyer</td>
</tr>
</tbody>
</table>
8–9:30 AM | House of Delegates | Galleria Ballroom
9:30–11:30 AM | Meet the Candidates | Galleria Ballroom
11 AM–4 PM | Publishers Showcase | Plaza Ballroom
1:30–3 PM | Reference Committees: Reports, Bylaws, Resolutions | Galleria Ballroom
5:30–6:15 PM | Credentials Desk Open | Galleria Foyer
6:30–10 PM | House of Delegates Reconvenes | Galleria Ballroom

**Sunday, September 26**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 AM</td>
<td>Continental Breakfast</td>
<td>Woodway III</td>
</tr>
<tr>
<td>7:30 AM–6 PM</td>
<td>Registration Open</td>
<td>Galleria Foyer</td>
</tr>
<tr>
<td>8–10 AM</td>
<td><strong>Value-Based Contracts: The Future of Reimbursement</strong> (2 A) (Continuing Education Board Practice Managers Task Force–Featured Program)</td>
<td>Galleria I–II</td>
</tr>
<tr>
<td>8–10 AM</td>
<td>Microlearning for Professional Development (2 G)</td>
<td>Galleria III–IV</td>
</tr>
<tr>
<td>8–10 AM</td>
<td><strong>Walk This Way: Feet and Diabetes Go Hand in Hand</strong> (2 GC)</td>
<td>Woodway I</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td><strong>CMA (AAMA)’ Knowledge Bowl</strong> (2 GAC) (Certifying Board–Featured Program and General Session)</td>
<td>Galleria Ballroom</td>
</tr>
<tr>
<td>1–3 PM</td>
<td><strong>Creative-Learning Pictures for Online Students</strong> (2 G)</td>
<td>Galleria I–II</td>
</tr>
<tr>
<td>1–3 PM</td>
<td>Concussions (2 C)</td>
<td>Galleria III–IV</td>
</tr>
<tr>
<td>1–3 PM</td>
<td><strong>Breathing Exercises to Calm Anxious Minds</strong> (2 C)</td>
<td>Woodway I</td>
</tr>
<tr>
<td>1–3 PM</td>
<td>State Leaders (Open to all state chapter officers)</td>
<td>Woodway II</td>
</tr>
<tr>
<td>3:30–5:30 PM</td>
<td><strong>Cochlear Implants</strong> (2 GC)</td>
<td>Galleria I–II</td>
</tr>
<tr>
<td>3:30–5:30 PM</td>
<td><strong>Platelet-Rich Plasma Therapy</strong> (2 GC)</td>
<td>Galleria III–IV</td>
</tr>
<tr>
<td>3:30–5:30 PM</td>
<td><strong>Sleep Disorders</strong> (2 GC)</td>
<td>Woodway I</td>
</tr>
<tr>
<td>6:30–7:30 PM</td>
<td>Mix and Mingle</td>
<td>Galleria Foyer</td>
</tr>
<tr>
<td>7:30–10 PM</td>
<td>Presidents Banquet <em>(Cocktail attire is the dress code for this event.)</em></td>
<td>Galleria Ballroom</td>
</tr>
</tbody>
</table>

**Monday, September 27**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 AM–12:30 PM</td>
<td>Registration Open</td>
<td>Galleria Foyer</td>
</tr>
<tr>
<td>7:30 AM–1 PM</td>
<td>Headquarters Open</td>
<td>San Felipe</td>
</tr>
<tr>
<td>8–10 AM</td>
<td><strong>Wound Assessment</strong> (2 GC)</td>
<td>Galleria I–II</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td><strong>Process Improvement</strong> (2 GA)</td>
<td>Galleria I–II</td>
</tr>
<tr>
<td>1:30–3:30 PM</td>
<td>AAMA Committees, Strategy Teams, and Task Forces Meeting</td>
<td>West Alabama</td>
</tr>
</tbody>
</table>

Room assignments may be subject to change on-site. Check the daily newsletter for changes.
AGENDA OF EVENTS

Saturday, September 25, 2021

House of Delegates Agenda

8–9:30 AM
Call to Order
Deborah Novak, CMA (AAMA), Speaker of the House

Opening Ceremonies

Credentials Chair Report

Adoption of House Rules
Monica Case, CMA (AAMA), Vice Speaker of the House

Supplemental Report
Debby Houston, CMA (AAMA), CPC, President

Nominating Committee Report
Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE, Nominating Committee Chair

Nominations from Floor
Deborah Novak, CMA (AAMA), Speaker of the House

6:30–10 PM
Call to Order
Deborah Novak, CMA (AAMA), Speaker of the House

Credentials Chair Report

Voting
Officers, Trustees, Nominating Committee

Reference Committee Reports
  Reports
  Bylaws
  Resolutions

Good and Welfare Statements
(Note: Only 10 minutes allowed.)

Info to Know

Masks
The AAMA Board of Trustees and the Annual Conference Committee would suggest that attendees, as medical professionals, err on the side of caution and consider wearing a mask in public spaces of the hotel when AAMA meeting functions are in session.

Recordings Prohibited
Audio and video recordings of the House of Delegates, Meet the Candidates, or Reference Committees are strictly prohibited.

Program Content
The continuing education programs at this conference have been approved by the Continuing Education Board for continuing education units (CEUs). Granting approval in no way constitutes endorsement by the AAMA of either the program’s content or facilitator.

CEU Checklists
Drop boxes for CEU checklists are located near the AAMA Registration Desk. If the Registration Desk is closed, the drop boxes will be located at or outside AAMA Headquarters. Checklists will be accepted until 1 PM Monday, September 27. Thereafter they must be mailed or faxed to the AAMA. (Note: Following the conference, an email will be sent to attendees that includes a link to an online evaluation survey on conference CE session speakers. This will be in addition to the link that is sent for the regular conference evaluation survey.)

Join, Renew, and Recertify
Attendees can pay their annual membership dues and recertify their CMA (AAMA) credential—if all their CEUs are from the AAMA—at the AAMA Registration Desk.

Vegetarian Meals
Vegetarian meals are available upon request from your server at all conference meals.

Allergy Alert
As part of our reasonable efforts to accommodate the needs of all conference attendees, we respectfully request that you do not bring any peanut products into the conference. Thank you for your cooperation in this matter.

Photos
Photos of attendees will be taken throughout the conference and may be used by the AAMA for promotional purposes in printed and/or electronic format.
THE OHIO STATE SOCIETY OF MEDICAL ASSISTANTS
PROUDLY SUPPORTS OUR MEMBERS FOR TRUSTEES

NATASHA GENO, CMA (AAMA)

DIANA ROGERS, CMA (AAMA)

The Tennessee Society of Medical Assistants and Chattanooga Chapter of Medical Assistants Proudly Support

Monica Case, CMA (AAMA), For Speaker of the House

“It’s a Beautiful Thing When a Career and a Passion Come Together.”
The Drug Enforcement Administration
8–10 AM
The Drug Enforcement Administration (DEA) is a U.S. federal law enforcement agency tasked with enforcing controlled substance laws and regulations. The DEA uses a registration system that allows people to file for a DEA number, which authorizes drug companies to manufacture; doctors, pharmacists, nurse practitioners, and physician assistants to distribute, research, or prescribe; and pharmacies to dispense controlled substances. Learn about the formation and purpose of the DEA. Explore the process and rules for obtaining a DEA number as well as recent changes to the registration renewal process. (2 GAC)

Henry “Colin” Hill is a recently retired special agent and group supervisor with the DEA. He has dedicated his career to combating the use of illegal drugs and the abuse of legal drugs. Overall, Hill has more than 24 years of combined state and federal law enforcement experience. Hill was a member of the Houston Division Office Special Response Team responsible for the execution of high-risk arrest and search warrants and is a Level A–certified Clandestine Laboratory Response Operator. Hill has received several performance awards and one On-The-Spot Award during his career with the DEA. He holds a Bachelor of Business Administration in finance from Lamar University. Hill graduated from the University of Texas Police Academy in Austin and from the DEA Training Academy, in Quantico, Virginia.

Cancer Prevention: Screening for Lung and Esophageal Cancer
8–10 AM
Less than 5% of patients who should be screened for lung and esophageal cancer actually receive screening tests, and late-stage diagnoses can have a negative impact on overall prognoses. However, comprehensive screening can prevent many cancer deaths each year. Discuss the benefits of screening, and review how the tests are conducted. (2 C)

Ikenna Okereke, MD, is an associate professor at the University of Texas Medical Branch, where he also works as the associate program director of the general surgery residency program and program director of the cardiothoracic surgery fellowship program. He received his medical degree from Washington University School of Medicine in 1999. Additionally, he has completed a research fellowship in thoracic surgery, a residency in general surgery, and a fellowship in cardiothoracic surgery. Dr. Okereke is board-certified in thoracic and cardiac surgery.

Language Matters: Communication Strategies to Help Promote Alcohol-Free Pregnancies
8–10 AM
After a review of the lifelong effects of fetal alcohol spectrum disorders (FASDs), identifying characteristics, and screening process, examine the role medical assistants can play in promoting alcohol-free pregnancies to prevent FASDs. Learn several skills including ways to reduce the use of stigmatizing language to improve communication with patients about their alcohol use and FASDs. Also, improve on differentiating between helpful and unhelpful communication strategies. Finally, learn how to apply helpful communication strategies that reduce the stigma associated with risky alcohol use to discussions with patients. (2 GC)

Sandra J. Gonzalez, PhD, LCSW, is an assistant professor and licensed clinical social worker in the family and community medicine department at Baylor College of Medicine. Dr. Gonzalez received her Master of Science in Social Work degree from the University of Tennessee, Knoxville, and her doctoral degree from the University of Texas at Austin. She is the director of behavioral health for the Baylor Family Medicine Faculty Group Practice and the director of operations for the department’s Center for Prevention, Primary Care & Population Health. She has served as coinvestigator on many federally funded projects related to substance use disorders and is the project director for the Minority Treatment Access for the Rio Grande Valley project, which aims to increase engagement in care for racial and ethnic minorities with substance use or co-occurring disorders.

Update on the Latest Chemotherapy Drugs
10:30 AM–12:30 PM
New chemotherapy medications for cancer treatment may allow patients to live longer and have less severe side effects than traditional chemotherapy treatments. Review the top four chemotherapy drugs and the types of cancer they are used to treat. Examine the differences between oral chemotherapy medication and traditional infusion. Learn how to help patients get treatment, particularly when cost is an issue, and look at medical assistants’ role in patient education. (2 GC)

Maurice Willis, MD, is a professor of general oncology at the University of Texas MD Anderson Cancer Center and the University of Texas Medical Branch. He received his doctorate from the Morehouse School of Medicine in Atlanta, Georgia. Dr. Willis has completed a clinical residency in internal medicine and a clinical fellowship in medical oncology. He is board-certified in internal medicine and medical oncology.

Enjoy Continental Breakfasts
Friday, Saturday, and Sunday
Beginning at 7 AM in Woodway III

Houston, Texas
HIPAA-Compliant Emails and Text Messages to Patients
10:30 AM–12:30 PM
To be compliant with the Health Insurance Portability and Accountability Act (HIPAA), emails and text messages to patients must follow up-to-date procedures, policies, and privacy practices. Thus, health care providers should educate patients on the practice policies and how to access and communicate with the provider. Examine required policies and procedures, patients’ preferred communication methods, and associated risks. Review HIPAA requirements for providing access to patient health information, and learn what information can be transmitted via email and text messaging. Gain analysis skills to determine medical practices’ breach risk factors and the penalties for noncompliance. (2 GA)

Jennifer Dudley is a member of the Houston Methodist Physician Organization systems and training team and is an Epic-certified trainer. Dudley has over 15 years of patient access and revenue cycle training experience—both in hospital and clinical settings—specializing in government programs and financial assistance. She enjoys volunteering with the Special Olympics and spending time with her family and friends.

Community Resources Information for Patient Navigators and Advocates
10:30 AM–12:30 PM
Medical assistants can serve as patient advocates and patient navigators by identifying community resources that meet patients’ various needs. Explore local community resources, and differentiate between local community resources, national organizations, and other programs. Learn how to effectively facilitate referrals to community resources, while following the policies and procedures necessary for patient confidentiality and privacy. Identify the necessary equipment and tools needed to locate and define community resources. (2 A)

Cheron Hillmon, LMSW, OSW-C, is an oncology social worker at the University of Texas Medical Branch. Her duties include but are not limited to providing patient consultation, counseling, and support. She graduated from the University of Houston Graduate College of Social Work in 2016 and is a member of the Association of Oncology Social Work. Hillmon is experienced in inpatient and outpatient settings and is skilled in assessment, resource linkage, and crisis intervention.

Billing Challenges
1:30–3:30 PM
Insurance carriers can challenge providers’ billing for services rendered. Claims submitted for multiple services performed during an office visit are often kept pending until receipt of proper documentation. Carrier requests for payment refunds are made due to enrollment or bundling issues. Identify what can trigger a denial, and learn the proper use of modifiers for multiple procedure coding. Learn how to write a review request and submit supporting documentation of services provided, as well as how to write a second-level appeal. Discover which carriers will allow telephone corrections for claim reprocessing and what qualifies for telephone claim corrections. (2 A)

Out-of-this-World NASA Artifacts and Exhibits
Several NASA assets will be on display during the Welcome and Awards Celebration and the Presidents Banquet.
Friday and Sunday from 7:30–10 PM in the Galleria Ballroom

Lauren Solomon, MHA, is an Epic-certified systems analyst and trainer at Houston Methodist Physician Organization. Her passion for health care was built over the last 15 years and stemmed from studying the interconnectedness of the global economy, seeking exceptional quality, and being curious. She loves studying health care professionals’ workflows and processes and identifying how they benefit health care organizations, the surrounding community, and population health.

During her career, Solomon has led and built strategic revenue cycle processes that manage and prevent denied claims. She has served as a preferred revenue cycle consultant for Veterans Affairs, the Department of Defense, and several commercial hospitals throughout the country. She currently teaches and leads billers and clinic-based staff in using electronic health records and identifying insurance best practices to avoid claim rejection and denials.

Customer Service: Let’s Start in the Classroom
1:30–3:30 PM
Because patient interaction is a constant in health care, medical assisting students should start learning about customer service before they work at a medical practice. Explore what customer service means in a medical practice, including the ramifications of poor customer service. Discuss the importance of communication skills in providing quality customer service. Identify multiple ways to teach excellent customer service to both coworkers and patients. Learn about the “pickle pledge,” a challenge that promotes positive attitudes in health care to improve patient outcomes. (2 G)

Darwin Vandyke is an information services director at the University of Texas Medical Branch, where he has worked in various roles since 2013. In his current position, he places emphasis on professional and personal skills development. Vandyke graduated from Oklahoma Wesleyan University and is skilled in assessment, resource linkage, and crisis intervention.
CE SESSIONS & SPEAKERS

Get Off My Back
1:30–3:30 PM
Chiropractors provide a wide range of holistic treatments by manipulating the body to get it in alignment, ease pain, and help the body heal itself. Examine chiropractors’ role, including their scope of practice, treatments, and education requirements. Review the difference between adjustments and modalities. Lastly, discuss what patients can expect when they visit a chiropractor. (2 G)

Earl F. Hendrikz, DC, CCSP, is a broad-scope chiropractor and the executive director of Clear Lake Integrative Medicine, a multidisciplinary medical clinic specializing in conservative treatment of musculoskeletal dysfunction in Houston, Texas. Originally from Toronto, Canada, he attended Carleton University in Ottawa for undergraduate work and received his doctorate from Texas Chiropractic College. He is board-certified in sports chiropractic and holds various relevant certifications. His undergraduate education is in X-ray technology, and he worked for many years in the medical field before his time as a personal trainer and fitness manager for a gym. He takes a functional approach to structural and soft tissue issues by combining his specific training with nutrition, joint manipulation, and functional rehabilitation.

Connecting with Adult Learners
4–5:30 PM
Educators can engage with adult students and motivate them to be successful in an online learning environment. Discuss adult learners, their learning styles, and how they differ from other types of learners. Explore strategies for helping reach and engage with adult learners. (1.5 G)

Kellie Herrin-Bowlen, EdD (ABD), MEd, BHSc, RMA(AMT), is a native Houstonian and an avid champion for all things education. She has been a higher education professor and leader in various capacities since 2008 across Texas. Since 2010, she has been teaching in the online environment in the career college and community college sectors and most recently as an adjunct professor for an online Bachelor of Health Science program as a law and ethics professor. She has published work regarding the educational enrollment and success of minority students in Texas. She is active in many local HOSA chapters and often gives presentations to various organizations about medical assisting. She serves on the online education committee for Lone Star College and is the curriculum chair for the Lone Star College medical assisting program.

Support Patients Who Have Alcohol Use Disorder
4–5:30 PM
Alcoholism, also called alcohol use disorder, is a disorder that has a tremendous emotional impact on those affected as well as their immediate family. Fortunately, support from family, friends, and health care professionals can improve outcomes for people with alcohol use disorder. Learn best practices for supporting those who misuse alcohol. Discover resources that can help someone with alcohol use disorder, such as Alcoholes Anonymous (AA) meetings, mental health clinics, information centers, and counselors. Examine the emotional impact on those affected by alcohol use disorder. (1.5 GAC)

Rick M. has been continuously sober since August 23, 2004. Though he began drinking in his teen years, alcohol did not become a problem until his mid-40s, when it began to adversely affect his marriage of more than 30 years and then led to legal problems when he was arrested for DWI. As a result of the legal issue, a judge invited Rick to attend a few meetings of AA, which proved to be life-changing. Through the 12 Steps of AA and the fellowship of AA, Rick’s life is very different and improved. He is a better husband, father, and grandfather. He is very active in service to AA and currently serves as the alternate delegate to the AA General Service Conference for Area 67 (Southeast Texas).

Kristin S., “Pickle,” went to her first AA meeting when she was 21 years old. With the help of AA, Kristin found her own higher power, which helped her achieve sobriety on numerous occasions when she worked with a program. Despite relapses over the last 20 years when Kristin stopped working her program because she thought she could do it on her own, Kristin always returned to AA. She believes it is the only way she can get—and stay—sober. Kristin’s sobriety date is August 8, 2020.

Lymphedema: Definitions and Prevention
4–6 PM
Lymphedema is a common but often misunderstood medical condition. Gain a comprehensive understanding of lymphedema, including risk factors, prevention, diagnosis, and treatment options. Examine lymphedema symptoms, causes, and complications. (2 C)

V. Suzanne Klimberg, MD, PhD, FACS, has 30 years of experience in breast surgical oncology. At the University of Texas Medical Branch, she is the distinguished chair in general surgery, vice chair for administration in the surgery department, professor and chief of the surgical oncology division, medical director for the UTMB Cancer Center, and adjunct professor at MD Anderson Cancer Center. She has pioneered treatment methods for breast cancer, published over 350 articles and 13 books, and won more than 75 teaching, research, and clinical care awards. She earned her doctorate in medicine from the University of Florida College of Medicine and two PhD degrees in biochemistry and clinical and transitional sciences.

Presidents Banquet
Salute your state leaders during the Parade of Presidents and applaud the recipients of the 2021 Awards of Distinction, Student Essay Award, and CMA (AAMA) Employer of the Year Award.
Sunday at 7:30 PM in Galleria Ballroom
Sunday, September 26

Value-Based Contracts: The Future of Reimbursement
Continuing Education Board Practice Managers Task Force–Featured Program
8–10 AM

In response to the anticipated increase in the use of services, insurance companies have been moving from a fee-for-service payment model to a payment-for-performance model, or value-based contracts. Health care providers must understand how to achieve results that will place them in a position to remain financially solvent as this happens. Learn how to negotiate value-based contracts by improving care retention and documenting diagnoses accurately and to the highest level of specificity. Explore the reduction of gaps in patient care and inappropriate use of services by patients. (2 A)

Lorraine Stephens, MD, has served as the medical director for the TriHealth Population Health Organization from 2016 to 2020. In her current position, she works in primary care leadership as the system chief for family medicine at TriHealth. She has also worked in quality improvement in primary care since 2008. She currently practices at Bethesda Family Medicine and serves as faculty for the family medicine residency program at TriHealth. Her special interests include programs focusing on improving population health and provider education. Her current projects include clinical protocols for primary care, osteoporosis management in women, system strategy for colon cancer screening, and lung cancer screening.

Microlearning for Professional Development
8–10 AM

Educators need to keep students engaged and learning, including during professional development and continuing education courses. One new trend called microlearning is informal, takes only a few minutes, and delivers content in chunks. Microlearning also helps create more social interactions between learners. Examine the definitions and components of microlearning as well as its value to professional development. Learn how microlearning may be used for professional growth, and discover resources and tools for implementing microlearning. (2 G)

Angela Belnap, DHPE, CMA (AAMA), is an experienced educator, curriculum developer, and faculty development mentor. She takes pride in providing the best training possible for both students and educators teaching the next generation. To support her roles, Dr. Belnap has degrees in medical assisting, leadership, administration, and education. Dr. Belnap’s goals are to help educators be the best that they can be and train the best health care professionals possible.

Walk This Way: Feet and Diabetes Go Hand in Hand
8–10 AM

Diabetes can affect all areas of the body, but feet are sometimes overlooked until a patient has an ulcer, wound, or neuropathy. Peripheral neuropathy often causes weakness, numbness, and pain—usually in the hands and feet—and increases the risk of wounds. Additionally, people with diabetes typically have decreased blood flow, which can increase the risk of needing an amputation if their foot care was insufficient. Thus, patients need to be taught proper foot care, including choosing the most appropriate footwear. Learn more about routine foot checks and diabetes’ effects on feet. Examine the essential sources for patient education and care, such as podiatrists, cardiologists, and interventional radiologists. (2 GC)

Rebecca Daley, DO, is an osteopathic family physician in Fredericksburg, Texas. She is a part-time assistant professor in the developing osteopathic clinical skills division at the University of the Incarnate Word School of Osteopathic Medicine and an adjunct clinical professor in the rural health division at the University of North Texas Health Science Center in Fort Worth. Dr. Daley completed her medical degree at Texas College of Osteopathic Medicine in Fort Worth and her residency training at Dallas Southwest Medical Center. She is board-certified in family practice and osteopathic manipulative treatment and treats patients of all ages.

CMA (AAMA)* Knowledge Bowl
Certifying Board–Featured Program and General Session
10:30 AM–12:30 PM

A vast range of knowledge is required to be an effective CMA (AAMA). This popular session is “infotainment” for medical assistants, as you will have fun and learn at the same time. Compete with your colleagues to see how much you know about what you do every day, or just come and cheer the teams on! (2 GAC)

This presentation is conducted by members of the North Carolina and South Carolina state societies.

Creative-Learning Pictures for Online Students
1–3 PM

In an online environment, providing a creative, audiovisual learning environment allows students to be focused, motivated, and ready for skilled practice in the health care field. Using simulators and videos, in particular, promotes confidence and skill-building in students. After reviewing the concept of online learning environments, discover how to use word pictures during written lectures and identify techniques used in describing word pictures. Discuss using simulators and video programs as student lab practice sessions, as well as the benefits and challenges of motivating students online. Understand the different levels of student learning in the online environment. (2 G)
Nina Beaman, EdD, MSN, CNE, RN-BC, RNC-AWHC, CMA (AAMA), has been a CMA (AAMA) since 1994. She has worked at numerous colleges and universities, teaching both medical assisting and nursing courses. Currently, she is the dean of nursing and health sciences at Aspen University, which offers a bachelor’s degree in health care administration with special incentives to those who are CMA (AAMA) credentialed. Dr. Beaman often develops curriculum for online courses. She has been a frequent speaker at AAMA conferences.

Concussions
1–3 PM
Concussions are not always apparent, and symptoms can last for a day, a week, or longer. Examine an overview of concussions, including signs, symptoms in children and adults, causes, risk factors, complications, testing, and treatments. Learn about concussion prevention, and identify which patients are most at risk for concussion. Review key questions to ask a patient who may have a concussion. (2 C)

Gillian Wooldridge, DO, CAQSM (ABFM), is a primary care sports medicine physician with Houston Methodist Orthopedics & Sports Medicine in Houston, Texas. In 2014, Dr. Wooldridge graduated with her medical degree from the University of North Texas Health Science Center in Fort Worth, Texas. She completed her family medicine residency with Houston Methodist Hospital at the Texas Medical Center in 2017 and her sports medicine fellowship with Houston Methodist Willowbrook Hospital in 2018. As a family medicine physician, Dr. Wooldridge cares for patients of all ages. As a sports medicine physician, she is trained in the care of athletes, which includes musculoskeletal conditions and injuries, chronic diseases in the athletic population, and sports-related concussions. She is a part of the Houston Methodist Concussion Center, a multidisciplinary team dedicated to the comprehensive evaluation and care of concussion patients. She serves as the head team physician for two high schools as well as assistant team physician for Rice University.

Breathing Exercises to Calm Anxious Minds
(Masks required.)
1–3 PM
Irregular breathing patterns can increase anxiety, worsen moods, and even cause physical symptoms like tingling in the extremities. Using breathing techniques regularly can counteract anxiety’s health risks while improving moods. Examine different types of breathing techniques used for stress reduction and health improvement and identify which breathing techniques best suit certain health needs. Discuss the basic physiologic changes associated with stress and how breathing techniques can adjust these responses. (2 C)

Emily J. Evans, MS, APRN, FNP-BC, has been practicing yoga and breathing exercises longer than she has been a nurse. When she was in a New York nursing school in 2003, she took a chance on a yoga class in her neighborhood and has been practicing regularly ever since. She became a nurse practitioner in 2007 and completed yoga teacher training in Austin in 2014. She recommends breathing and meditation for her patients.

Cochlear Implants
3:30–5:30 PM
Cochlear implant technology has advanced since its inception over 30 years ago. Changes in candidacy criteria and patient profiles have evolved to the point that cochlear implants are now considered to be the standard of care for the treatment of moderate to profound bilateral sensorineural hearing loss for those who no longer benefit from traditional amplification. Review current candidacy criteria as it has evolved through the years, potential recipient benefits, clinic models, and resources that allow cochlear implant services to be accessible to all who might need them. Discuss remote care options and potential benefits to cochlear implant recipients. (2 GC)

Jan Gilden, MA, CCC-A, graduated from the University of Texas at Austin with a degree in audiology. In 1986, she joined the Houston Ear Research Foundation and began working in the field of cochlear implantation. She has worked with many of the clinical trials that have led to advanced cochlear implant technology. She served as director of the cochlear implant program at Houston Ear Research Foundation before transitioning to clinic manager at Cochlear Hearing Center Houston in 2017. Currently, Gilden is the cochlear clinical services manager for the Cochlear Hearing Centers in both Houston and San Antonio and manages the audiologists in cochlear implant practices in McAllen, Texas, and Portland, Texas.

Teri Wathen has a master’s degree in supervision of education and taught high school business subjects for 32 years. She was a contractor for the state of Texas as a hearing loss resource specialist for 14 years. As a cofounder of the Houston chapter of the Hearing Loss Association of America, Wathen has been an advocate and activist for people with hearing loss for many years. Wathen has experienced progressive hearing loss since birth. She wore a hearing aid for many years but now wears bilateral cochlear implants. Her husband, two sons, and two grandsons all have hearing loss.

Platelet-Rich Plasma Therapy
3:30–5:30 PM
Platelet activation plays a key role in the process of wound and soft tissue healing. The use of platelet-rich plasma (i.e., a portion of the patient’s own blood that has a platelet concentration above baseline) to promote healing of injured tendons, ligaments, muscles, and joints can be applied to various musculoskeletal conditions. Learn how platelet-rich plasma therapy works, and review medical assistants’ responsibilities before, during, and after the procedure—particularly how to provide patient education and set up for the procedure. (2 GC)

Be courteous to guest speakers and fellow attendees
Conduct conversations in the hallways or lobbies.
Scott E. Rand, MD, is a primary care sports medicine physician with the Houston Methodist Orthopedic & Sports Medicine clinic in Willowbrook. He obtained his medical degree from the University of South Dakota and did his family medicine residency at the Naval Hospital Pensacola in Florida. After completing an overseas assignment at the NATO base in Keflavik, Iceland, Dr. Rand returned to South Dakota. He was the team physician for the University of South Dakota for five years before he moved to the Houston area. He obtained his Certificate of Added Qualifications in Sports Medicine in 1999. Dr. Rand has been involved with graduate medical education since moving to Texas and, for the past 10 years, has been the director of the Primary Care Sports Medicine Fellowship with Houston Methodist Willowbrook Hospital. He is a team physician with Rice University and Prairie View A&M University and is on the medical staff for USA weight lifting and gymnastics.

Sleeping Disorders
3:30–5:30 PM
Sleep disorders can interfere with normal physical, mental, social, and emotional functioning. Sleep disruption has many possible causes, from grinding teeth to night terrors. Review common sleep disorder classifications, such as insomnia (difficulty falling asleep), sleep apnea (stops in breathing during sleep), narcolepsy (compulsive attacks of deep sleep), hypersomnia (excessive sleepiness at inappropriate times), and cataplexy (sudden and transient loss of muscle tone while awake). Identify sleep disorder tests and treatments. (2 GC)

Kathy Wilson, MD, finished medical school and completed her internal medicine residency in Baltimore, Maryland, where she served as chief resident. After residency, she returned to her home state of Texas and started an internal medicine practice in Kerrville. Her interest in sleep medicine became known in the medical community, and providers began referring patients to her for sleep medicine consultations. Dr. Wilson became American Board of Internal Medicine–certified in sleep medicine in 2009, and in early 2010 she devoted her entire practice to sleep medicine. Dr. Wilson is currently on consultative staff at Peterson Regional Medical Center in Kerrville and Hill Country Memorial Hospital in Fredericksburg, Texas.

Nancy Ross, MSN, RN, FNP-CUTMB, comes from a long line of health care professionals and is a longtime nurse. She first specialized in cardiac surgery, and then, because Ross wanted more patient contact, she obtained her master’s degree and became a nurse practitioner. Ross worked in a private solo practice for three years, where she saw a wide variety of patient conditions. Upon coming to the University of Texas Medical Branch, Ross worked with surgical oncology patients in the surgery department before working in wound and primary care. Ross enjoys challenges and learning at every opportunity to provide the best outcomes for her patients.

Process Improvement
10:30 AM–12:30 PM
Many practice managers realize the importance of process improvement but are unsure how to begin. The first step should involve an evaluation to determine which processes to focus on and where improvements can be made. The full process should include defining the issue, finding the cause of the issue, identifying solutions, and checking results. Discuss the definition and various steps of process improvement. Identify useful tools. Learn best practices, particularly goal setting, to ensure the process is effective. (2 GA)

Carolyn Mohsenzadeh is the operations manager for Houston Methodist Physician Organization, where she is responsible for operational oversight of multiple primary care and specialty care clinics across the West region. Mohsenzadeh partners with her leadership team to drive financial management, strategic planning, and business development. She has served in various roles with Houston Methodist for over 11 years. Mohsenzadeh thrives on partnering with physicians, staff, practice leaders, and hospital leadership to provide the highest quality patient experience to Houston Methodist patients and the community at large. Notably, she has partnered with centralized departments to improve processes within practices. She earned her master’s degree in health administration from Georgetown University in Washington, D.C., and dual bachelor’s degrees in communications and government from the University of Texas at Austin.

Monday, September 27

Wound Assessment
8–10 AM
To treat wounds, medical assistants should have a good understanding of the required care and documentation. Discuss treatment options a clinician might suggest and how wound severity is determined. Review wound characteristics that must be documented to aid assessment, such as the size, depth, tissue type, thickness, type (e.g., arterial, diabetic, or venous), and other qualities (e.g., necrosis, tunneling, exudate, or granulation). Learn how to measure wound size, and become familiar with medical terminology used to describe and classify wounds. Examine ulcers, and use the clinical-etiology–anatomy–pathophysiology (CEAP) classification to describe chronic lower extremity venous disease. (2 GC)

MARWeek SAVES THE DAY!
MARWeek: October 18–22, 2021 • MARDay: October 20, 2021
To help you celebrate the profession at the heart of health care, visit the AAMA Store online to order a MARWeek packet, which includes the following items:

• MARWeek poster
• MARWeek article
• Observance suggestions
• Static cling (new item!)
Visit the Showcase! Enjoy a complimentary beverage!

Tables 1–2
Elsevier
Elsevier Education empowers higher learning institutions and educators with exceptional content, learning technology, and assessment tools that help transform today’s students into tomorrow’s health care professionals.

Table 3
Gateway Genomics
Gateway Genomics offers the SneakPeek Early DNA Test to determine only fetal sex at seven weeks or later gestation (3 mL venipuncture) for $129 self-pay, with as soon as a next-day result.

Table 4
University of Nevada, Reno/Medical Assistant FASD Practice Improvement Collaborative
The Medical Assistant FASD Practice Improvement Collaborative has partnered with the AAMA to provide education and skill-based training to CMAs (AAMA) on preventing alcohol-exposed pregnancies.

Tables 5–6
Platinum Educational Group
Platinum Educational Group is a global leader in competency tracking, clinical rotation scheduling, and compliance reporting for allied health programs.

Table 7
Trajecsys Centralized Clinical Recordkeeping
Trajecsys Centralized Clinical Recordkeeping provides medical assisting programs with easy-to-use online tools for documenting student externship skills, activities, and evaluations and tracking student attendance using GPS location.

Table 8
Excelsior College
Excelsior College is an accredited, not-for-profit online institution founded in 1971 offering associate, bachelor’s, or master’s degrees in health sciences, nursing, business, and beyond.

Table 9
Relentless Healthcare Performance Advisors
Relentless Healthcare Performance Advisors offers a step-by-step workbook that helps medical assistants discover their strengths, weaknesses, opportunities, and threats.

Table 10
Accrediting Bureau of Health Education Schools
The Accrediting Bureau of Health Education Schools (ABHES) conducts both institutional and specialized, programmatic accreditation. Formed in 1964 as the Accrediting Bureau of Medical Laboratory Schools, ABHES assumed its present name in 1974 to more properly identify its activities and expanded scope. The U.S. secretary of education recognizes ABHES as a specialized, national accrediting body determined to be a reliable authority on the quality of training offered by the educational institutions and programs it accredits. Its approved and recognized scope includes degree and non-degree granting private, postsecondary institutions offering educational programs predominantly in allied health and the programmatic accreditation of public and private medical assistant, medical laboratory technology, and surgical technology programs.

Tables 11–12
Jones & Bartlett Learning
Jones & Bartlett Learning is a world-leading provider of instructional, learning-performance, and assessment management solutions for the secondary education, post-secondary education, and professional markets.
proudly supports the
Reelection of

Claire M. Houghton,
CMA (AAMA),
for Trustee

PREPARING a BETTER and STRONGER FUTURE TOGETHER.

Together we prepare the future of medical assistants with great leadership, guidance, and inclusion.
The Texas Society of Medical Assistants PROUDLY supports

Re-elect Sherry Bogar, CMA (AAMA), CN-BC, for AAMA Trustee

As leaders we do not create growth, we cultivate it. Our mission is to create an environment that is conducive to growth. It is like planting a garden. You do not cause the seeds to grow—they grow because that is their natural purpose.
FREE FASD Online CEU Training Courses for Medical Assistants

Exposure to alcohol before birth can cause physical, behavioral, and intellectual disabilities, known as fetal alcohol spectrum disorders (FASDs). FASDs are preventable if a developing baby is not exposed to alcohol. Medical assistants can play an important role in preventing FASDs by identifying women at risk for an alcohol-exposed pregnancy and helping patients learn more about the risks of alcohol use during pregnancy.

FASD Primer for Healthcare Professionals
Provides information about prevention, identification, referral, and treatment of FASDs.

Preventing Alcohol-Exposed Pregnancies
Describes two evidence-based approaches that healthcare professionals can use to help prevent alcohol-exposed pregnancies.

Communication Skills and Strategies for FASD Prevention
Based on the principles of motivational interviewing, identify and practice communication strategies that can aid in prevention of FASDs.

For more information about these online courses, training opportunities for medical assistants, and hard copies of posters and toolkits visit fasdmapic.org/products/

Connect with us:
Call: 775-784-6265 | Visit our website: fasdmapic.org | E-mail: fasd@casat.org | Follow us on Twitter: @MtnPlnsFASDPIC

Funding for the Medical Assistant FASD PIC provided by the Centers for Disease Control and Prevention (#5 NU01DD001132-04-00)
Elect
JANE B. SEELIG, CMA-A (AAMA), for AAMA TRUSTEE

Sincere, Serious, Strong
Experienced
Energetic, Excellence, Enthusiastic, Efficient
Leadership
Integrity, Industrious, Inspiring, Insightful
Great Results, Growth, Good-Sense Solutions
Sustaining the quality of the AAMA through leadership, integrity, and great results.

INDIANA Society of Medical Assistants
AN AFFILIATE OF THE AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS.

Houston, Texas
Oregon and Washington State Societies say ... IT’S Miller TIME!

Both societies support Candy Miller, CMA (AAMA), running for AAMA Trustee.
proudly supports
Patty Licurs, CMA (AAMA), CPC
AAMA President 2021–2022