



This session will be presented by Amy Landry, PHR, Leadership and Development Coach with Willoz Consulting in New Orleans.

“Imagine turning clashes into strengths ...

It is possible to be able to identify the real issue and help one person to appreciate the other person's needs.”

MGMA LA Annual Conference 2015

August 19-21, Hotel Roosevelt in New Orleans

We will be featuring in our monthly Digests some of the Annual Conference sessions. Today's article can be seen below. The complete conference schedule will be available soon.

Conflict Resolution

Fire Fighter training for leaders

As a leader, you may feel you are regularly fighting fires in the workplace. On many days, making progress can be overwhelming due to the nature of the complex problems involved when dealing with employees. In this workshop, participants can develop the tools to embrace conflict, with the goal of reducing unnecessary fires.

Employees come equipped with a plethora of emotions, attitudes, values, needs and beliefs. Employees clash because of innate differences which can lead to conflict which, if unresolved, has the potential to become disastrous in the workplace. *Imagine embracing conflict confidently!*



2006: Lenore Poole (right) of Lake Charles/Cameron, was an MGMA-LA leader for many years, serving as an officer with the Board of Directors and also with her local Lake Charles chapter. Now retired, we miss seeing her at the annual conferences. She is shown here with Tom Baggett, who retired from the board in December 2014.





Manager's Corner

Heads Up: Patients air pet peeves

[Physicians Practice](#), a leading online community for physicians and practice management professionals, is an award-winning website providing expert content on business, financial and managerial aspects of patient care. Their website recently featured this graphic information:

In response to an open invitation to "rant away" on Facebook, patients ranging in age from 20-something to 75 shared their biggest pet peeves about doctors.

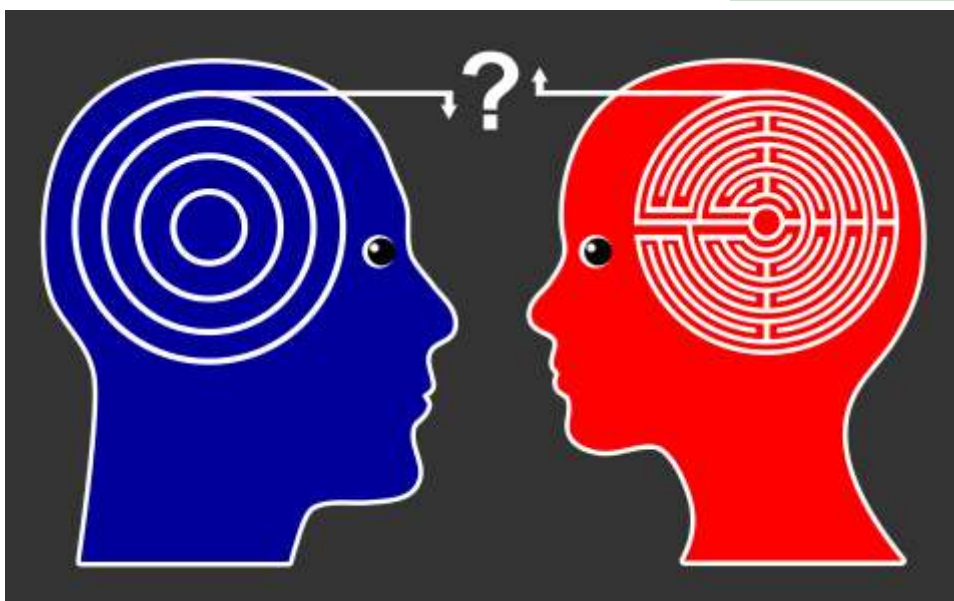
[See results here](#)

Urgent Care and *urgent care*

As an executive director, Brian Contos oversees [The Advisory Board Company's](#) clinical research and insights programs. In this article, he talks about the changes in healthcare and some shortfalls.

"Health systems across the country have been making huge investments to create coordinated care delivery systems that allow patients to get the right kind of care at the right time —whether at retail clinics, primary care clinics, urgent care centers, or traditional bricks-and-mortar hospitals," he said. "But my recent experience suggests that at least some health systems have a very, very long way to go to make that vision of coordinated care come to life." [MORE](#)

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Four steps to a more culturally competent staff

In this MGMA blog, the writer **notes your staff's inability to understand, communicate with and effectively interact with people from different cultures** can lead to disparities in care

and be detrimental to patient compliance and satisfaction.

These skills, which fall under the umbrella term *cultural competence*, **affect patients' health** — and your practice — in more ways than one, says Deb McQuilkin, DNP, MEd, NEA-BC, FACMPE. [Follow these steps](#) to help make your staff more aware of the importance of cultural competence and work

*** SOUND OFF

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These company names are hyperlinked to their respective websites.

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Questions? Contact MGMA-Louisiana Conference Coordinator Janna Pecquet, janna@imgma.org