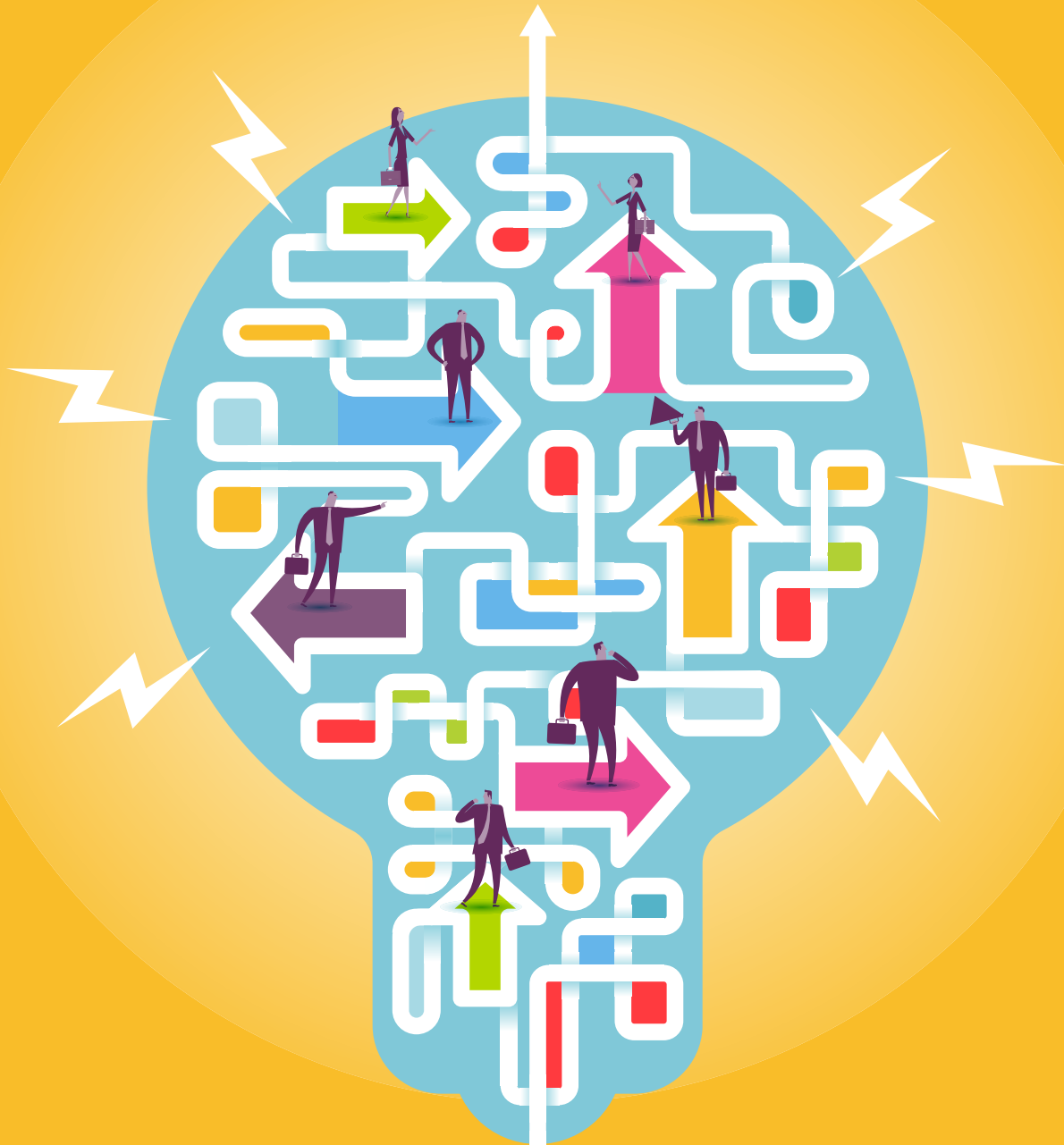




2023 ANNUAL MEETING



OCTOBER 5-7, 2023

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2023 ANNUAL MEETING



OCTOBER
5-7, 2023

CAMDEN ON THE LAKE RESORT
Lake Ozark | Missouri

SOCIAL EVENTS

THURSDAY, OCTOBER 5, 2023

WELCOME RECEPTION

Exhibit Hall

6:00 pm - 7:30 pm

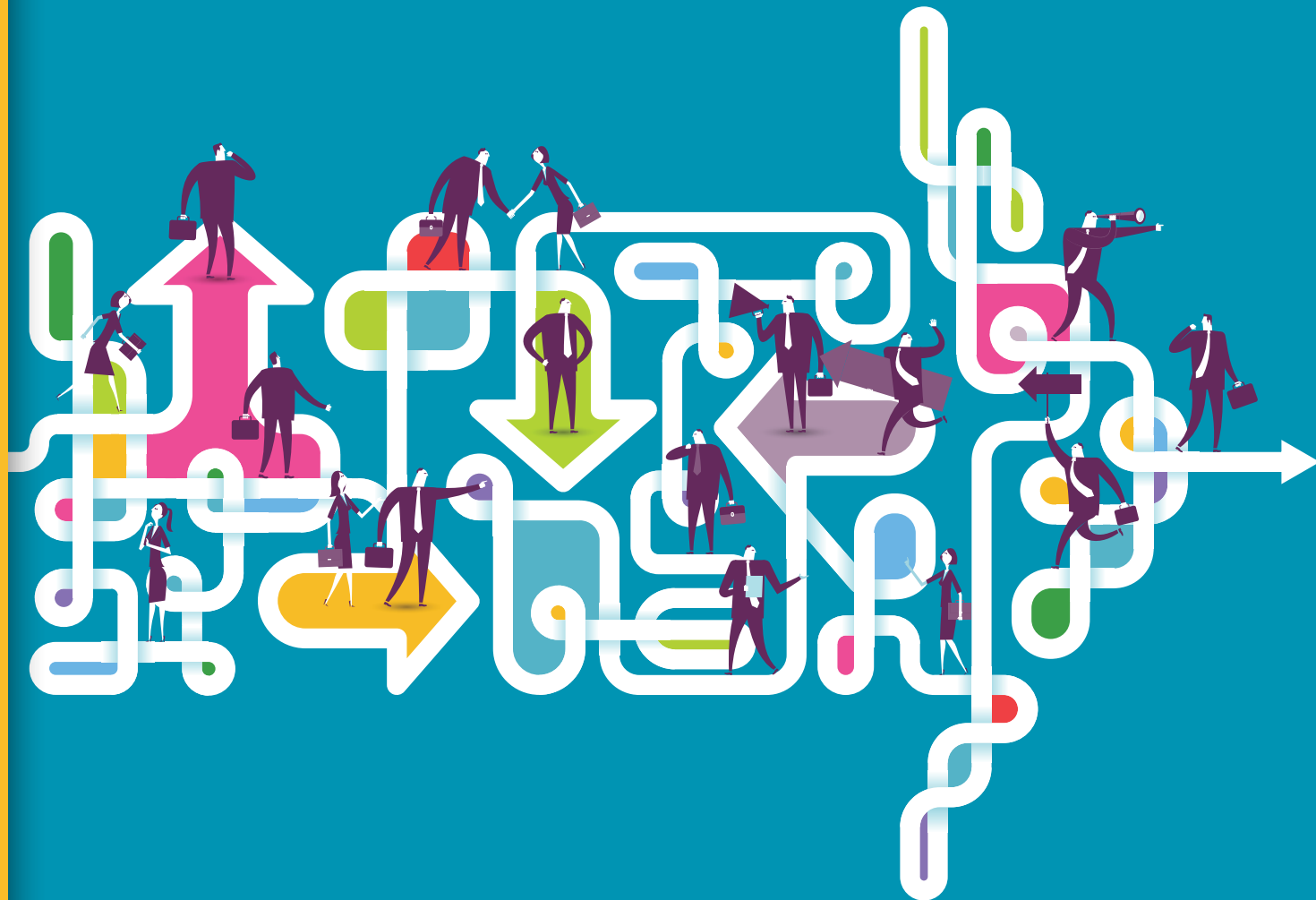
Help us kick off the 2023 Annual Meeting in style! Join your colleagues, friends, and business partners for refreshments in the Exhibit Hall on Thursday, October 5, 2023, in the Lakeside Room. Exhibitors will be encouraged to bring raffle prizes to add to the fun. Please bring plenty of business cards to increase your chances to go home a winner. *All meeting attendees, vendors, and their families are encouraged to attend.*

FRIDAY, OCTOBER 6 2023

DINNER CRUISE *(Optional)*

6:30 pm - 8:30pm

Take in the sights and sounds of Lake Ozark from the water! We'll enjoy networking and a delicious dinner together aboard a private charter on Friday, October 6, 2023. Advanced registration is required to attend. Tickets are \$50 per person. Please visit the Midwest AAOE Registration Desk if you would like to join. *Boarding begins at 6:00 pm.*



SPEAKER BIOS

DON HARKEY

Engagement Specialist | People Centric



Don Harkey is sought-after for his business insights in multiple industries.

As a former engineer, Don brings a unique perspective to every organization he works with; he views every business as a machine and that machine is perfectly designed to get the results that it is currently getting. As the CEO of People Centric, Don loves to help people adjust their machine to produce better results. He is highly strategic, process driven, and an engaging Keynote Speaker.

GERALD B. HICKSON, MD

Founding Director of the Center for Patient and Professional Advocacy (CPPA) | Vanderbilt University Medical Center



Gerald B. Hickson is the Joseph C. Ross Chair of Medical Education and Administration, Professor of Pediatrics, and Founding Director of the Center for Patient and Professional Advocacy (CPPA) at Vanderbilt University Medical Center. Since 1990, Dr. Hickson's research has focused on why certain physicians attract a disproportionate share of malpractice claims, how disrespect impacts team performance and outcomes of care and how to identify and support high-risk clinicians.

Dr. Hickson serves as Chair of the Board of Directors of the Institute for Healthcare Improvement (IHI). He also serves on the Board of Directors of Keck (USC) Health System and is a member of the International Regulatory Expert Advisory Group to the Australian Health Practitioner Regulation Agency (AHPRA). Dr. Hickson previously served as Chair of the Board of Directors of the National Patient Safety Foundation (NPSF).

Dr. Hickson received a BS from the University of Georgia and MD from Tulane University School of Medicine.

SPEAKER BIOS

ROBIN WOOD, SPHR, SHRM-SCP

Vice President | Development for SHRM of Greater St. Louis

Robin Wood is an experienced Human Resources professional with a proven ability to align an organization's human resources endeavors with the successful completion of its strategic aims and business goals. She is a resourceful leader with the talent to be objective, fair, and approachable when working with people at all levels both inside an organization and with its outside areas of interest

She enjoys working with all levels of management including emerging leaders, helping them understand how HR can be their partner. She is passionate about developing new HR professionals, helping them learn, and succeed in the profession. She challenges the status quo and is always in search of ways to solve problems, find efficiency and empower others.

Robin has over 25 years of experience working with a variety of profit and non-profit companies as well as eight successful years with a prominent HR outsourcing service. She has held various HR roles, growing from a position of an entry-level coordinator, to HR Generalist, HR Manager and HR Director. Currently, she is the Regional HR Director-Midwest for Geotechnology, a UES company.

Since graduating from the University of Missouri - Columbia with a degree in Behavioral Sciences, she has earned a SHRM-SCP designation from National SHRM as well as the SPHR designation from the HRCI.

Robin is an active board member with the Missouri SHRM of Greater St. Louis chapter as the VP of Development focusing on professional development of other HR professionals. Her Disrupt HR talks at recent events are examples of her easy-going approachable style.



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You will get a downloadable workbook that contains a summary of each section, self reflection questions, key takeaways, and bonus content to help solidify concepts.



Access to the People Centric Team

While you are learning and working through the content, you have access to the People Centric Team. You can shoot us a message about insights you have or ask us questions to get more clarity. We can even help you work through specific situations or challenges you have as a manager. We're here to help!

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Still Have Questions? Contact Us:

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2023 Midwest AAOE

ANNUAL MEETING

October 5-7, 2023 | Camden on the Lake Resort | Lake Ozark, Missouri

AGENDA

Thursday, October 5, 2023

- 3:00 - 6:00 pm **Registration**
Location: Grand Ballroom Foyer
- 3:00 - 5:30 pm **Exhibitor Set Up**
Location: Lakeside Room
- 6:00 - 7:30 pm **Welcome Reception**
Location: Lakeside Room
- 7:30 PM **Dinner on Your Own**

Friday, October 6, 2023

- 7:30 - 8:00 am **Breakfast**
Location: Lakeside Room
- General Session**
Location: Grand Glaize Room
- 8:00 am **Welcome & Introductions**
- 8:00 - 9:00 am Creating a People Centric Culture Overview
Don Harkey | *People Centric Consulting* | Springfield, MO
- 9:00 - 10:00 am HR Dos and Doh, Don't Do That!
Robin Wood, SPHR, SHRM-SCP | Vice President - Development for SHRM of Greater St. Louis
- 10:00 - 10:30 am **Break with Exhibitors**
Location: Lakeside Room
- General Session**
Location: Grand Glaize Room
- 10:30 - 11:30 am Creating a People Centric Culture Workshop
Don Harkey | *People Centric Consulting* | Springfield, MO
- 11:30 am - 12:30 pm Leading the Pursuit of Quality & Safety in Your Organization
Gerald Hickson, MD | Vanderbilt Center for Patient & Professional Advocacy
- 12:30 - 1:30 pm **Lunch with Exhibitors**
Location: Lakeside Room
- General Session**
Location: Grand Glaize Room

Friday, October 6, 2023 (continued)

- 1:30 - 2:30 pm Leading the Pursuit of Quality & Safety in Your Organization II
Gerald Hickson, MD | Vanderbilt Center for Patient & Professional Advocacy
- 2:30 - 3:15 pm **Vendor Break**
Location: Lakeside Room
- General Session**
Location: Grand Glaize Room
- 3:15 - 4:00 pm Leading the Pursuit of Quality & Safety in Your Organization III
Gerald Hickson, MD | Vanderbilt Center for Patient & Professional Advocacy
- 4:00 - 5:00 pm Leadership Lessons Learned
Gerald Hickson, MD | Vanderbilt Center for Patient & Professional Advocacy
Kevin Laney | College Park Family Care Center
Caressa Lynch | Kansas City Bone & Joint Clinic
Michelle Dickison | Surgery Partners
- 6:30 - 8:30 pm Dinner Cruise

Saturday, October 7, 2023

- 7:45 - 8:20 am **Breakfast with Exhibitors**
Location: Lakeside Room
- General Session**
Location: Grand Glaize Room
- 8:20 - 8:30 am **Business Meeting**
- 8:30 - 9:30 am Facilitated Networking: AR Denials, Recoupments & Pre-Auth Challenges
- 9:30 - 10:00 am **Break with Exhibitors**
Location: Lakeside Room
Final Raffle Prize Giveaways
- 10:00 - 11:00 am Creating a People Centric Culture Workshop II
Don Harkey | *People Centric Consulting* | Springfield, MO
- 11:00 am **Meeting Adjourns**

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2023 MIDWEST AAOE ANNUAL MEETING

EXHIBIT SHOW HOURS

SET-UP

THURSDAY, OCTOBER 5
3:00 - 5:30pm
Set Up

SHOW HOURS

THURSDAY, OCTOBER 5
6:00 - 7:30 pm
Welcome Reception

FRIDAY, OCTOBER 6
10:00 - 10:30 am
Break

12:30 - 1:30 pm
Group Lunch

2:30 - 3:15 pm
Break

SATURDAY, OCTOBER 7
7:45 - 8:20 am
Breakfast

9:30 - 10:00am
Break

- The reception Thursday is in the Exhibit Hall. This is our major event in the exhibit hall.
- Friday, October 6: 6pm onwards - Join us for a sunset dinner cruise on the lake. Tickets will be required. Please see our staff at the registration desk to purchase.

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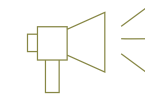
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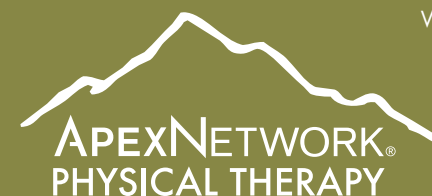
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