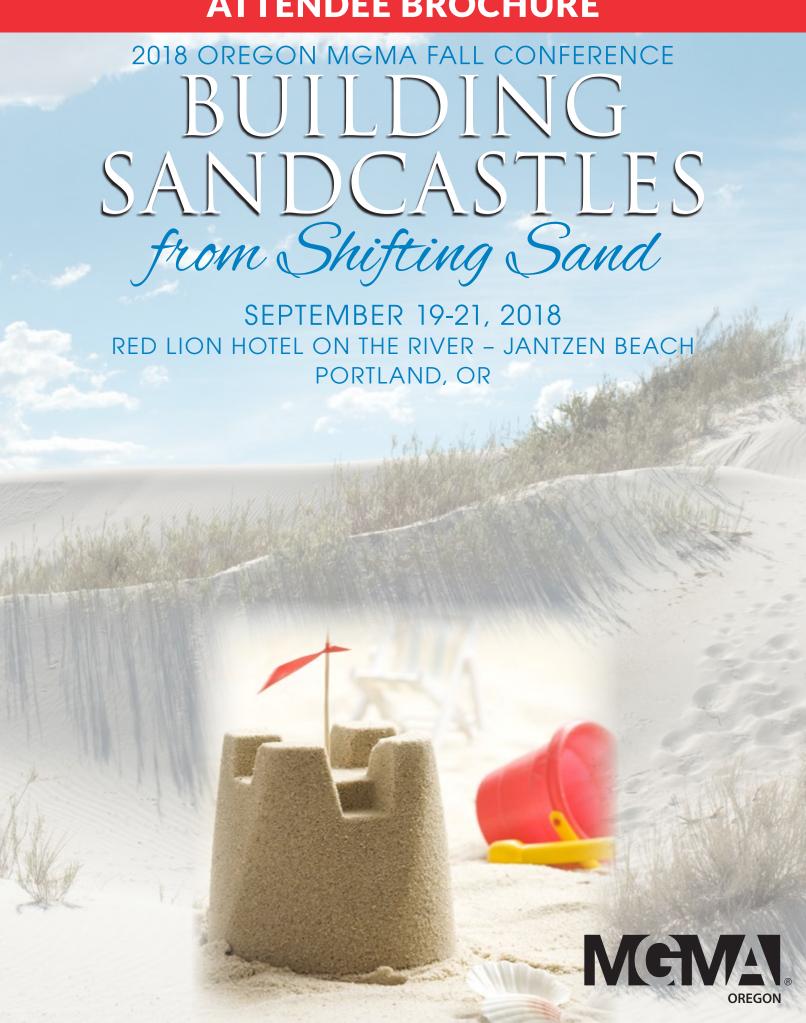
# **ATTENDEE BROCHURE**



he annual **OMGMA Fall Conference** is a highly anticipated event by healthcare executives throughout Oregon. The conference is of the highest educational quality, featuring nationally distinguished keynote speakers and experts in the field for each and every session. In a professional but fun environment, this conference provides timely education for management of your practice and professional development. The conference offers plenty of face-to-face interaction with members and Partners to strengthen your business relationships and build your network in the Pacific Northwest. **Make plans to join us at the beach... Jantzen Beach, Portland in September!** 

# About Oregon Medical Group Management Association (OMGMA)

OMGMA is the state affiliate chapter for national MGMA. OMGMA is a growing and vital professional association of more than 270 members engaged in healthcare administration, representing over 5,400 physicians. Members are closely connected and utilize their network to build professional skills and create collaborative, collegial relationships. OMGMA membership is seen as a necessary affiliation for decision makers and administrative staff. Professional development programs offer relevant, accessible, affordable, educational opportunities that are tailored to various skill and experience levels. OMGMA appropriately utilizes their members to provide faculty for educational programs and mentoring opportunities. The organization is financially sound and implements a strategic management and governance system. The organization has a productive governance structure, with a Board and committees that are relevant, highly interactive, and attuned to the needs of members.

# **Fall Conference Scholarships for Members**

The Oregon Medical Group Management Association is offering two (2) scholarships up to the amount of \$500 each to current OMGMA Member(s) to assist in attending the Fall Conference. Applicants must meet all required qualifications stipulated in the Yearly Fall Conference Scholarship Policy.

This scholarship is sponsored and paid for by OMGMA. This scholarship is non-transferable and may only be awarded to an OMGMA Member once in five years.

Applications may be submitted between July 1 and August 19, 2018. Conference Scholarship Policy and application can be found at: <a href="https://www.omgma.com/Members-Only">https://www.omgma.com/Members-Only</a>

# Oregon MGMA is excited to present our 2018 Fall Conference

special update to those expecting our conference to be in Seaside -

Last December we learned that the Seaside Convention Center is undergoing renovations this year, so we are postponing our Seaside venue until 2021. No worries; we are still going to the beach, Jantzen Beach and we are looking forward to seeing everyone **September 19-21, 2018**.

Our conference features outstanding speakers such as Susan Leahy MA CSP - Leadership & Team Building, Rosemarie Nelson, master of workflows and we are very excited to have a Legislative Panel with Senator Elizabeth Steiner Hayward Democrat - District 17 - NW Portland/Beaverton (invited), Representative Rob Nosse Democrat - District 42 - Portland, and Representative A. Richard Vial Republican - district 26 - Scholls. Our Pre-conference workshop takes place on Wednesday; Make the Business Case for a Lean in Healthcare. This workshop will combine active concept application, dialogue and series of case examples, from Virginia Mason's sixteen-year lean journey, with a focus on financial outcomes. No prior lean experience is necessary to enjoy this program. The pre-conference education is open to everyone, even those who cannot attend the full conference. Additional conference sessions will cover appropriate medical chart documentation, new tips working with employees, revenue cycle management, emergency action planning, and patient treatment.

Don't miss our Oregon MGMA business meeting Thursday afternoon to catch up on our association successes and goals.

And just for fun... Wednesday Luau on the Columbia River with our business partners and on Thursday, drinks, dinner and a murder mystery dinner show you will love to see (and be a part of).

Enjoy the Resource Center with our business partners. Learn of the services and products they offer that help us maximize efficiencies.

And best of all, taking time to network with your peers.

Thank you for being the best part of Oregon MGMA. See you in September!

Kathy Brown, Michelle Eldridge, Christi Siedlecki, Kelly Gannon OMGMA Fall Conference Planning Committee

The Mission of OMGMA is to promote and support healthcare leaders through education, advocacy, and resources.

# Avoid Portland Traffic and Stay On-site During the Conference. *Call for your reservation today!*

#### **Conference Venue**

Red Lion Hotel on the River Jantzen Beach 909 N. Hayden Island Drive Portland, OR 97217

The Red Lion on the River is conveniently located only 13 miles from the Portland Airport (PDX)



Make your room reservation at the Red Lion on the River <u>before August 10</u><sup>th</sup> to receive our <u>GROUP RATE</u> Check-in time is 3:00 PM | Check-out time is 11:00 AM

All guests arriving before 3:00 PM will be accommodated as rooms become available.

	*Single	*Double	*Triple	*Quad
Standard Room	\$149	\$149	\$159	\$169
Premium Room	\$169	\$169	\$179	\$189
*		TID.		

<sup>\*</sup>rates subject to occupancy tax and TID assessment per room

Book your room online using our group reservation system: <a href="https://book.passkey.com/go/omgm2018">https://book.passkey.com/go/omgm2018</a> or you can call (503) 283-4466. You must mention you are part of the **Oregon MGMA/OMGMA group** to receive the discounted room rate when calling.

# Schedule at a Glance

OMGMA reserves the right to modify the conference agenda in any way and at any time for circumstances beyond our control.

Educational Sessions
Networking Events

#### Wednesday, September 19 - 2.0 CE hours

Time	Event	Speaker
2:30 PM - 6:00 PM	Attendee Check-In for Pre-Conference Workshop   Attendee Registration Open	
3:00 PM - 5:15 PM	Pre-Conference Workshop: Making the Business Case for a Lean in Healthcare	Megan McIntyre PharmD, MHA, CPHQ
6:00 PM - 8:00 PM	Opening Reception - Luau on the Riverview Terrace and Deck	

## Can't attend the entire Fall Conference? You can still attend the Pre-Conference Workshop for Lean Training

Attendees of the Fall Conference can choose to attend the pre-conference workshop for an additional fee of \$35. Registration for the pre-conference workshop is open to anyone not attending the Fall Conference for a fee of \$135.

#### **Opening Reception Luau - Riverview Terrace and Deck**

Enjoy a beautiful Oregon Fall evening on the Columbia river Luau Style surrounded by entertainment, firepits, hosted hors d'oeuvres and refreshments. Reacquaint yourself with old friends and network with new colleagues before the conference begins.

## Thursday, September 20 - 5.75 CE hours

Time	Event	Speaker
7:00 AM - 5:15 PM	Resource Center Open	
7:30 AM - 5:30 PM	Attendee Registration & Information Desk Open	
7:30 AM - 8:00 AM	Networking Breakfast - Attendees   Exhibitors   Sponsors	
7:30 AM - 8:00 AM	New Member   First Time Attendee Breakfast	OMGMA Membership Committee
8:05 AM - 8:15 AM	Conference Welcome, Announcements and Introductions	OMGMA Education Committee
8:15 AM - 9:15 AM	Opening Keynote Session: From Group to TEAM*	Susan Leahy, MA, CSP
9:15 AM - 10:00 AM	Break in Resource Center	
10:00 AM - 11:00 AM	Keynote Session: Robert's Rule Made Simple*	Susan Leahy, MA, CSP
11:00 AM - 11:15 AM	Break in Resource Center   Move to Concurrent Session Rooms	
11:15 AM - 12:30 PM	Concurrent Session 1A: Chairing A Meeting With Confidence*	Susan Leahy, MA, CSP
	Concurrent Session 1B: Developing an Employee Led Code of Conduct	Cindy Fetty
	Concurrent Session 1C: Optimize your Revenue Cycle & Cash Flow	Elliott Tracy, CPA & Nicole McOmber, CPA
12:30 PM - 1:15PM	Networking Lunch - Attendees   Exhibitors   Sponsors	
1:15 PM - 2:30 PM	Keynote Session: Legislative Panel	Moderated by Dalton Advocacy Inc. & Oregon Medical Association
2:30 PM - 3:45 PM	Break in Resource Center   Move to Concurrent Session Rooms	
2:40 PM - 3:30 PM	OMGMA Business Meeting	OMGMA Board of Directors

## Thursday, September 20 (continued)

Time	Event	Speaker
3:45 PM - 5:00 PM	Concurrent Session 2A: The Disconnect: What comes first treating patients or the treatment of patients?	Sarah Parker, CMA(AAMA)
	Concurrent Session 2B: Managing Your Employees Through Difficult Personal Issues Using EAP and other Benefits	Cindy Fetty
	Concurrent Session 2C: Tips to Improve Healthcare Information Record Documentation and Management	Michelle O'Neill, MN, MBA, PhD, CPHRM
5:00 PM - 6:30 PM	Networking Cocktail Hour in Resource Center	
6:30 PM - 8:30 PM	Murder Mystery Dinner Show	

# \*Added Value: All conference attendees will receive a FREE copy of Keynote Speaker, Susan Leahy's "Roberts Rules Made Simple" online training solution! (\$95 retail value)

This online training solution includes:

- 1 hour instructional video that reviews the 7 fundamental motions
- DVD Workbook
- DVD Answer key

- RRMS Cheat sheet
- How to Chair a meeting with confidence E-Book
- Confident public speaking MP3

## **Cocktail Hour and Mystery Theatre Dinner Social**

Thursday evening networking includes a cocktail hour and a Mystery Theatre Dinner Social. Have a blast while networking to build connections and strengthen your relationships with attendees and exhibitors. Dress for fun and excitement!

## Friday, September 21 - 3.5 CE hours

Time	Event	Speaker
7:00 AM - 1:45 PM	Resource Center Open	
7:00 AM - 2:00 PM	Attendee Registration & Information Desk Open	
7:30 AM - 8:10 AM	Networking Breakfast - Attendees   Exhibitors   Sponsors	
8:10 AM - 8:15 AM	Break in Resource Center   Move to Concurrent Session Rooms	
8:15 AM - 9:30 AM	Concurrent Session 3A: From Check-In to Check-Out: Maximizing Your Practice's Workflow	Rosemarie Nelson
	Concurrent Session 3B:Your Career Success Path: Identify your life priorities, purpose, and passion	Heather Stewart
	Concurrent Session 3C: Stark Law: What you should know, an overview and discussion	Jack Canyon III
9:30 AM - 10:15 AM	Break in Resource Center   Move to Concurrent Session Rooms	
10:15 AM - 11:30 AM	Concurrent Session 4A: Staffing Your Medical Practice for Excellence	Rosemarie Nelson
	Concurrent Session 4B: Your Career Success Path: Lead with your strengths	Heather Stewart
	Concurrent Session 4C: What to do when the lights go out: Medical Office Preparedness	Douglas D. Eliason DO, CPE, FAAFP
	Concurrent Session 4D: ACMPE Certification: Big Changes Are Coming! Are You Ready?	Deb Bartel & ACMPE Committee
11:30 AM - 11:40 AM	Move to General Session Room	
11:40 AM - 12:40 PM	Closing Keynote Session: 60 Tech Tips in 60 Minutes	Rosemarie Nelson
12:40 PM - 1:20 PM	Networking Lunch - Attendees   Exhibitors   Sponsors	
1:20 PM - 1:45 PM	Final Door Prize Giveaways   Closing Announcements   Adjournment	

# **Education Overview**



Megan McIntyre PharmD, MHA, CPHQ VP, Pharmacy - Health Resource Services Virginia Mason Medical Center

## Pre-Conference Workshop: Making the Business Case for a Lean in Healthcare

This program will review lean management in healthcare focusing on how choosing to lead with quality supports economic success. This session will combine active concept application, dialogue and series of case examples, from Virginia Mason's sixteen-year lean journey, with a focus on financial outcomes. No prior lean experience is necessary to enjoy this program.

By the end of the presentation, participants will be able to

- Describe the role of lean in supporting Virginia Mason's strategic plan
- Identify how the concepts of waste elimination, set-up and mistake proofing improve quality and contribute to bottom line
- Illustrate connection between quality and financial performance
- Describe example improvement initiatives which reduce operating expenses and improve quality



Susan Leahy MA, CSP
Co-founder, Motivational Speaker
& GTT Master Trainer
Group to Team Leadership Solutions

#### **Keynote Session: From Group to TEAM**

Do you want more TEAM in your LIFE? In this powerful and fun keynote session delivered by Susan Leahy, from Group to TEAM Leadership

Solutions Inc. you will learn new and proven tips and techniques that will help you generate more TEAM personally and professionally. In this session you will experience the co-creative nature of team, inviting you to participate in the process of developing a team orientation. This program inspires individuals to take personal responsibility for generating more TEAM. When individuals operate from the mindset of "Group," their choices organize around "self-interest." When individuals operate from the mindset of "TEAM" they organize their choices around a "shared interest." Group is the default when people come together, while TEAM is an experience that needs to be earned. Are you going to do what it takes to earn the right to call yourself a TEAM?

#### Keynote Session: Robert's Rules Made Simple

This program is designed for organizational boards that utilize Robert's Rules of Order. In this jam-packed program, participants will be given a powerful and simple roadmap that will support them to learn how to use Robert's Rules of Order to get work done. Susan Leahy will share "The 7 Fundamental Motions" used in most meetings as well as give practical, real-world examples about how to use Robert's Rules of Order as a TEAM building tool. This is an excellent program for anyone who serves or wants to serve on a board.

#### Concurrent Session 1A: Chairing a Meeting with Confidence

The Chair of the meeting has the single largest impact on the success or failure of a meeting, yet many organizations provide their chairs with little to no training to set them and their meetings up for success. In this session, Susan Leahy will talk about the process and people side of meetings. Everything in this workshop comes from Susan Leahy's

e-book, How to Chair a Meeting with Confidence: Know What to Say When. This workshop is great for anyone who is currently or wanting to chair meetings both formal and informal.



Cindy Fetty
Owner/Senior Consultant
HR Annie Consulting, Inc

#### Concurrent Session 1B: Developing an Employee Led Code of Conduct

How do we create an authentic environment that makes us what we tell our patients, vendors, partners and each other who and what we are?

Cindy Fetty will offer tips, tricks and real case scenarios to help you effectively launch your program, including:

- Assessing your current leadership team, company values and standards of conduct
- Understand the difference between behaviour with consequences vs. behaviour because we believe it's the right thing to do
- Selecting an internal delegate team and deriving input from all employees
- Taking information and putting it into actionable standards of conduct
- Implementing the Employee Led Code of Conduct to the company
- Measuring its success and holding each other accountable

# Concurrent Session 2B: Managing Your Employees Through Difficult Personal Issues Using EAP and other Benefits

You're a manager and of course you want to know your employees and help them navigate all kinds of situations—even personal—but, YOU can't solve it all, and YOU need resources too. In this session Cindy Fetty will discuss tips, tricks and real case scenarios to help you more effectively manage:

- Conversations that feel like they may be too personal and how to respond
- When and how to escalate conversations to next level management/HR
- Navigating Protected Leaves, FMLA or other State Law, and scenarios to help the employee and company reduce liability
- ...and we will also help you with establishing,
- Buddy to Boss Boundaries—balancing the personal "ear" with professional support
- Utilizing EAP and other company benefits for personal employee issues and performance improvement





Elliott Tracy, CPA
Senior Manager
Jones & Roth CPAs & Business Advisors

Nicole McOmber, CPA
Partner & Shareholder
Jones & Roth CPAs & Business Advisors



# Concurrent Session 1C: Optimize your Revenue Cycle & Cash Flow

Healthcare is in a state of volatility and it is important that your practice is optimizing cash flow. Learn the things that the most successful practices are doing to optimize their cash flow, and what you could do to improve your revenue cycle management.

Attendees who participate in this session will:

- Learn the best practices to increase collections.
- Understand which factors impact your revenue cycle
- Calculate, benchmark, and analyze key revenue cycle performance indicators



Sarah Parker, CMA(AAMA)
Development Associate
Medical Society of Metropolitan Portland

Concurrent Session 2A: The Disconnect: What comes first treating patients or the treatment of patients?

Join your colleagues for a discussion about the disconnect between treating patients and the treat-

ment of patients. We will talk through the importance of soft skills and how to develop them in ourselves and those around us. We will investigate working with multiple personality types within our clinics, as well as, empowering our staff to give outstanding care.

Attendees who participate in this session will learn:

- The importance of having well-developed soft skills.
- The keys to work with multiple types of personality.
- Strategies for empowering your staff to give outstanding care.



Michelle O'Neill, MN, MBA, PhD, CPHRM Risk Control Consulting Director - Healthcare Segment CNA

# Concurrent Session 2C: Tips to Improve Healthcare Information Record Documentation and Management

The healthcare information record is a critical component of providing safe patient care and is a complex task in today's environment. This session will assist attendees recognize general principles of quality documentation, provide information regarding best practices for patient healthcare information record management, and hear about risk management recommendations for the informed consent process.

Attendees who participate in this session will:

- Recognize general principles of quality healthcare information record documentation
- Discuss best practices for patient healthcare information record management
- Describe risk management recommendations for the informed consent process.



Rosemarie Nelson Healthcare Consultant

#### Concurrent Session 3A: From Check-In to Check-Out: Maximizing Your Practice's Workflow

Every practice is busy and feels like things could run more smoothly. Opportunities to transform scheduling, registration and rooming processes are introduced in the session. Learn how to effect

change within your team using performance measurement and reporting.

Attendees to this session will:

- Assess techniques to leverage your existing technology (EHR) to assist with patient flow
- Evaluate staff usage in the patient flow to improve patient and provider satisfaction
- Develop a plan to identify where your practice flow is inefficient and where you have opportunities to create change

# Concurrent Session 4A: Staffing Your Medical Practice for Excellence

Patients, providers, and people...oh my! Staffing needs of your physicians, staff needs for satisfaction and retention, and your needs; how can we align needs to deliver services to patients in a smoothly running practice? This session focuses on meeting the goals of financial success, satisfied patients, happy providers and happy staff.

Attendees to this session will:

- Discuss recruitment, retention and performance planning.
- Learn how Better Performing practices retain the best staff
- Identify technology that can support staff and deliver services to providers and patients

#### Keynote Session: 60 Tech Tips in 60 Minutes

This fast-paced session will literally provide 60 technology tips in 60 minutes. Technology to meet professional and personal productivity as well as some just-for-fun tools will be introduced.

Attendees to this session will:

- Identify physicians' favorite apps
- Discuss the technology that Better Performing practices employ to optimize operations
- Learn about the apps that deliver every day functionality in your personal life



Heather Stewart
Director of Coaching Services
Carpenter Smith Consulting, LLC

Concurrent Session 3B: Your Career Success Path: Identify your life priorities, purpose, and passion.

It can often be difficult to sort through all of your competing hopes, dreams, fears, demands, and

obligations. Heather will walk you through a process to sort through all of these competing aspects of your life to get clear about what's most important to you. Knowing your life priorities, purpose, and passion (and reflecting on them regularly) will increase your chances of creating the success that truly matters to YOU.

# Concurrent Session 4B: Your Career Success Path: Lead with your strengths.

Exploring the skills and strengths that you use when you're "doing the things that you love doing" can be profoundly helpful in identifying the skills you want to offer in your work and your life. Heather will walk you through an exercise to help you identify the skills and

strengths that bring you the greatest sense of accomplishment, pride, and satisfaction. This clarity will help you in defining YOUR success path so that you can start to lead with YOUR strengths.



Jack Canyon Special Council Sussman Shank Attorneys

Concurrent Session 3C: Stark Law - What you should know, an overview and discussion

Jack Canyon will provide an overview of the Stark Law and discuss recent OIG enforcement

actions that have targeted medical practices and physician business relationships. In addition to a general Stark Law overview, topics covered will include:

- Examining critical components of Stark compliant arrangements
- Discussing best practices for documenting fair market value and commercial reasonableness
- Discussing best practices for Stark compliance and potential pitfalls



Douglas D. Eliason DO, CPE, FAAFP WVP Boulder Creek Clinic

# What to do when the lights go out: Medical Office Preparedness

Every office manager faces the same dilemma, if bad things happen should they go home and hope that others will care for your patients or do plan to operate in a less than ideal situation. Will their employee's show up if they decided to keep the office open? How do you continue operations without power?

Learning objectives:

- Understand how to prepare employee's and practice for disasters
- Appreciate the vital role of independent practices in a disaster
- Plan around logistical needs
- Develop a business continuity plan
- Learn ways to recover dollars while providing service during a disaster



Debra Bartel, FACMPE
Oregon MGMA ACMPE Forum Representative

Concurrent Session 4D: ACMPE Certification: Big Changes Are Coming! Are You Ready?

Last time you applied for a new management position, did you notice the phrase "CMPE or FACMPE Preferred"? Becoming a Certified Medical Practice Executive (CMPE) through the

American College of Medical Practice Executives (ACMPE) can be the next step in continuing your career growth path....and boost your application to the top of the stack. First established in 1956, ACMPE certification has been the gold standard in our industry for medical managers to utilize when assessing their knowledge. Certification requirements change pretty drastically starting in 2019 but there still may be time for you to complete your CMPE before the end of 2018. This session will review both the current program as well as the updated program taking its place in January.



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# **General Information**

#### **Eligibile Conference Attendees Are:**

- An individual employed by or retired from a medical group, hospital or healthcare system, practice management firm or other independent business entity providing current administrative management to one or more medical practices.
- A full-time student in a college or university working toward a degree related to healthcare administration.
- A person whose primary profession is teaching business or healthcare administration at an accredited college or university

Any person who works for a company who offers or sells products and services to medical providers may not register for this conference at the attendee rate. Violators of the eligibility policy will have their registration automatically cancelled and their registration fees refunded. We have special exhibit and sponsorship opportunities available if you wish to attend which are outlined at <a href="https://www.omgma.com/event-2943408">https://www.omgma.com/event-2943408</a>

#### **Educate Yourself and Find Solutions**

Our Resource Center presents an excellent opportunity for you to explore the latest and greatest solutions now available in the mar-

ketplace. View and learn about an array of products, services and resources designed to help you manage your practice and operations efficiently.

# Earn a Total of 10.75 ACMPE Continuing Education Credit Hours

American College of Medical Practice Executives (ACMPE) credit hours have been assigned to this program. We have also applied for AAPC credit hours for this program We will supply, upon request, a certificate of attendance for this conference to use for submission for potential CE hours from additional accreditation bodies.

#### What to Wear

Business casual attire is appropriate for our conference. We do suggest dressing in layers or bringing a light coat or jacket to maintain your comfort as meeting room temperatures tend to fluctuate throughout the day.

#### **Questions and Information**

Mindy Zaubi, Executive Director, Oregon MGMA main@omgma.com | (971) 373-1477

A special thank you to our conference sponsors and exhibitors for their financial support of OMGMA members and our member programs.





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# **Registration Information and Rates**

# Register online now at <a href="https://www.omgma.com/event-2986903">https://www.omgma.com/event-2986903</a>

Pay with credit card online or print registration invoice and make check payable to:

Oregon MGMA

P.O. Box 790

Sherwood, OR 97140

#### Discounted registration is a benefit of OMGMA membership.

Membership in MGMA at the national level is separate from and in addition to your membership with OMGMA. To qualify for the member registration rate, you must be an OMGMA member, current in your member dues at time of registration. Membership will be verified.

#### Not an OMGMA member?

Apply for OMGMA membership here <a href="https://www.omgma.com/Join-us">https://www.omgma.com/Join-us</a> before you register for this conference, then take advantage of our member pricing! Hint... it costs less to become a member of OMGMA and register for the conference at our member rate than it is to pay the non-member rate. Plus, you receive 12 months of access to member benefits.

Registration fees cover all educational sessions, meal, breaks and events listed on the conference agenda. A separate fee is required for participation in the pre-conference workshop on Wednesday, September 19.

REGISTRATION FEES on for before August 10 OMGMA Member initial registrant	\$215
WSMGMA Member	\$215
Non-Member initial registrant	\$330
*Additional Staff who hold OMGMA membership	\$170
*Member or Non-member initial registration required prior to registering add     *Additional Staff member mush hold his/her individual OMGMA membership	
*Additional Staff who do not hold OMGMA membership	\$270
*Member or Non-member initial registration required prior to registering add	T = 1 0
Pre-Conference Workshop, if attending full conference	\$35
Pre-Conference Workshop, if not attending full conference	\$135
REGISTRATION FEES after August 10	
OMGMA Member initial registrant	\$315
WSMGMA Member	\$315
Non-Member initial registrant	\$430
*Additional Staff who hold OMGMA membership	\$270
*Member or Non-member initial registration required prior to registering add	itional staff
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***************************************	4070
*Additional Staff who do not hold OMGMA membership	\$370
<ul> <li>*Member or Non-member initial registration required prior to registering add</li> </ul>	itional Stail
Pre-Conference Workshop, if attending conference	\$60
Pre-Conference Workshop, if not attending conference	\$160
ADDITIONAL REGISTRATION OPTIONS	·
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Networking Reception Luau for Guest on Wednesday, 9.19	\$45
Breakfast and Lunch Meal Ticket for Guest on Thursday, 9.20	\$65
Reception and Murder Mystery Dinner Show Ticket for Guest on Thursday, 9.20	\$90
Breakfast and Lunch Meal Ticket for Guest on Friday, 9.21	\$65

#### **Cancellation Policy**

Cancellations received on or before August 10 are subject to a \$50 processing fee. Cancellations must be sent in writing to <a href="main@omgma.com">main@omgma.com</a>. Cancellations after August 10 and no-shows to the conference will not be refunded. Substitutions from within the same group are acceptable. Please email <a href="main@omgma.com">main@omgma.com</a> if you plan a substitution to avoid issues during conference check-in.



P.O. Box 790 Sherwood, OR 97140

2018 OREGON MGMA FALL CONFERENCE

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