

## Reach for the Top—ACCC's 1st Annual Hospital Summit

**O**n November 3 and 4, 2005, ACCC will bring together CEOs and CFOs with their senior-level administrative teams from hospital cancer programs around the country for the 1st Annual Hospital Summit.

This unique two-day program will provide hospital leaders with the essential information needed to plan strategically for the future of cancer care at their institutions.

ACCC's 1st Annual Hospital Summit will include the latest information on oncology-specific financial management, regulatory and legislative issues, reimbursement, and creative compliance business models. On day two of the program, teams will develop model strategic plans specific to their own hospital in response to given scenarios.

For information on how to register your team, go to ACCC's web site: [www.accc-cancer.org](http://www.accc-cancer.org), or contact Lu Anne Bankert by phone: 301.984.5076 or by e-mail: [Labankert@acc-cancer.org](mailto:Labankert@acc-cancer.org). Program space is limited.

### CPIP Seminars—Reimbursement Know-How Hospitals Need Now

With ASP looming for hospitals in 2006, ACCC's Center for Provider Education is offering ACCC member hospitals a newly revised Cancer Program Improvement Project (CPIP) program this fall. This free, half-day seminar will provide an overview of cancer program management with specific focus on charge capture and reimbursement issues. The CPIP seminar is a unique opportunity to bring your key staff together—across departmental lines—and communicate directly about efficient, effective practices that will help promote the financial viability of your oncology program.

The CPIP program is designed for—but not limited to—cancer center administrators, chief financial officers, pharmacy directors, radiation directors, infusion center directors, patient accounts directors, managed care directors. Participants will receive the newly revised *2005 Reimbursement Tool Kit*, which includes useful templates designed to maximize the efficiency of the payment process.

The CPIP program is offered on a first-come, first served basis. Interested hospitals can contact LuAnne Bankert at the contact information above.

The CPIP program is made possible through support from Amgen Inc.

### ACCC Kicks Off New Course for Practices

This fall, ACCC's Center for Provider Education is offering a new half-day program for its member practices. Designed for physicians, practice managers,

and coders/billers, this free, three-hour program provides updates on Medicare's CAP program, implementation of the new Medicare prescription drug benefit, and the latest regulatory changes from CMS. Included are practical strategies for improving practice efficiencies. To learn more or to register, go to ACCC's Center for Provider Education at [www.accc-cancer.org/education](http://www.accc-cancer.org/education).

### ACCC's Web Site Poll of the Month

In these competitive times, hospital patient satisfaction is more important than ever. We asked visitors to ACCC's web site ([www.accc-cancer.org](http://www.accc-cancer.org)) to take a brief, three-question poll about patient satisfaction. Here's what we found:

- *Does your hospital conduct pre-visit phone calls to discuss tests/procedures?* The majority (59 percent of respondents said "Yes"; the remaining (41 percent) answered "No."
- *Does your hospital offer unlimited visiting hours?* The majority (55 percent) said "No," while 45 percent responded "Yes."
- *Does your hospital conduct discharge phone calls?* An overwhelming majority (72 percent) answered "No." Only 28 percent answered in the affirmative. ☐

