

**2010 Combined Annual Meeting of the
Illinois Association of Ophthalmology
and
Chicago Ophthalmological Society
ADMINISTRATORS LECTURE SERIES
Stephens Conference Center – Rosemont, IL
Friday, February 19, 2010**

- 7:30 - 8:30 a.m.** **Registration & continental breakfast in exhibit area**
Ballrooms 1 -4
- 8:30 - 9:45 a.m.** **GENERAL SESSION #1**
Ballroom #7
- 8:30 a.m. (5) Welcome & Introductions
James Kapustiak, MD; President IAO
John Plackett, Program Coordinator
- 8:35 - 9:25 a.m. (50) What's Up and What Do I Do Now?
Michael R. Cohen, President, MRC Consulting Group; St. Charles, IL
- 9:25 - 9:45 a.m. (20) Questions, answers and discussion about EMR
- 9:45 - 10:00 a.m.** **Break in the exhibit hall**
Ballrooms 1 -4
- 10:00 a.m. - 12:20 p.m.** **GENERAL SESSION #2**
Ballroom #7
- 10:00 - 10:50 a.m. (50) Yes, You Really Do Have Customers!
Jill Maher, MA, OCS; Allergan Eye Care Business Advisor; Chicago, IL
- 10:50 - 11:10 a.m. (20) Questions, answers and discussion about customer service
- 11:10 a.m. - 12:00 p.m. Take This Job and Hug It: Flexibility for You and Your Team
Kyra Cavanaugh, President; Life Meets Work; Park Ridge, IL
- 12:00 - 12:20 p.m. (20) Questions, answers and discussion about workplace flexibility
- 12:20 - 1:40 p.m. (80)** **Lunch Break and visit with Exhibitors**
Ballrooms 1 -4
- FYI: 12:45 - 1:30 p.m.* *Physician session Kresca Lecture: Former Governor James R. Thompson*

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1:40 - 3:00 p.m.

GENERAL SESSION #3
Ballroom #7

1:40 - 2:30 p.m. (50)

Effective Performance Management & Goal Setting
Tony Rea, Managing Principal; 20/20 HR LLC; Tinley Park, IL

2:30 - 2:50 p.m. (20)

Questions, answers and discussion about performance management

2:50 - 3:00 p.m. (10)

IAO's Practice Member Benefits – Career Center, Hosted PBX Phone Service and CDW Employee Purchase Program

3:00 - 3:20 p.m.

Break in the exhibit hall
Ballrooms 1 -4

3:20 - 4:30 p.m.

GENERAL SESSION #4
Ballroom #7

3:20 – 4:30 p.m. (70)

Hot Topic Roundtables – Spend some time discussing any topics of your choosing and sharing information with fellow practice administrators along with our expert presenters.

4:30 p.m.

Adjourn