NORM 2026 Practice Improvement Guide

Turn New Orleans conference insights into measurable practice improvements

INSTRUCTIONS

Use this checklist to turn conference takeaways into focused next steps. Implement the 30 day plan below to keep your team moving forward.

- ☐ Complete the conference survey to access slides and handouts.
- ☐ Review your notes and select five takeaways to share with staff.
- ☐ Choose three priorities and assign owners.



LEADERSHIP & HUMAN RESOURCES

- ☐ Lia Garvin: improve communication and staff recognition
- ☐ Amanda Waesch: review evaluations and dismissal procedures
- ☐ Lenia Segura Lewis: audit HR files, onboarding, and policies

CREDENTIALING & SERVICE OPPORTUNITIES

- ☐ Olga Khabinskay: verify CAQH and renewal deadlines
- ☐ Amanda Waesch: review cash based ancillary services

COMPLIANCE & CYBERSECURITY

- ☐ Sean Weiss: review and update compliance manual
- ☐ Jason Elrod: assess MFA, phishing training, and backups
- ☐ Review HIPAA safeguards and incident response plan

INNOVATION & INDUSTRY UPDATES

- ☐ Knud Berthelsen: evaluate safe, useful AI workflows
- ☐ Eleni Valanos: review legislative developments
- ☐ NORM peer panel: contact a colleague to exchange ideas

CODING, BILLING, & REVENUE

- ☐ Christopher Acevedo: audit 25 modifier documentation
- ☐ Review incident-to billing rules and supervision
- ☐ Kem Tolliver: review denials, A/R, and RCM work plan

KEEP THE MOMENTUM

- ☐ Kim Becking: explore the Momentum Vault resources
- ☐ Lia Garvin: read *The New Manager Playbook*
- ☐ Share one new idea at your next staff meeting

30 DAY IMPLEMENTATION PLAN

WEEK 1	WEEK 2	WEEK 3	WEEK 4
Review and prioritize	Share and assign	Implement one change	Measure and celebrate

PRIORITY 1: _____ **OWNER 1:** _____

PRIORITY 2: _____ **OWNER 2:** _____

PRIORITY 3: _____ **OWNER 3:** _____

NORM