In the United States, healthcare is a $2.5 trillion industry that faces tremendous challenges: Rising demand for services as the population ages and as chronic and lifestyle diseases increase; Increased compliance requirements as new regulations such as ICD-10 and PPACA go in effect; Decreased government financial support as the federal debt tops $15 trillion. In addition to these challenges, healthcare processes are broken. According to a 2011 report by HfS Research, inaccurate payments cost the industry $17 billion per year. In this meeting, leaders from healthcare industry payers, providers, outsourcing service providers, government and academia will gather to discuss how to meet the enormous challenges we all face in providing high-quality and affordable healthcare. Healthcare service providers reduce costs through innovation and technology while improving healthcare services for prescription management, medical form coding, insurance verification, insurance resolution, physician billing, claims processing, accounts receivables, and more. Pioneering healthcare service providers and their clients will showcase how they’re helping to meet these healthcare challenges.

**Place:** Summit Lounge, JC Penny Building, on University of Missouri–St. Louis (UMSL) Campus, One University Blvd, St. Louis, MO 63121.

**Agenda:**

3:00 Arrival and pre-event networking
3:30 Welcome: Professor Mary Lacity and UMSL Chancellor Thomas George
3:40 Keynote Speaker: George Paz, CEO, Express Scripts
4:20 Panel Discussion
   Moderator: Chris Long, President, ClearTurn Consulting, Inc.
   Panelists:
   Michael DiMarco, CEO, The Outsource Group
   Michael Browning, CFO, Madison County Community Hospital
   Cindy Spiess, Senior Director for Quality and Performance Improvement, VHA Mid-America
5:00 High Performance Healthcare BPO: A Next Generation Case Study: Rich Hunter, Accenture Health & Public Service BPO and Client speaker
5:30 Announcements
5:35 Networking Reception (includes food and beverages)
6:45 Conclusion of the Meeting

**Registration Required:**

- Registration is open to IAOP Members & Non-members at no-charge. [Click here to register](select “register for next meeting” bar)
- Maximum of 100 registrations will be accepted
- Please note the meeting is on-site and there will be no webinar broadcast
Who Will Attend: Attendees at this event will be IAOP member and non-member professionals interested in how outsourcing and shared services can positively impact the healthcare industry’s ability to deliver high quality and affordable healthcare services. Buyers, providers, advisors, students, and government officials interested in or involved in outsourcing services in healthcare will be in attendance:

- CEOs, CMOs, COOs and CAOs of organizations involved in and/or serving the needs of the healthcare industry
- VPs, directors and managers of healthcare services procurement and delivery
- ITO, BPO, KPO and shared service center governance professionals involved in healthcare outsourcing
- Sourcing advisors and consultants serving the outsourcing and healthcare industries
- Outsourcing service provider delivery executives, directors and managers serving the healthcare industry
- UMSL graduate and undergraduate students seeking a career in outsourcing and/or healthcare services
- Investors and analysts interested in the rapidly emerging healthcare industry outsourcing market
- Visiting delegation of business executives, government officials, and academics from Shandong Province, China

Key Benefits: Whether you’re a customer or service provider of outsourcing and/or shared services in the healthcare industry, you’re being asked to deliver improved healthcare services in an increasingly complex and security conscious working environment. Cost and quality pressures require innovation at all stages of the clinical lifecycle and outsourcing is increasingly playing a differentiating role. By attending this meeting, you’ll be able to:

- Understand the current market demand and requirements for outsourcing and shared services in healthcare;
- Understand how outsourcing and shared services can help improve the overall cost and quality of healthcare;
- Understand the future direction and likely business impact of outsourcing on the healthcare industry

About the IAOP Midwest Chapter: We are a chapter of International Association of Outsourcing Professionals. The chapter leaders are Richard G. Etzkorn, Executive Managing Director at Cassidy Turley, Matt Shocklee, CEO of Global Sourcing Optimization Services, Dr. Mary Lacity, Professor of Information Systems at the University Missouri-St. Louis, Christopher Chung, CEO of Missouri Partnership, and Shane Mayes, Founder/CEO of Onshore Technology Services. The IAOP® is the global, standard-setting organization and advocate for the outsourcing profession with a global community of more than 110,000 members.

Sponsors of the Event: Thank you to Accenture, our anchor sponsor, and to our other sponsors from Cassidy Turley, GSOS, Department of Commerce of Shandong Province, ReSourcePro, CAC America, Axis Technology, and UMSL College of Business. Additional sponsorships are available.