



# SROA

Society for  
Radiation Oncology  
Administrators

## 2021 SROA Annual Meeting *Change, Challenge, Opportunity*

October 24-26, 2021  
Hilton Chicago  
Chicago, IL

## THINGS YOU NEED TO KNOW ❖

### DO YOU HAVE AN APP?

We don't have an official app, but we do have a mobile website that functions similarly to an app. Using the mobile website you can personalize your personal agenda, view full session descriptions, download presentations, and find useful resources.

#### Instructions to add web icon to mobile phone or tablet home screen:

1. Launch the browser on your phone or tablet and navigate to the SROA conference mini-site.
2. iPhones and iPads, tap the share button (rectangle with an arrow pointing upward that is at the bottom of the browser). On Android, you will see 3 vertical dots next to the URL.
3. Tap "Add to home screen".
4. You can now launch the SROA conference mini-site simply by tapping the home page icon.

### HOW TO ACCESS THE PRESENTATIONS

Presentations can be found on the SROA mini-site if the speaker made them available for download. Navigate to the session and look at the bottom of the description where the presenters are listed. If a presentation has been made available, you will see a link called "presentation" next to their name. If there is no presentation feel free to ask the speaker if they will send you their slides.

### WI-FI

Wi-fi is available in the meeting sessions courtesy of our wi-fi sponsor **Accuray**. To log on follow these instructions:

1. Go to your settings and select the Network: Hilton Chicago Meeting
2. Enter the wi-fi Password: AccurayExpandRT

### ASTRO EXHIBIT HALL

All SROA attendees receive FREE admission and will be registered for the ASTRO Exhibit Hall. New this year, SROA attendees must wear an ASTRO issued badge

to visit the ASTRO Exhibit Hall. For the health and safety of all registrants, SROA attendees are required to acknowledge **ASTRO's COVID-19 Assumption of Risk, Waiver and Compliance Commitment** and Attendee Policies to obtain their complimentary badge. SROA attendees may provide their consent to ASTRO's COVID-19 waiver and pick up their badge on-site at ASTRO Registration, located outside of Halls F1 and F2 at McCormick Place West. Check in at ASTRO Registration after the SROA Poster Presentation on Monday, October 26<sup>th</sup>.

### CONTINUING EDUCATION CREDITS

- SROA has been approved for 5.0 CEU's through the American Academy of Professional Coders (AAPC) for the SROA 38th Annual Meeting!
- Approved by the ASRT for Category A continuing education credit.
- Approved by the MDCB for continuing education credit.
- All sessions are marked with the CE credits for which they qualify.
- For those seeking CE credit. Your meeting badge includes a unique barcode. This barcode will be used to track your entrance to, and exit from, each continuing education (CE) credit eligible course. You must be scanned BOTH into a course and out of a course by a session greeter to receive CE credit. ASRT certificates will automatically be uploaded to each participant's user profile. Participants are responsible for submitting a certificate to ASRT. For MDCB or AAPC credits, please fill out the following online form: <https://survey.alchemer.com/s3/6358272/SROA-2021-Annual-Meeting-CE-Credits>
- To receive credits for virtual sessions, be sure to fill out the survey for each session that will appear at the conclusion of each session, complete the full conference survey, as well as the CE request survey.

## THINGS YOU NEED TO KNOW ❖

### SROA CONNECT

Be sure to keep an eye on the Annual Meeting Community in SROA Connect for additional content, networking opportunities.

### SOCIAL MEDIA

Join the conversation! Tag your Instagram, Twitter and Facebook posts with #SROA2021. You can also network using SROA Connect.

### SPONSOR RECOGNITION

This meeting wouldn't be possible without the support of our sponsors. Visit the exhibit hall and don't forget to fill out your vendor bingo card for a chance to win raffle

prizes. You must be present during the drawing to receive your prize.

### SURVEY

A survey for each session can be found under the Resources section in the mini-site: <https://www.sroa.org/meetings/conference-2021/schedule/>

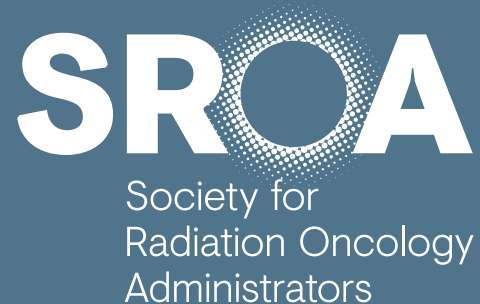
Complete the survey for a chance to win a complimentary registration to the 2022 meeting in San Antonio. The winners will be drawn at the closing session of the 2021 Annual Meeting. You must be present to win. The registration is not transferrable and can only be used for the 2022 Annual Meeting in San Antonio

## Check out our Virtual Meeting Platform

Visit <https://sroameetings.ims.events/user> for more Exhibitors, Sponsored Webinars, the recorded Sponsor Knowledge Hub, Speaker Information, Live Streamed Sessions, and more.

Username: **The email address you used to register for the meeting**

Password: **SROA2021**



## PROGRAM AT A GLANCE ❖

### SUNDAY, OCTOBER 24, 2021

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**7:30am-8:45am**

**CONTINENTAL BREAKFAST / EXHIBITS**

Function Room: International Ballroom South

**7:30am-5:00pm**

**REGISTRATION**

Function Room: International Ballroom Lobby

**7:30am-5:00pm**

**EXHIBITS**

Function Room: International Ballroom South

**8:45am-10:00am**

**KEYNOTE SESSION: LEADING WITH EMOTIONAL VITALITY - TO THRIVE THROUGH UNCERTAINTY AND SUCCEED IN THE NEW WORLD OF WORK**

Function Room: International Ballroom North

**10:00am-10:30am**

**BREAK WITH EXHIBITORS**

Function Room: International Ballroom South

**10:30am-11:20am**

**GENERAL SESSION: UNLOCKING EMOTIONAL VITALITY WITH SARA ROSS: Q&A**

Function Room: International Ballroom North

**11:45am-12:45pm**

**SOCIAL EVENT: ANNUAL BUSINESS LUNCHEON**

Function Room: International Ballroom North

**12:45pm-1:15pm**

**BREAK: DESSERT WITH EXHIBITORS**

Function Room: International Ballroom South

**12:45pm-1:15pm**

**KNOWLEDGE HUB**

Function Room: International Ballroom South

**1:15pm-2:15pm**

**WORKSHOP: UPDATES: LEGISLATIVE, REGULATORY, PAYORS AND INDUSTRY IMPACT ON REIMBURSEMENT FOR RADIATION ONCOLOGY**

Function Room: International Ballroom North

**1:15pm-2:15pm**

**WORKSHOP: SRS AND SBRT: WHO, WHAT, WHEN AND WHERE**

Function Room: Williford A, 3rd Floor

**1:15pm-2:15pm**

**WORKSHOP: COMBINING TEAMS/STANDARDIZING WORKFLOWS**

Function Room: Williford B, 3rd Floor

**1:15pm-2:15pm**

**WORKSHOP: TOOLS AND TIPS TO MARKET YOUR PRACTICE AND BUILD YOUR REFERRAL BASE**

Function Room: Joliet, 3rd Floor

**2:30pm-3:30pm**

**GENERAL SESSION: CRISIS LEADERSHIP IN A TIME OF PANDEMIC: TEAMWORK, COLLABORATION, AND ENGAGEMENT**

Function Room: International Ballroom North

**3:30pm-4:00pm**

**BREAK WITH EXHIBITORS**

Function Room: International Ballroom South

**3:30pm-4:00pm**

**TOPIC PODS**

Function Room: International Ballroom Foyer (Outside Exhibit Hall)

**4:00pm-5:00pm**

**WORKSHOP: MENTORING AND BEING MENTORED**

Function Room: International Ballroom North

**4:00pm-5:00pm**

**WORKSHOP: OPTIMIZING RESOURCES IN TIMES OF CHANGE**

Function Room: Williford A, 3rd Floor

**4:00pm-5:00pm**

**WORKSHOP: IMPROVING THE STATUS QUO: STEPS FOR CREATING MAXIMUM CLINICAL EFFICIENCY**

Function Room: Williford B, 3rd Floor

**4:00pm-5:00pm**

**WORKSHOP: LEADING AND LIVING THROUGH A CYBERATTACK**

Function Room: Joliet, 3rd Floor

**5:00pm-6:00pm**

**ADMIN AFTER HOURS RECEPTION**

Function Room: Waldorf, 3rd Floor

### MONDAY, OCTOBER 25, 2021

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**7:30am-8:30am**

**CONTINENTAL BREAKFAST / EXHIBITS**

Function Room: International Ballroom South

**7:30am-12:00pm**

**REGISTRATION**

Function Room: International Ballroom Lobby

**7:30am-12:00pm**

**EXHIBITS**

Function Room: International Ballroom South

**8:30am-9:30am**

**GENERAL SESSION: BIG DATA IN RADIATION ONCOLOGY - HOW DO YOU LOOK AT DATA AND USE IT?**

Function Room: International Ballroom North

**9:30am-10:00am**

**BREAK WITH EXHIBITORS**

Function Room: International Ballroom South

**9:30am-10:30am**

**TOPIC PODS**

Function Room: International Ballroom Foyer

**9:30am-10:30am**

**KNOWLEDGE HUB**

Function Room: International Ballroom South

**10:00am-11:00am**

**GENERAL SESSION: RADICAL CHANGE DISRUPTION: EMBRACING CHANGE IN HEALTHCARE: COST REDUCTIONS/CHALLENGES**

Function Room: International Ballroom North

## PROGRAM AT A GLANCE ❖

11:00am-12:00pm

**TOPIC FORUM: LEADERSHIP**

Function Room: Williford A, 3rd Floor

11:00am-12:00pm

**TOPIC FORUM: NEW ADMINISTRATORS**

Function Room: Williford B, 3rd Floor

11:00am-12:00pm

**TOPIC FORUM: PAYER TRENDS**

Function Room: Joliet, 3rd Floor

11:00am-12:00pm

**TOPIC FORUM: TECHNOLOGY**

Room: Waldorf, 3rd Floor

11:00am-12:00pm

**TOPIC FORUM: SROA 101**

Room: 4M, 4th Floor

12:00pm-1:30pm

**BREAK WITH EXHIBITS AND POSTER SESSION PRESENTATIONS**

Function Room: International Ballroom South

1:30pm

**FREE TIME TO VISIT ASTRO EXHIBIT HALL**

### TUESDAY, OCTOBER 26, 2021

7:30am-8:30am

**CONTINENTAL BREAKFAST / EXHIBITS**

Function Room: International Ballroom South

7:30am-4:00pm

**REGISTRATION**

Function Room: International Ballroom Foyer

7:30am-3:30pm

**EXHIBITS**

Function Room: International Ballroom South

8:30am-9:30am

**GENERAL SESSION: THE BUSINESS IMPERATIVE FOR LEVERAGING AN INCLUSIVE WORKPLACE: INCLUSION & DIVERSITY**

Function Room: International Ballroom North

9:45am-10:45am

**WORKSHOP: WHAT IS YOUR TIME WORTH? NEW IDEAS FOR TRACKING PRODUCTIVITY IN YOUR DEPARTMENT**

Function Room: Williford A, 3rd Floor

9:45am-10:45am

**WORKSHOP: EOB - CODING/OPERATIONAL/FINANCIAL IMPROVEMENT**

Function Room: International Ballroom North

9:45am-10:45am

**WORKSHOP: THE IMPACT OF A CYBER ATTACK ON A RADIATION ONCOLOGY DEPARTMENT**

Function Room: Williford B, 3rd Floor

9:45am-10:45am

**WORKSHOP: USING OFFICE 365 TO IMPROVE EFFICIENCY**

Function Room: Joliet, 3rd Floor

10:45am-11:15am

**BREAK WITH EXHIBITORS**

Function Room: International Ballroom South

10:45am-11:15am

**TOPIC PODS**

Function Room: International Ballroom Foyer (Outside Exhibit Hall)

11:15am-12:15pm

**WORKSHOP: LEADING, MANAGING AND TRAINING YOUR NEXT GENERATION OF LEADERS**

Function Room: Joliet, 3rd Floor

11:15am-12:15pm

**WORKSHOP: THE IMPORTANCE OF PEER REVIEW AND TOOL UTILIZATION IN RADIATION ONCOLOGY**

Function Room: Williford A, 3rd Floor

11:15am-12:15pm

**WORKSHOP: THE IMPORTANCE OF CROSS FUNCTIONAL COMMUNICATION WITHIN YOUR REVENUE CYCLE PROCESS**

Function Room: Williford B, 3rd Floor

11:15am-12:15pm

**WORKSHOP: RADIATION ONCOLOGY ADMINISTRATOR'S BIGGEST STRUGGLE WORKSHOP**

Function Room: International Ballroom North

12:30pm-1:45pm

**SOCIAL EVENT: QUALITY LUNCHEON**

Function Room: International Ballroom North

2:00pm-3:00pm

**WORKSHOP: WORK LIFE BALANCE: WORKING WELL AND LIVING BETTER**

Function Room: Williford A, 3rd Floor

2:00pm-3:00pm

**WORKSHOP: CANCER RELATED FINANCIAL TOXICITY**

Function Room: Williford B, 3rd Floor

2:00pm-3:00pm

**WORKSHOP: BURNOUT AND THE MEDICAL PHYSICIST**

Function Room: International Ballroom North

2:00pm-3:00pm

**WORKSHOP: CONNECTION BEFORE CONTENT - DEVELOPING YOUR EMOTIONAL INTELLIGENCE TO IMPROVE OVERALL WELLBEING AND OUTCOMES**

Function Room: Joliet, 3rd Floor

3:00pm-3:30pm

**BREAK WITH EXHIBITORS**

Function Room: International Ballroom South

3:00pm-3:30pm

**KNOWLEDGE HUB**

Function Room: International Ballroom South

3:30pm-4:30pm

**GENERAL SESSION: CODING & COVERAGE UPDATE WITH ASTRO**

Function Room: International Ballroom North

7:00pm-10:00pm

**SOCIAL EVENT: PRESIDENT'S PARTY**

Function Room: Normandie Lounge, 2nd Floor

THANK YOU TO OUR SPONSORS ❖

## TITANIUM SPONSORS



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## OUR EXHIBITORS

AAMD	Beekley Medical	LAP	Revenue Cycle Coding Strategies
Accuray	Elekta	MIM Software Inc.	Sun Nuclear
ACR-American College of Radiology	Elsevier	Mission Search	TNM-Medical Physics Solutions
ACRO Accreditation	Innovative Oncology Solutions, Inc.	Oncare GmbH	Varian
APEX-ASTRO's Accreditation Program for Excellence	John Patrick University of Health and Applied Sciences	Qfix	Veritas Medical Solutions
Avante Health Solutions	Klarity Medical Products, LLC	Radformation	ViewRay, Inc.
		Radiation Business Solutions	XECAN
		Reflexion	

TO VIEW FULL DESCRIPTIONS,  
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**WORKSHOP TRACK CODES**

- B&L** Business & Leadership
- PT** Payer Trends
- Q&S** Quality & Safety
- TCH** Technology & Clinical
- N-A** Recommended for New Administrators

**HOW TO LOGIN TO THE WI-FI  
COURTESY OF ACCURAY**

1. Join the Wireless Network/SSID named **"Hilton Chicago Meeting"**
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**AccurayExpandRT**

**SUNDAY, OCTOBER 24, 2021**

**7:30am - 8:45am** ❖ *Function Room: International Ballroom South*  
**CONTINENTAL BREAKFAST / EXHIBITS**  
*You must have a badge to enter the Exhibit Hall*

**7:30am - 5:00pm** ❖ *Function Room: International Ballroom Lobby*  
**REGISTRATION**

**7:30am - 5:00pm** ❖ *Function Room: International Ballroom South*  
**EXHIBITS**

**8:45am - 10:00am** ❖ *Function Room: International Ballroom North*  
**KEYNOTE SESSION**

**Leading with Emotional Vitality - To thrive through uncertainty and succeed in the new world of work**

In this keynote, Sara Ross will build on cutting-edge research from positive psychology, neuroscience, and her current work helping organizations and their leaders through the pandemic to help you face the complexity, uncertainty and demands the future.

**Approved Credits:** ASRT, MDCB

**10:00am - 10:30am** ❖ *Function Room: International Ballroom South*  
**BREAK WITH EXHIBITORS**  
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**10:30am - 11:20am** ❖ *Function Room: International Ballroom North*  
**GENERAL SESSION**

**Unlocking Emotional Vitality & Q&A**

**Keynote Speaker Sara Ross**

Build upon what you learned in Sara's Keynote Session with this unique opportunity to interact and ask questions of our featured speaker, Sara Ross.

**Approved Credits:** ASRT, MDCB

**11:45am - 12:45pm** ❖ *Function Room: International Ballroom North*  
**SOCIAL EVENT**

**Annual Business Luncheon**

Join us for lunch, society business, and an interactive activity. Work with your table to solve a Rad Onc issue in real time!

*You must have a valid SROA attendee badge or guest ticket to attend this event. (One day only and general session only may purchase a guest ticket at the registration desk to attend).*

**12:45pm - 1:15pm** ❖ *Function Room: International Ballroom South*  
**BREAK**

**Dessert with Exhibitors**

*You must have a badge to enter the Exhibit Hall*

TO VIEW FULL DESCRIPTIONS,  
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conference-2021/schedule/](http://www.sroa.org/meetings/conference-2021/schedule/)

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**12:45pm – 1:15pm** ❖ *Function Room: International Ballroom South*

**KNOWLEDGE HUB**

Join our sponsors in the exhibit hall to see short interactive presentations and demos on what they can offer SROA meeting participants to make your job easier. These lightning-style presentations will be 15-minutes long. If you are interested in any of the products or services, please head over to that exhibitor's booth for more information.

**1:15pm – 2:15pm** ❖ *Room: International Ballroom North*

**WORKSHOP B&L**

**Updates: Legislative, Regulatory, Payers and Industry Impact on Reimbursement for Radiation Oncology**

**GOAL:** To provide the attendees the most current information on updates in regulations, reimbursement issues in Radiation Oncology

**Approved Credits:** ASRT, MDCB

**1:15pm – 2:15pm** ❖ *Room: Williford A, 3rd Floor*

**WORKSHOP PT**

**SRS and SBRT: Who, What, When and Where**

**GOAL:** Review roles, responsibilities, and supporting documentation for staff and physicians related to SRS and SBRT techniques.

**Approved Credits:** ASRT, MDCB, AAPC

**1:15pm – 2:15pm** ❖ *Room: Williford B, 3rd Floor*

**WORKSHOP Q&S**

**Combining Teams/Standardizing Workflows**

**GOAL:** To present an approach to expanding Radiation Therapists' roles to address each aspect of therapy operations. In addition, share methods used to establish standardize workflows across multiple campuses.

**Approved Credits:** ASRT, MDCB

**1:15pm – 2:15pm** ❖ *Room: Joliet, 3rd Floor*

**WORKSHOP TCH N-A**

**Tools and Tips to Market Your Practice and Build Your Referral Base**

**GOAL:** Learn proven, cost-efficient tactics to increase your patient base from a healthcare marketing expert.

**Approved Credits:** ASRT, MDCB

**2:30pm – 3:30pm** ❖ *Room: International Ballroom North*

**GENERAL SESSION**

**Crisis Leadership in a Time of Pandemic: Teamwork, Collaboration, and Engagement**

This interactive session will explore the impact of COVID-19 and will allow attendees to consider the long-term impact of the pandemic on teamwork, collaboration, and engagement in the workplace, along with communication implications for leading in a post-pandemic environment.

**Approved Credits:** ASRT, MDCB

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**3:30pm - 4:00pm** ❖ *Function Room: International Ballroom South*

**BREAK WITH EXHIBITORS**

*You must have a badge to enter the Exhibit Hall  
Exhibitor Passport Drawings*

**3:30pm - 4:00pm** ❖ *Room: International Ballroom Foyer (Outside Exhibit Hall)*

**TOPIC PODS**

Come join a Topic Pod table during this break. Bring your questions about topics including billing and coding, leadership, and technology, among others, and work through your question with a content matter expert.

- **Payer Trends** ❖ *Sponsored by: Varian.*
- **Technology** ❖ *Sponsored by: Elsevier.*

**4:00pm - 5:00pm** ❖ *Room: International Ballroom North*

**WORKSHOP** **B&L** **N-A**

**Mentoring and Being Mentored**

**GOAL:** To explore the benefits of serving as a mentor and being mentored by another.  
**Approved Credits:** ASRT, MDCB

**4:00pm - 5:00pm** ❖ *Room: Williford A, 3rd Floor*

**WORKSHOP** **PT** **N-A**

**Optimizing Resources in Times of Change**

**GOAL:** Understand upcoming changes in billing to formulate strategies to optimize resources for financial stability.  
**Approved Credits:** ASRT, MDCB, AAPC

**4:00pm - 5:00pm** ❖ *Room: Williford B, 3rd Floor*

**WORKSHOP** **Q&S**

**Improving the Status Quo: Steps for Creating Maximum Clinical Efficiency**

**GOAL:** Provide resources and perspectives on how to elevate the quality of care through standardization and automation.  
**Approved Credits:** ASRT, MDCB

**4:00pm - 5:00pm** ❖ *Room: Joliet, 3rd Floor*

**WORKSHOP** **TCH**

**Leading and Living Through a Cyberattack**

**GOAL:** To provide industry leaders with first account experience of leading through a Cyberattack  
**Approved Credits:** ASRT, MDCB

**5:00pm - 6:00pm** ❖ *Room: Waldorf, 3rd Floor*

**ADMIN AFTER HOURS RECEPTION**

A networking reception for new members, first time attendees, mentors and mentees, and volunteers of the society. Meet, greet, and network with Board Members, volunteers and members of the Mentor Program.

*By invitation only. Visit the SROA Registration desk if you believe you should have been invited, but did not receive an invitation.*



# **A leap in cancer care.** **A leap in impact.**

Together with Siemens Healthineers, we are accelerating the path from diagnosis to therapy to survivorship.

Find out how we're making two leaps in one step at [www.varian.com](http://www.varian.com).

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**7:30am - 12:00pm** ❖ *Function Room: International Ballroom South*

**EXHIBITS**

*You must have a badge to enter the Exhibit Hall*

**8:30am - 9:30am** ❖ *Function Room: International Ballroom North*

**GENERAL SESSION**

**Big Data in Radiation Oncology - How Do You Look at Data and Use It?**

There is a plethora of data sources available to aid in the management and administration of clinical and departmental activities. The major challenges are that the data is hard to extract, it requires significant "cleaning," is often inaccurate, and difficult to interpret. We will discuss strategies to address these challenges and how to utilize various sources of data to improve operations, quality, and safety.

**Approved Credits:** ASRT, MDCB

**9:30am - 10:00am** ❖ *Function Room: International Ballroom South*

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**10:00am - 11:00am** ❖ *Function Room: International Ballroom North*

**GENERAL SESSION**

**Radical Change Disruption: Embracing Change in Healthcare**

This session outlines the key turnaround strategies that were implemented and showcases a real world example of radical change disruption, including accountability and sustainability. Attendees shall gain insight on the journey, the roadmap to success, results and lessons learned.

**Approved Credits:** ASRT, MDCB

WORKSHOP TRACK CODES

- B&L** Business & Leadership
- PT** Payer Trends
- Q&S** Quality & Saftyety
- TCH** Technology & Clinical
- N-A** Recommended for New Administrators

HOW TO LOGIN TO THE WI-FI COURTESY OF ACCURAY

1. Join the Wireless Network/SSID named "Hilton Chicago Meeting"
2. Upon opening a web browser, you will be redirected to the Hilton Chicago splash page and prompted for an Access Code
3. Enter the Access Code:  
**AccurayExpandRT**

11:00am - 12:00pm ❖

TOPIC FORUMS

Attend these open forums on various topics of interest to Radiation Oncology Administrators. Ask questions, network, and troubleshoot any issues you may have at your institution with your peers.

- **Leadership** ❖ Williford A, 3rd Floor
  - **New Administrators** ❖ Williford B, 3rd Floor
  - **Payer Trends** ❖ Joliet, 3rd Floor
    - ◆ *Sponsored by: RefleXion*
  - **Technology** ❖ Waldorf, 3rd Floor
    - ◆ *Sponsored by: Varian*
- Approved Credits:** ASRT, MDCB
- **SROA 101** ❖ Room 4M, 4th Floor

12:00pm - 12:30pm ❖ *Function Room: International Ballroom South*

BREAK WITH EXHIBITS AND POSTER SESSION PRESENTATIONS

Lightening Poster Presentations:

- **Reducing Denials with a Payer Rules Engine**, Katie Baird
- **Best Friend at Work -- The Psychology Behind the Importance of Having a Best Friend at Work**, Allison Brown
- **Challenging Disparities in Cancer Via the Digital Health Platform Myoncare**, Randy Hemmingway

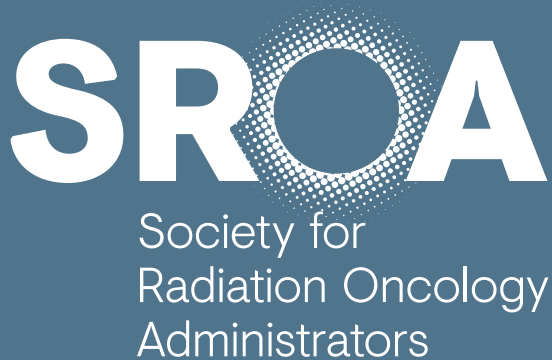
Snacks will be available.

**Approved Credits:** ASRT

1:30pm - ❖ *McCormick Place West*

OPEN AFTERNOON TO VISIT ASTRO EXHIBIT HALL

Your badge allows access to the ASTRO exhibit hall. Stop at the ASTRO registration desk. Review ASTRO's Covid-19 policies before planning your visit.



Connect with us at the 2021 Annual Meeting using #SROA21 on Twitter, Facebook and LinkedIn

TO VIEW FULL DESCRIPTIONS,  
VISIT THE  
SROA MEETING WEBSITE  
[www.sroa.org/meetings/  
conference-2021/schedule/](http://www.sroa.org/meetings/conference-2021/schedule/)

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**TUESDAY, OCTOBER 26, 2021**

**7:30am - 8:30am** ❖ *Function Room: International Ballroom South*  
**CONTINENTAL BREAKFAST / EXHIBITS**  
*You must have a badge to enter the Exhibit Hall*

**7:30am - 3:30pm** ❖ *Function Room: International Ballroom South*  
**EXHIBITS**

**7:30am - 4:00pm** ❖ *Function Room: International Ballroom Lobby*  
**REGISTRATION**

**8:30am - 9:30am** ❖ *Function Room: International Ballroom North*  
**GENERAL SESSION**

**The Business Case for Leveraging an Inclusive Workplace**

This session addresses today's issues and underscores the business imperatives for leveraging the cultural backgrounds, personal characteristics, and unique experiences of all employees to truly promote and benefit from an inclusive workplace.

**Approved Credits:** ASRT, MDCB

**9:45am - 10:45am** ❖ *Room: Williford A, 3rd Floor*

**WORKSHOP B&L N-A**

**What Is Your Time Worth? New Ideas for Tracking Productivity in Your Department**

**GOAL:** Understand the negative impact of utilizing outdated productivity models focusing on procedure code counts and ideas for more accurate methods utilizing the electronic medical record.

**Approved Credits:** ASRT, MDCB

**9:45am - 10:45am** ❖ *Room: International Ballroom North*

**WORKSHOP PT**

**EOB - Coding/Operational/Financial Improvement**

**GOAL:** Financial and operational root cause analytic improvements driven by quarterly data.

**Approved Credits:** ASRT, MDCB, AAPC

**9:45am - 10:45am** ❖ *Function Room: Williford B, 3rd Floor*

**WORKSHOP Q&S**

**The Impact of a Cyber Attack on a Radiation Oncology Department**

**GOAL:** We aim to describe a recent cyber attack and its impact on our Radiation Oncology department, including the challenges we faced and how addressing those challenges led to enhanced safety solutions for the future.

**Approved Credits:** ASRT, MDCB

**9:45am - 10:45am** ❖ *Function Room: Joliet, 3rd Floor*

**WORKSHOP TCH**

**Using Office 365 to Improve Efficiency**

**GOAL:** We will share with participants how we utilized Microsoft Office 365 to transform outdated business practices to drive accuracy, efficiency, and data to advance better decision-making.

**Approved Credits:** ASRT, MDCB

WORKSHOP TRACK CODES

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**10:45am - 11:15am** ❖ *Function Room: International Ballroom South*

**BREAK WITH EXHIBITORS**

*You must have a badge to enter the Exhibit Hall  
Exhibitor Passport Drawings*

**10:45am - 11:15am** ❖ *Function Room: International Ballroom Foyer (Outside the Exhibit Hall)*

**TOPIC PODS**

Come join a Topic Pod table during this break. Bring your questions about topics including billing and coding, leadership, and technology, among others, and work through your question with a content matter expert

- **Payer Trends** ❖ *Sponsored by: Varian.*
- **Technology** ❖ *Sponsored by: Elsevier.*

**11:15am - 12:15pm** ❖ *Function Room: Joliet, 3rd Floor*

**WORKSHOP B&L**

**Leading, Managing and Training Your Next Generation of Leaders**

**GOAL:** For participants to leave motivated about working with other generations and with a better understanding of how to capitalize on the strengths most younger workers possess.

**Approved Credits:** ASRT, MDCB

ACCURAY

Deliver more. **Better. Faster.**

Unleash ultra-precise radiation therapy that treats even the toughest cases – more effectively than ever.

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See us at **SROA Booth #10**

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#ExpandCurativePower

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**Important Safety Information**

Most side effects of radiotherapy, including radiotherapy delivered with Accuray systems, are mild and temporary, often involving fatigue, nausea, and skin irritation. Side effects can be severe, however, leading to pain, alterations in normal body functions (for example, urinary or salivary function), deterioration of quality of life, permanent injury, and even death. Side effects can occur during or shortly after radiation treatment or in the months and years following radiation. The nature and severity of side effects depend on many factors, including the size and location of the treated tumor, the treatment technique (for example, the radiation dose), and the patient's general medical condition, to name a few. For more details about the side effects of your radiation therapy, and to see if treatment with an Accuray product is right for you, ask your doctor.

TO VIEW FULL DESCRIPTIONS,  
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**11:15am - 12:15pm** ❖ *Function Room: Williford A, 3rd Floor*

**WORKSHOP TCH**

**The Importance of Peer Review and Tool Utilization In Radiation Oncology**

**GOAL:** To show the value, quality, and improved clinical outcomes by completing and documenting a peer review within a technology-enabled solution.

**Approved Credits:** ASRT, MDCB

**11:15am - 12:15pm** ❖ *Function Room: Williford B, 3rd Floor*

**WORKSHOP PT**

**The Importance of Cross Functional Communication within your Revenue Cycle Process**

**GOAL:** This workshop should inspire the attendees to go back to their facilities and identify areas within their current revenue cycle process that may be improved by cross-functional communication.

**Approved Credits:** ASRT, MDCB, AAPC

**11:15am - 12:15pm** ❖ *Function Room: International Ballroom North*

**WORKSHOP Q&S**

**Radiation Oncology Administrator's Biggest Struggle Workshop**

**GOAL:** Join SROA Board Members and leaders for an open discussion of SROA member's biggest struggles. Come with your questions on doing less with more, staffing, and billing and authorizations and plan to share your experiences on handling these topics with others.

*Sponsored by Elekta*

**Approved Credits:** ASRT, MDCB

**12:30pm - 1:45pm** ❖ *Function Room: International Ballroom North*

**SOCIAL EVENT: Quality Luncheon**

*Sponsored by Varian*

Featured Entertainment: **The Amazing Magic of Joe Bennett**

**2:00pm - 3:00pm** ❖ *Function Room: Williford A, 3rd Floor*

**WORKSHOP B&L**

**Work Life Balance: Working Well and Living Better**

**GOAL:** The goal of this presentation is to explain to professionals that there is a line that we have to watch in order to work at full efficiency and live at full efficiency. This presentation will explain how to obtain and maintain balance.

**Approved Credits:** ASRT, MDCB

**2:00pm - 3:00pm** ❖ *Function Room: Williford B, 3rd Floor*

**WORKSHOP PT N-A**

**Cancer Related Financial Toxicity**

**GOAL:** Cancer care patients face unique financial burdens; our presentation will focus on how to recognize patients in need, discuss the use of financial counselors, share resources for patients to help them better manage the cost of their medical care.

**Approved Credits:** ASRT, MDCB, AAPC

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**2:00pm - 3:00pm** ❖ *Function Room: International Ballroom North*

**WORKSHOP Q&S**

**Burnout and the Medical Physicist**

This session will provide an overview of burnout, the prevalence of burnout amongst medical physicists, and its relationship with organizational features and clinic safety.

**Approved Credits:** ASRT, MDCB

**2:00pm - 3:00pm** ❖ *Function Room: Joliet, 3rd Floor*

**WORKSHOP TCH**

**Connection Before Content - Developing your Emotional Intelligence to improve overall wellbeing and outcomes**

Simple solutions to develop an instant connection through language and behavior to improve therapist/clinician and patient well-being.

**Approved Credits:** ASRT, MDCB

**3:00pm - 3:30pm** ❖ *Function Room: International Ballroom South*

**BREAK WITH EXHIBITORS**

*You must have a badge to enter the Exhibit Hall*

**3:00pm - 3:30pm** ❖ *Function Room: International Ballroom South*

**KNOWLEDGE HUB**

Join our sponsors in the exhibit hall to see short interactive presentations and demos on what they can offer SROA meeting participants to make your job easier. These lightning-style presentations will be 15-minutes long. If you are interested in any of the products or services, please head over to that exhibitor's booth for more information.

**3:30pm - 4:30pm** ❖ *Function Room: International Ballroom North*

**GENERAL SESSION**

**Coding & Coverage Update with ASTRO**

The center for Medicare and Medicaid Innovation is expected to release a proposed rule that will include changes to the RO Model. This session will review those changes, discuss the model's impact on participating practices, and provide guidance on successful participation.

**Approved Credits:** ASRT, MDCB

**7:00pm - 10:00pm** ❖ *Function Room: Normandie Lounge, 2nd Floor*

**SOCIAL EVENT**

**President's Party**

Sponsored by **Elekta**

Featured Entertainment: **DJ-Chicago**

Cash bar available

You must have a valid SROA attendee badge or guest ticket to attend this event. One day only and general session only registrants may purchase a guest ticket at the registration desk to attend.



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## SROA POSTER PRESENTATIONS ❖



### ❖ REDUCING DENIALS WITH A PAYER RULES ENGINE

**Katie Baird** - New Bedford Corporation

### ❖ BEST FRIEND AT WORK -- THE PSYCHOLOGY BEHIND THE IMPORTANCE OF HAVING A BEST FRIEND AT WORK

**Allison Brown** - Wellstar Health System

### ❖ CHALLENGING DISPARITIES IN CANCER VIA THE DIGITAL HEALTH PLATFORM MYONCARE

**Randy Hemmingway** - Oncare GmbH

### VIEW POSTERS HERE

<https://sroameetings.ims.events/SROA-ePosters>

# Save the Date!

# SROA



Society for  
Radiation Oncology  
Administrators

39th Annual Meeting

October 23 - 26, 2022

Hyatt Regency San Antonio

San Antonio, TX





## JOIN TODAY!

### PASSION THAT PUSHES YOUR ORGANIZATION FORWARD. EXPERTISE YOU CAN COUNT ON.

Since 1984, the Society for Radiation Oncology Administrators (SROA) has provided a supportive network of expertise for radiation oncology administrators to improve and advance their management of organizational operations, finance, research and human resources.

As a necessary membership association catering to a niche profession, SROA provides the most current, relevant, and helpful information that impacts radiation oncology practices and departments on a daily basis—whether in a hospital, university, or freestanding environment.

As a leader who navigates the administrative challenges facing your radiation oncology department or practice, SROA is your professional community.

With SROA, you get the knowledge and answers you need to do your job effectively—from managing constant changes in technology to keeping up with quality regulations and billing and coding updates.

When you experience isolation or a lack of understanding and inspiration in your position, use your SROA membership to connect with counterparts in other parts of the country who can share insights with you and fill your knowledge gaps. You'll also have numerous chances to connect with SROA's contributing members and service providers who offer the avenues and expertise to elevate your organization's workflows and processes.

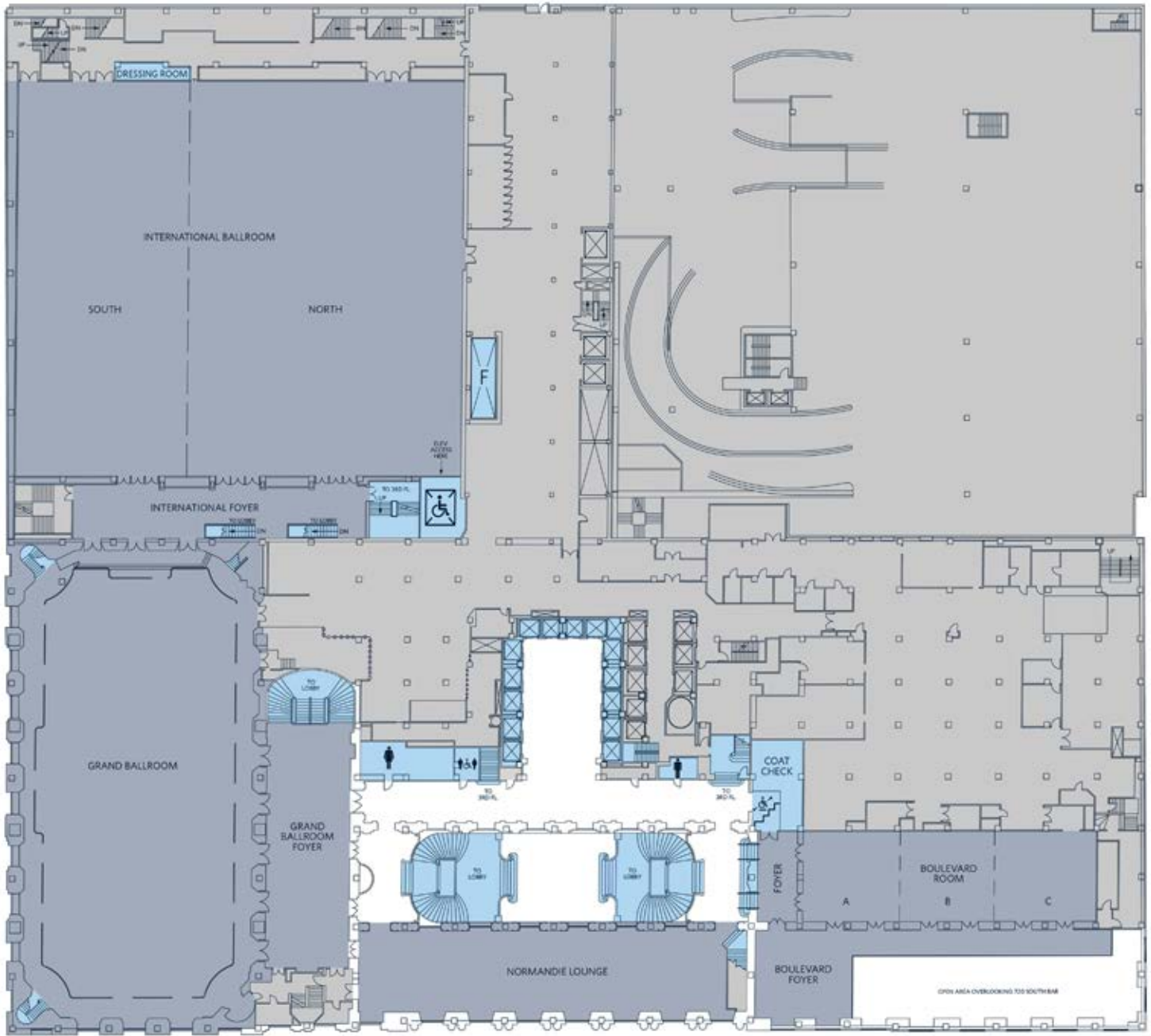
Whether you participate in our Annual Meeting or regularly rely on our convenient online community forum, SROA Connect, by tapping into the SROA network, you'll benefit from the experiences of those who have already handled your situation and pay it forward by sharing your own ideas and success stories.

Visit [sroa.org](https://sroa.org) to join today!

# HILTON CHICAGO FLOOR PLANS ❖ ROOM RELATIONSHIPS



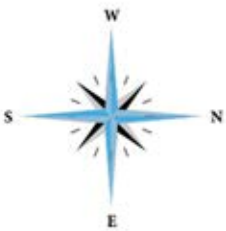
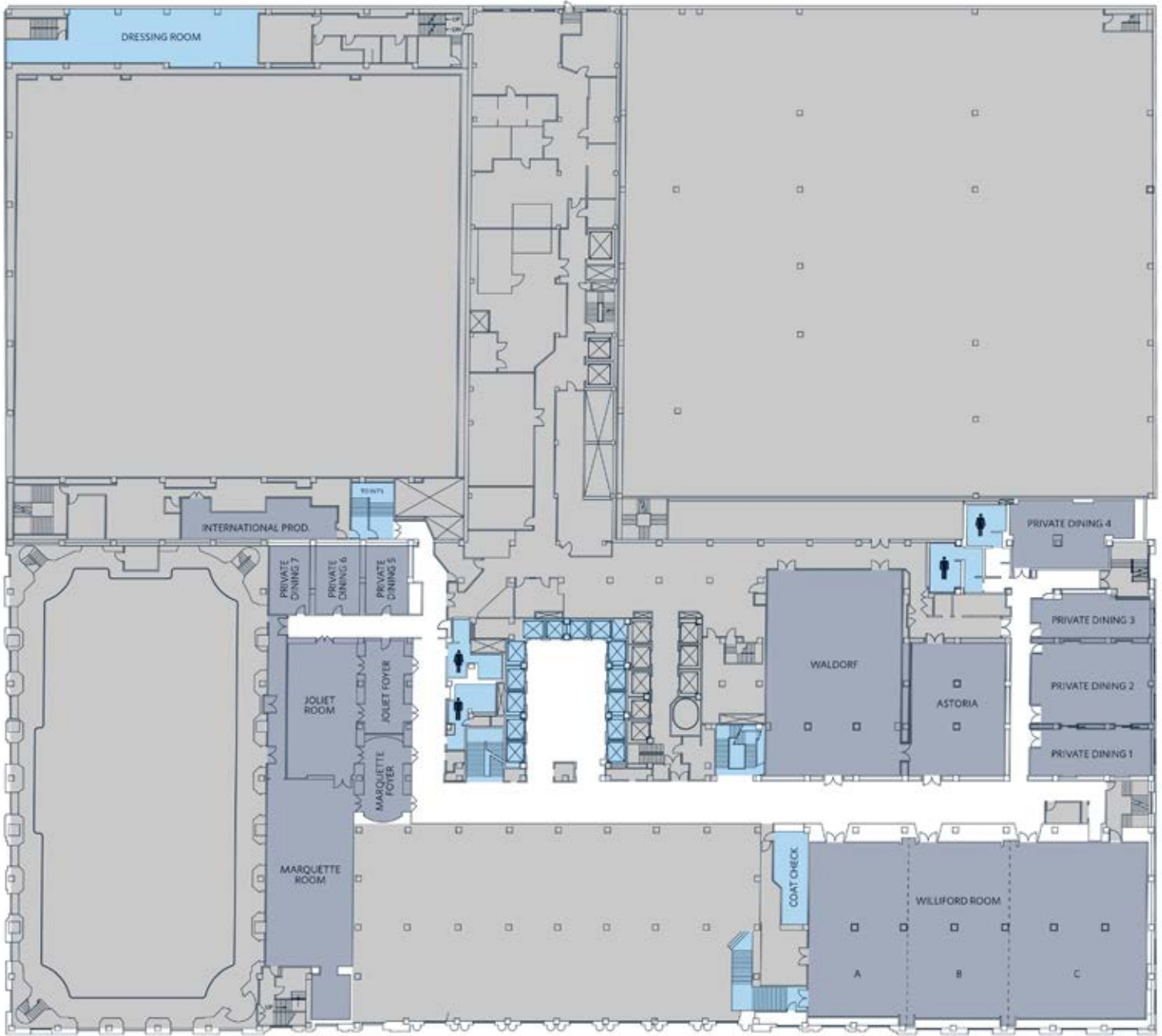
# HILTON CHICAGO FLOOR PLANS ❖ 2ND FLOOR



## KEY

- |  |  |
|--|--|
|  Meeting/Conference Rooms |  ADA Elevator     |
|  Amenities                |  ADA Lift         |
|  Heart of House           |  Restrooms        |
|  |  Elevator         |
|  |  Freight Elevator |

# HILTON CHICAGO FLOOR PLANS ❖ 3RD FLOOR



## KEY

- Meeting/Conference Rooms
- Amenities
- Heart of House
- Restrooms
- Elevator