

The Unified VCA Fall Convention

Sept. 30 - Oct. 2, 2022
Renaissance Arlington
Capital View
Arlington, VA (Crystal City)

DC-Specific Sessions:

- Multidisciplinary Practice the Right Way: The Do's & Don'ts of Integrative Practice by Dr. Mark Sanna
- Immuno-Musculoskeletal Nutrition by Dr. David Seaman
- Mastering the Lower Extremities & the Lumbar Spine by Dr. Kevin Wong
- Active Care by Dr. Mark Sanna, Part 1: Confidently Communicate Chiropractic: The Posture Longevity Connection -- Applying the Science of Chiropractic to Clinical Practice
- Active Care by Dr. Sanna, Part 2: Empower Your Patients: The Standard of Excellence

DC & CA Joint Sessions:

- On Purpose with Purpose: A Blueprint for Living Your Best Life by Mr. John Ramstead
- Business Succession Planning by Mr. Al Kingan
- Chiropractic in Today's Military by Dr. Jerry Nolan, U.S. Army Health Clinic, Grafenwoehr, Germany
- Self-Care Workshop: Collaborative Leadership & Teamwork: Doctors & Staff Working Together to Develop a High Performing Practice in Today's Workplace by Mr. John Ramstead
- Coding & Billing Panel Discussion for the Whole Team featuring Ms. Lisa Maciejewski-West, Ms. Marilyn Porras, & Ms. Susette Goodwin

Additional CA-Specific Sessions:

- Customer Service in Healthcare by Ms. Wendy Lee
- Applied Chiropractic Philosophy by Dr. Brad Robinson
- Powerful Communications (Perceptions, Beliefs & Values) by Ms. Lee
- Chiropractic History by Dr. Joe Foley
- Team Leadership by Ms. Lee

More!

Learn
Connect
Grow
Elevate

**15.50 CEUs, INCLUDING 14.50 TYPE 1
(VA, MD & DC; call re: other states).**

Early-Bird Discount Expires Aug 5!



Program-at-a-Glance



including renowned museums and galleries, the National Landing, Arlington National Cemetery, Old Town Alexandria and Mount Vernon. After classes in state-of-the-art meeting facilities, relax in sophisticated hotel rooms, outfitted with modern technology, marble bathrooms and sweeping views of the city skyline or Reagan National Airport runway.

Elevate your learning, connecting, and personal and practice growth at this modern, LEED® Gold certified hotel in exciting Crystal City. Bring the family and enjoy a wealth of nearby attractions,

The convention offers a superb opportunity to gain clinical insights, discover new strategies for practice success, and build camaraderie with colleagues and team members. Expert classes on topics YOU requested are enhanced by vendor exhibits, important profession updates and time to socialize... and you might just find that the moments between classes can be just as valuable, via sharing and relationship building.



Friday, September 30, 2022

2:30 p.m.	Registration Opens	
3:00-5:00 p.m.	<ul style="list-style-type: none"> - Business Succession Planning by Mr. Al Kingan - OR Chiropractic Perspectives - Mobilization of Chiropractic, Complementary & Integrative Health, & Allied Health Professionals: Lessons from the Past, COVID-19 Response, & Suggestions for the Future by Dr. Cynthia Chapman - Increasing Referrals by Dr. Carly Swift - Establishing Relationships with Hospitals & Other Groups by Dr. Vincent Joseph - Social Media Made Easy by Dr. Robert Pinto & Ms. Maria del Mar Villar Villar 	All DCs & CAs
5:00-6:00 p.m.	GENERAL SESSION: Chiropractic Care in The United States Army Hospitals by Dr. Jerry Nolan, U.S. Army Health Clinic, Grafenwoehr, Germany	DCs & CAs
6:00-6:30 p.m.	GENERAL SESSION: Profession Updates	All
6:30-7:00 p.m.	Welcome Reception with Exhibitors	All

Saturday, October 1, 2022

7:30-8:00 a.m.	Breakfast with Exhibitors	Registrants
8:00-8:45 a.m.	GENERAL SESSION: On Purpose with Purpose: A Blueprint for Living Your Best Life by Mr. John Ramstead	All
8:45-9:45 a.m.	GENERAL SESSION: Membership Meeting, Elections, & Profession Updates	All
9:45-10:15 a.m.	Break with Exhibitors	Registrants
10:15 a.m. – 12:30 p.m.	<ul style="list-style-type: none"> - (Start of) Mastering the Lower Extremities & the Lumbar Spine by Dr. Kevin Wong - OR Multidisciplinary Practice the Right Way: The Do's & Don'ts of Integrative Practice by Dr. Mark Sanna - OR Team Leadership Builds a Strong Foundation by Ms. Wendy Lee 	DCs DCs CAs
12:30-1:30 p.m.	Walkaround Lunch with Exhibitors	Registrants
1:30-3:30 p.m.	<ul style="list-style-type: none"> - (Cont. of) Mastering the Lower Extremities & the Lumbar Spine by Dr. Kevin Wong - OR Active Care Part 1: Confidently Communicate Chiropractic: The Posture Longevity Connection -- Applying the Science of Chiropractic to Clinical Practice by Dr. Mark Sanna - OR Customer Service in Healthcare Matters Now More Than Ever by Ms. Wendy Lee 	DCs DCs CAs
3:30-4:00 p.m.	Break with Exhibitors	Registrants
4:00-6:00 p.m.	<ul style="list-style-type: none"> - (End of) Mastering the Lower Extremities & the Lumbar Spine by Dr. Kevin Wong - OR Active Care Part 2: Empower Your Patients: The Standard of Excellence by Dr. Mark Sanna - OR Powerful Communication: It's about Perceptions, Beliefs & Values by Ms. Wendy Lee 	DCs DCs CAs
6:00-6:30 p.m.	President's Reception, Sponsored by Stirling Professional	Invitees

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Sunday, October 2, 2022

7:30-8:00 a.m.	Breakfast with Exhibitors	Registrants
8:00-10:00 a.m.	- (Start of) Immuno-Musculoskeletal Nutrition by Dr. David Seaman - OR Self-Care Workshop: Collaborative Leadership & Teamwork: Doctors & Staff Working Together to Develop a High Performing Practice in Today's Workplace by John Ramstead	DCs All
10:00-10:45 a.m.	Break with Exhibitors	Registrants
10:45 a.m. – 12:45 p.m.	- (End of) Immuno-Musculoskeletal Nutrition by Dr. David Seaman - OR Strengthen Your Coding & Billing Procedures - Panel Discussion for Doctors & Staff featuring Lisa Maciejewski-West of Gold Star Medical Business Services, Marilyn Porras of Chirocenters Management Corporation, & Susette Goodwin of The Cox Clinic - OR Applied Chiropractic Philosophy by Dr. Brad Robinson FOLLOWED BY Chiropractic History by Dr. Joe Foley	DCs DCs & CAs CAs
12:45-1:15 p.m.	Final Exhibit Time	Registrants
1:15 p.m.	Convention Ends	

As of 7/9/2022. Subject to Change.



Thank You, Early Sponsors!

- Beyond Influence
- Breakthrough Coaching
- Chirocenters Management Corporation
- Foot Levelers Inc.
- Gold Star Medical Business Services
- Mass Mutual
- NCMIC
- Quartermaster Tax Management Services
- Stirling Professional
- U.S. Army



Essentials

Location & Hotel

The Renaissance Arlington Capital View Hotel is located at 2800 South Potomac Ave., Arlington, VA 22202. A limited number of standard rooms are available at \$174++ in "The Unified Virginia Chiropractic Association 2022 Fall Convention" room block. The special rate officially ends on **Thursday, September 8**; however, rooms are VERY likely to sell out well before then, so make your reservations now! To make your reservations:

- ONLINE: [HOTEL RESERVATIONS]
- BY PHONE: Call Marriott Reservations at 1-800-228-9290 and provide the following information:
 1. City/State: Arlington, VA
 2. Hotel: Renaissance Arlington Capital View Hotel
 3. Group/Event: The Unified Virginia Chiropractic Association 2022 Fall Convention

Attendees enjoy discounted parking of \$18 per day per vehicle for self-parking, instead of the usual \$44. Valet parking is \$49 daily. There are four complimentary electric car charging stations. Reservations must be canceled 72 hours prior to arrival to avoid a late cancellation fee of one night's room and tax.

Please book your hotel room through this block!

*** Reservations made outside of the above group do not count towards the association's contracted obligations and could result in penalties to the UVCA. ***

Area Attractions

The Renaissance Arlington Capital View is ideally suited to explore Washington, DC and Northern Virginia. Board the hotel's free shuttle to the Crystal City Metro to conveniently access iconic monuments and museums. Take in a concert at the legendary Birchmere Music Hall or head over to Old Town Alexandria. Biking and jogging trails are less than a half mile away and follow the beautiful Potomac River. Explore nearby Georgetown Harbour. Shopping and dining options abound. Bring your family or friends and extend your stay!

Exhibits

Exhibitor and sponsor income allow us to keep registration fees reasonable despite soaring meeting costs. Be sure to stop by, say thanks, and discover what's new in the marketplace. Support the vendors who support you.

Legal/Legislative Fund Raffle

We'll conduct our popular fall prize and 50/50 raffle to benefit UVCA's legal/legislative fund. If you'd like to donate an item for the raffle, please contact raffle coordinator Ms. Susette Goodwin at susettevca@yahoo.com.

Change in Saturday Night Schedule

As you may be aware, the Fall Convention has traditionally featured an awards dinner party on Saturday evening. A dinner party ticket was included in the registration fee for all DCs and an additional fee for others.

As you may not be aware, the cost of the dinner party has never been fully covered by DC registration fees and non-DC ticket prices. In the past we



have been able to absorb the balance of the expense elsewhere – but due to soaring meeting prices in every area, that is no longer possible.

The results of a recent survey of all UVCA DC members confirms that there is not sufficient support of the dinner party if it is no longer included with DC registration. As a result, we are foregoing the awards dinner party... However, the fun and recognition will continue!

- Awards will be presented at the General Membership Meeting and Saturday President's Reception.
- The formerly private President's Reception will be expanded to include all DC registrants. Premier DCs will receive drink tickets.
- The popular prize and cash raffle for the Legal/Legislative Fund will still take place.

Sessions & Speakers

For All Attendees

Business Succession Planning

Albert R. Kingan, JD, LL.M., CLU, ChFC

Sponsored by MassMutual



Gain insights into the latest business succession strategies. Mr. Kingan will discuss the pros and cons of using life insurance as a funding vehicle, the different types of buy-sell agreements, and potential tax ramifications that surround succession planning. He'll also address the potential tax consequences based on the decisions made and provide three different case examples of business succession planning.

Al has been with MassMutual for over 27 years. Before joining MassMutual, Al spent seven years in the tax department of Coopers & Lybrand in Massachusetts. Al obtained an LL.M from Boston University and passed the Massachusetts CPA exam. Al is admitted to practice law in Massachusetts and Pennsylvania. He is a past president of the Hampden County Massachusetts Estate Planning Council and the Western Massachusetts Society of Financial Service Professionals. Al is a frequent teacher, presenter, and author of estate and business planning

topics for industry publications.

For DCs & CAs

Chiropractic Perspectives:

Don't miss this fast-paced session highlighting a number of timely topics for the entire team.

1. Mobilization of Chiropractic, Complementary & Integrative Health, & Allied Health Professionals

Cynthia Chapman, DC

2. Increasing Referrals

Carly Swift, DC

3. Establishing Relationships with Hospitals & Other Groups

Vincent T. Joseph, DC

4. Social Media Made Easy

Robert Pinto, DC & Maria del Mar Villar Villar



Chiropractic Perspectives: Mobilization of Chiropractic, Complementary & Integrative Health, & Allied Health Professionals

Cynthia Chapman, DC

What has been done in the past to bring about change in the mobilization of chiropractic and allied health professions? What happened during the COVID-19 pandemic? What is the best course of action moving forward? Derived from her work with the CIH section at RAND for her MPH at The George Washington University Milken Institute School of Public Health, Dr. Chapman will present a review of grey literature and peer-reviewed published articles on the topic. She'll also share information gathered from qualitative research interviews with key informants in national and state chiropractic organizations and governmental agencies.

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Cynthia Chapman is a graduate of Palmer College of Chiropractic West and owner of Occoquan Family Chiropractic in Occoquan, VA. She is certified in Activator Methods, CranioSacral Therapy, and as an American Red Cross Instructor. Her many activities include serving as President of the Northern Virginia American Business Women's Association, a Mentor for the Lake Ridge Toastmasters Club, and a Peer Reviewer for the Association of Chiropractic Colleges Conference and the Journal of Allied Health. She has presented at numerous conferences including the International Conference on Spinal Manipulation, the Association of Chiropractic Colleges Educational Conference, and the American Back Society Conference. She provides the community with information through educational classes, lectures, and health screenings.



Chiropractic Perspectives: Increasing Referrals

Carly Swift, DC

Dr. Carly Swift will share strategies that have helped her increase direct referrals from OB GYNs, pain management doctors, and other healthcare providers. She will provide valuable tips, communications templates and talking points to help DCs convey a consistent and professional message.

Carly Swift has been in practice in Virginia Beach since 2013. She has served on the UVCA board since 2014 as District Director and now Secretary. She has been the UVCA Public Relations Committee Chair since 2013 and has been instrumental in organizing the annual Silent Auction, School Supplies Drive and F4CP group membership. She has grown her practice to two locations and is working on expanding into Hampton Roads. While she cares for a wide range of patients, her focus is on prenatal and pediatric care.



Chiropractic Perspectives: Establishing Relationships with Hospitals & Other Groups

Vincent T. Joseph, DC

Dr. Joseph shares what has helped him establish and nurture highly productive and positive relationships with hospitals and other groups. He explains how these relationships have helped his patients, him personally, and the profession.

Dr. Vincent Joseph is the founder and owner of Rebound Chiropractic & Acupuncture in Newport News, VA. He received his chiropractic degree from Northwestern University of Health Sciences, has a BS in General Biology, and is certified/licensed in minor surgery, acupuncture, chiropractic sports medicine, MUA, and veterinary chiropractic. He has served as a chiropractic specialist on WAVY TV-10's Expert on Your Side for over 15 years and has hosted several radio shows. Dr. Joseph has been elected to public office numerous times, including to the Newport News City Council, Christopher Newport University Board of Directors, Hampton Roads Planning Commission/Youth Services, Virginia Living Museum, and others. His list of volunteer work is extensive and includes Chiropractor for Christopher Newport University Football and other teams, Board member for Orphan Helpers' Humanitarian Mission to Honduras, and President of the Peninsula Fine Arts Center. He has taught biology and oriental medicine at the college level. Dr. Joseph also has held a direct relationship since 2017 with Bon Secours Mercy Health of Hampton Roads hospital group. He was recently elected Vice Chairman for the Board of Directors and serves as Chairperson for the Quality Medical Affairs Committee.

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Chiropractic Perspectives: Social Media Made Easy

Robert Pinto, DC & Maria del Mar Villar Villar

Social media can be a powerful tool to support your practice growth and simultaneously reinforce positive messages about the safety and efficacy of chiropractic care. But where do you start? Maria del Mar Villar Villar shares social media campaign outlines and source material that will convey the professional image and education you want and need to convey – material that is available to you RIGHT NOW, at no cost. In addition, Dr. Bob Pinto will share strategies that have worked for him in creating and maintaining a high-impact social media campaign without high investments in time or money.



Dr. Robert Pinto is the creator of Pinto Chiropractic & Rehabilitation. He has trained with world renowned authorities in physical rehabilitation techniques. He is a Certified Chiropractic Sports Physician and has served as the chiropractic consultant to the College of William & Mary Department of Sports Medicine since 1994. He is one of the only doctors in Virginia who is certified in Extremity Adjustments. Dr. Pinto has been serving the Williamsburg community for over 30 years. Maria del Mar Villar-Villar studied Videography and Communication Arts in college. After college she founded and ran her own videography company, creating everything from wedding videos to documentaries for the University of Virginia. She uses these skills to serve Virginia chiropractors as a UVCA Member Services Associate and to manage the association's social media, video, blog, and other communications needs.

For DCs & CAs

Chiropractic Care in The United States Army Hospitals

Jerry Nolan, DC

Sponsored by the U.S. Army



Have you ever wondered what the United States Military is having Chiropractors do for their Service Members? Dr. Nolan pulls from his 19 years with the U.S. Department of Defense to share the surprisingly long history of chiropractic in the military, the overall mission, the work responsibilities (both good and bad), and employment opportunities.

Dr. Jerry A. Nolan, Jr. received his BS in Biology at Iowa State University and his chiropractic degree from National University of Health Sciences. He did advanced training at Northwestern Chiropractic College and is a Board Eligible Candidate Diplomate of Occupational Health and Applied Ergonomics. He worked in the private practice in Milwaukee, WI before joining the Department of Defense in 2003. Since then Dr. Nolan has worked at Ireland Army Community Hospital at Fort Knox, KY; Winn Army Community Hospital at Fort Stewart, GA; and at the United States Army Health Clinic Grafenwoehr in Germany. He is currently co-authoring two papers, "The US Army Tactical Athlete" and "Your TRUE Battle Buddy."

For All Attendees

KEYNOTE:

On Purpose with Purpose: A Blueprint for Living Your Best Life

John Ramstead

Sponsored by Quartermaster Tax Management Services & Beyond Influence



Is it possible, in these turbulent and uncertain times, to not only succeed in life, but also to exceed expectations? You will learn the three keys to owning your purpose, especially in difficult times and how your organization can emerge stronger through adversity.

John Ramstead is a keynote speaker and trainer, former combat Navy fighter pilot, executive coach, international podcast host and bestselling author of *On Purpose with Purpose--Discovering How to Live Your Best Life*. John was named by Inc. Magazine as one of "The Top 12 Podcasts Leaders Need to Listen To."

John was at the peak of his professional career 10 years ago when his dreams were shattered by a freak accident. Twenty-three surgeries and almost two years of medical care later, John emerged with a profound vision for how to live a life of significance. Since then, he has coached and mentored thousands of individuals and companies. John's passion for helping others discover their true purpose and exactly how to get there will inspire you and give you your own blueprint for living on purpose, with purpose every day.



For DCs

Mastering the Lower Extremities & the Lumbar Spine the Wong Way

Kevin Wong, DC

Sponsored by Foot Levelers Inc.



This course will teach you evaluation and adjusting techniques for the lumbar spine and lower extremities. Dr. Wong will discuss anatomy, common clinical conditions, and discernable patterns of subluxation in the lower extremity and the lumbosacral spine regions. Starting at the feet, the class works its way up through the lower extremity, the pelvis, and the lumbar spine. The importance of the feet for whole-body stability is one of the core concepts of the class. When the arches of the feet have problems being too flat or too high, the body undergoes stress patterns, and a multitude of clinical ailments throughout the body may result.

This class teaches the student how to analyze the patient, look for subluxation patterns, treat them and help their patients with home and lifestyle care. It involves hands-on examination/evaluation, modeling adjusting techniques, usage of physiotherapy modalities (i.e. cold laser, etc.), elastic taping protocols, and exercise procedures for all appropriate regions of the body. We also cover usage of ancillary products (custom orthotics, pillows, etc.) that are helpful for our patients and our practice.

Dr. Kevin M. Wong is a 1996 Summa Cum Laude graduate of Palmer College of Chiropractic West. He graduated at the top of his class with a Clinical Excellence Award and the Student Fellow Award. After graduation, he went into practice along with teaching part-time at Palmer West. He has been a chiropractic CE instructor and in private practice for over 23 years. He has developed specialties in the feet/ankles and shoulders and enjoys treating other extremities and the spine. He is a frequently requested speaker on the topics of extremity and spinal adjusting, foot biomechanics, and orthotics. Dr. Wong frequently writes articles for Chiropractic Economics, The American Chiropractor, and Dynamic Chiropractic. He teaches over 120 hours per year bringing his passion and energy to Chiropractors and students internationally -- and still practices full time in CA.

For DCs

Multidisciplinary Practice the Right Way: The Do's & Don'ts of Integrative Practice

Mark Sanna, DC, ACRB Level II, FICC

Sponsored by Breakthrough Coaching



Recent changes in the laws guiding multidisciplinary practices in some states means that we will see increased collaboration of licensees from various professions practicing together. Most notably, licensees in the professions of medicine and chiropractic have begun to converge for the expressed purpose of delivering comprehensive services to patients whose conditions warrant a joint approach. Collaborative arrangements between professionals have the potential for providing effective care in a convenient delivery system for patients. This presentation will provide you with the do's and don'ts of integrative practice so that, if you choose, you can do it the right way.

Many people go through life and never experience their true calling. Dr. Mark Sanna is one of the few to find his absolute life's work. Dr. Sanna is the CEO of Breakthrough Coaching, an international health care practice management consulting firm that teaches an outcome-based,

functionally-oriented system of procedures that focuses on preparing health care providers to become the providers of the Prevention and Wellness services driving healthcare reform today. He is a Fellow of the International College of Chiropractors, a Foundation for Chiropractic Progress board member, and the Finance Committee chairman for the Chiropractic Summit.

For DCs

Active Care Part 1:

Confidently Communicate Chiropractic: The Posture Longevity Connection: Applying the Science of Chiropractic to Clinical Practice

Active Care Part 2:

Empower Your Patients: The Standard of Excellence

Mark Sanna, DC, ACRB Level II, FICC

Sponsored by Breakthrough Coaching

Posture is one of the most overlooked aspects of good health and longevity. Without good posture attaining and maintaining good health is impossible. Tech neck has become epidemic and "sitting disease" has become its own category of illness. Proper posture is the manifestation of physical, mental and emotional balance. Maintaining correct posture through core stabilization may be one of the best kept secrets to obtaining a longer, healthier and more enjoyable life. You'll learn how to perform dynamic postural assessments and the top ten unskippable steps to transform your active care procedures and help your patients develop and maintain better posture and quality of life.

The language of reimbursement and patient retention is function. In this virtual workshop, attendees will learn low tech evaluation and exercise procedures that can be utilized immediately in their practice. Dr. Sanna will begin with the functional postural analysis, walk through various movement pattern procedures and learn how to use post isometric stretching techniques to restore normal muscle function. This session will conclude with an easy-to-use step-by-step low-tech functional analysis procedure and implementation workshop.

For DCs

Immuno-Musculoskeletal Nutrition

David R. Seaman, DC, MS

Sponsored by NCMIC



Not well known is that the same pro-inflammatory dietary and lifestyle choices create a state of chronic inflammation that compromise immune function and musculoskeletal health. This class will outline how obesity, gut dysbiosis, hyperglycemia and related nutritional imbalances promote viral infection expression and the degeneration of musculoskeletal tissues.

Prior to his graduation from New York Chiropractic College, Dr. David Seaman received his BS in biology from Rutgers. He earned his MS in nutrition from the University of Bridgeport and completed postdoctoral studies in neurology at Logan. He is a diplomate of the American Chiropractic Academy of Neurology and the American Clinical Board of Nutrition. A popular and prolific author of numerous nutrition and neurology articles, and of the text Clinical Nutrition for Pain, Inflammation, and Tissue Healing, Dr. Seaman is a Professor of Clinical Sciences at National University of Health Sciences in Florida and is on the postgraduate faculty of several chiropractic colleges. Dr. Seaman is a highly sought after instructor by chiropractic and other organizations.

For DCs & CAs:

Strengthen Your Coding & Billing Procedures - Panel Discussion for Doctors & Staff

- Lisa Maciejewski-West, Gold Star Medical Business Services
- Marilyn Porras, Chirocenters Management Corporation
- Susette Goodwin, The Cox Chiropractic Clinic

Re-exams... Modifiers... Denials... Documentation that matches your coding... Don't miss this opportunity to ask your questions and learn from seasoned experts on these challenging topics. **EMAIL YOUR QUESTIONS NOW** to jconnolly@virginiachiropractic.org so that the panelists can develop and prioritize a list of topics that meet your current and specific needs.

"I wish my CA was here for this."

"If only my doctor could hear this."

Bring your team together for this session and help ensure you're on the same page, confident in your shared knowledge.



Marilyn Porras' journey started in the dental field, where for over 15 years she served as a practice consultant, office manager, billing manager and occasionally chairside oral surgery assistant. She joined Chirocenters Management Corporation (CMC) in 2004, where she served as an office manager for a multi-office chiropractic practice. The very next year she became a partner in the business and in 2013 she became the owner and president. Since that time, CMC has grown into a competitive chiropractic, acupuncture, and physical therapy billing company known for highly qualified client representatives and a culture of partnership with their clients.



Lisa Maciejewski-West founded Gold Star Medical Business Services in 2006. Lisa's 35-year career in the chiropractic, medical and dental fields, including 10 years as a Senior Practice Consultant and Speaker/Trainer with one of the largest Practice Management firms in the US, helped her quickly turn a "cottage" business into a rapidly expanding medical billing company. In 2009, Lisa left her consulting position to run Gold Star Medical full time. Since then, Lisa has expanded Gold Star's offerings to include a variety of practice assistance and development services. Lisa is a Certified Medical Coder (CMC), Certified Medical Compliance Specialist (MCS-P) and a Certified Medical Office Manager (CMOM). Lisa teaches medical coding and billing school "boot camps" designed to introduce individuals to the career field of medical billing. She is a faculty member of Practice Management Institute and teaches billing, coding, compliance and practice management classes and webinars to hospitals, multi-specialty provider groups, and chiropractic state associations nationwide. In 2021 the UVCA leadership approved a member affinity program with Gold Star, then later named Lisa the UVCA's primary member services specialist to help members with billing, coding, documentation, Medicare, compliance, and other questions.



Susette Goodwin has held every staff position possible since joining the Cox Chiropractic Clinic in Charlottesville, VA in 1985. She has attended dozens of chiropractic seminars throughout the United States and has been involved in fundraising for a number of chiropractic legal and legislative causes. She has been involved with the VCA, then UVCA, since her day one. She has organized and taught numerous seminars for DCs and CAs of all levels. She was the president of the VCA Auxiliary for over 20 years. In addition to her full-time job at Cox Clinic, she provides part-time admin support to the UVCA and helps staff most UVCA conventions. Her passion for the chiropractic profession and ongoing CA education is evident in everything she does.



For All Attendees

Special Self-Care Workshop: Collaborative Leadership & Teamwork: Doctors & Staff Working Together to Develop a High Performing Practice in Today's Workplace

John Ramstead

Sponsored by Quartermaster Tax Management Services & Beyond Influence

This workshop shows all participants how to apply experience, knowledge and education in new ways to create, simultaneously, an autonomous and collaborative work environment that will achieve maximum results. A dynamic instructor with over two decades of leadership and experience, John Ramstead will introduce you to a leadership model and techniques that are critical for driving energy, commitment, innovation and change while building leadership in others to ensure future organizational success.

This workshop is based on extensive research of leadership practices that achieve extraordinary results in healthcare. It applies to doctors, office staff, and anyone who wants to maximize his or her talents and opportunities.

For Mr. Ramstead's bio, see page 6.



Learn
Connect
Grow
Elevate

Especially for CAs/Office Staff

CA Essentials:

- **Team Leadership Builds a Strong Foundation**
- **Customer Service in Healthcare Matters Now More Than Ever**
- **Powerful Communications: It's about Perceptions, Beliefs & Values**

Wendy Lee

Sponsored by Breakthrough Coaching

CA Team Leadership: Leadership is the foundation of any successful practice, from top to bottom. Develop all staff members into innovative leaders and transform the practice. Motivate and inspire your office team to be more effective, efficient, and have more fun in the practice.

Customer Service: This insightful session lays out a step-by-step program for delivering the kind of customer service today's patient demands. Attend and you'll learn the core principles and innovative strategies that will help you raise the standard of customer service excellence in your practice by putting a new twist on patient communication.

Powerful Communications: Taking pride in excellence has been the hallmark of peak performers for centuries. Honoring the Best in You is all about exploring your priorities and passions and capitalizing on your skills and gifts. It's about honoring what is important to you now and making purposeful choices about what you want to do. This session will inspire you to put this power to work in your life and be prepared to create a major breakthrough. Together we are the honorable champions of the chiropractic principle.



Wendy Lee helped her husband open their integrated chiropractic clinic over 12 years ago. As a former educator with a math degree, she had no prior experience in office procedures. Wanting to make sure everything was done efficiently and ethically while keeping the patient's needs front and center, she hired Breakthrough Coaching (BTC) to help. She used BTC's systems to manage practically every aspect of their original and subsequent additional practices around the country and was thrilled with the results. Now as a coach herself, she helps BTC and its members keep up to date with changes in HIPAA, OIG, securities, insurance, and employment laws so that they can run the most compliant practices possible, regardless of style, technique, or philosophy.

Applied Chiropractic Philosophy for CAs

Brad Robinson, DC, FICA



Early in his chiropractic career, Dr. Brad Robinson found responding to patient questions and concerns a challenge. He had to work to discover dialogue that enabled him to translate the esoteric aspects of chiropractic philosophy into something the patient could understand and relate to. What he ultimately came up with was basically applied chiropractic philosophy. Whether you are a new CA struggling to develop effective communications or a seasoned staffer looking to refine your message; whether you are talking to patients, colleagues, or others; you'll learn from this successful chiropractic practitioner, teacher and leader.

Dr. Robinson opened Wards Corner Chiropractic in Norfolk in 1988. Prior to his wellness education and spinal decompression experience, he graduated cum laude from Central Michigan University with a BS in education. Before becoming a DC he was a high school science teacher and athletic coach. Following life-changing treatment he received after a car accident he enrolled in Life Chiropractic College. Dr. Robinson carries many credentials as a back and spine expert. He has served as president for the Virginia Society of Chiropractic, the Hampton Roads Chiropractic Association, Wards Corner Merchants Association, and the Unified Virginia Chiropractic Association. In 2009, Dr. Robinson was named "Chiropractor of the Year" by the VCA. He has served as a commissioner for the Norfolk Hospital Authority Board, team doctor for Granby High School's football program, and the official chiropractor for the Norfolk Admirals Hockey team. In 2011 Dr. Robinson was named a member of the Norfolk Public School Board.

Chiropractic History & Its Relevance to Today's CA

Joe Foley, DC



Daniel David ("DD") Palmer is widely credited with giving the first chiropractic adjustment in 1895. Now, 127 years later, millions of Americans have seen a chiropractor and people across the globe continue to benefit from this powerful, preventative and drug-free approach to healthcare – but it came at a price for many. Chiropractic history, in both Virginia and beyond, features miracles and conspiracies, arrests and victories. Many new and exciting details have been recently revealed about Palmer and the chiropractic story. Dr. Foley provides a brief overview of this updated chiropractic history -- and explains why this matters to you.

Dr. Joe Foley has 31 years of experience in caring for people in the Roanoke Valley and has practiced with his wife in Salem, VA since 1990. Dr. Foley served in the leadership of the Virginia Society of Chiropractic for over 20 years, until the VSC and the VCA unified, and was named the UVCA's Chiropractor of the Year in 2016. He remains active in association leadership with a focus on legislative initiatives.

PLUS ALL THESE Joint DC/CA Classes!

On top of the special CA-specific sessions listed above, office staff will join their doctors for these important classes.

- **Keynote: On Purpose with Purpose: A Blueprint for Living Your Best Life**
- **Self-Care Workshop: Collaborative Leadership & Teamwork: Doctors & Staff Working Together to Develop a High Performing Practice in Today's Workplace**
- **Strengthen Your Coding & Billing Procedures - Panel Discussion for Doctors & Staff**
- **Chiropractic Perspectives (Mobilization of the Profession, Increasing Referrals, Establishing Relationships, Social Media)**
- **Chiropractic Care in the U.S. Army Hospitals**
- **Succession Planning**

**Class Descriptions & Speaker Bios
on Pages 5-8!**

Registration Information

UVCA Fall Convention

Sept. 30 - Oct. 2, 2022

Renaissance Arlington Capital View
Arlington, VA

Registration Fees & Policies

REGISTER ONLINE at www.virginiachiropractic.org or [\[click here\]](#).

New log-in needed for member pricing.

Questions? Call 540-932-3100.

	Early By 8/5	Regular 8/6-9/8	Late 9/9-on
PREMIER MEMBERS:			
Unified VCA Premier Member DC	FREE	\$50	\$100
1st CA from Premier Member Office	FREE	\$50	\$100
Each Addl CA from Premier Mbr Office	\$249	\$299	\$349

PREMIERS!

PRE-REGISTRATION REQUIRED
so we can plan properly & you can avoid
surcharges.

OTHER MEMBERS:			
Unified VCA Member DC	\$389	\$439	\$489
Each CA from UVCA Member Office	\$249	\$299	\$349

NON-MEMBERS:			
Non-Member DC	\$589	\$639	\$689
Each CA from Non-Member Office	\$449	\$499	\$549

NON-MEMBERS!

SAVE \$200
by joining now. No long-term commitment.

Cancellations: If written notification of cancellation is received at least 72 hours prior to start of convention, payment will be refunded, minus a \$55 processing fee. No refunds or credits issued within 72 hours of program.

Attendees and guests may be photographed or videotaped in group settings at convention. These cameo images may appear in publications and other media. The UVCA presumes implied photo consent for such appearances.

NON-MEMBERS:

You are welcome to attend as a non-member. However, you can save \$200 or more on this registration -- plus check out all the other benefits of membership -- by joining now.

Regular DC membership is \$137.50 per quarter (less if eligible for new practitioner, out-of-state DC, or retired DC discounts). Cancel without penalty prior to next quarter.

CAs of member docs save on registration, too, even if their member doctor is not attending.

For benefits and to join, visit www.virginiachiropractic.org and click on the "Membership" tab -- or call the UVCA at 540-932-3100.



You're investing your resources wisely by attending this conference.

Even amidst inflation & soaring prices, fees INCLUDE:

- 15.5 CEUs for DCs, INCLUDING 14.5 TYPE 1
- 15 hours of training for CAs & other office staff
- All these functions!
 - Welcome Reception
 - Saturday Breakfast
 - Saturday Lunch
 - President's Reception (expanded for all registrants!)
 - Sunday Breakfast
- Not to mention:
 - Comaraderie & Catch Up
 - Exhibit Hall
 - Exhibitor Passport Game
 - Legal/Legislative Fund Raffle
 - Exhibitor Booth Raffles
 - Phenomenal Hotel Rates



Learn

Connect

Grow

Elevate