

# EXECUTIVE DIRECTOR'S 2020-21 REPORT

Executive Director Sherri L. Quarles

By this time last year, I would have put in thousands of miles of travel on behalf of the Academy. Since March of 2020 when I came home from Convocation I have been Zooming in my travels virtually. It seems to me that the virtual world does not follow time the same way. There are challenges, it tests our character, it drains our energy, it causes us to work harder, it pulls at our heart and soul, and yet we are continuing to survive. In my travels, I find the time to stop and rest along the way. It may have been in the taxi on the way to the airport, in the airport, on the way to my next meeting, or at the hotel waiting for the next meeting to start.



Virtual sees things differently and I can say that one of the latest calls started at 9:30 p.m. Eastern and that is when I had to take a step back and say, boundaries, and I know that is something we all struggle with. I am working on that, as I know a lot of you struggle with those very same issues.

We are indeed living in an unprecedented, challenging time when valor must be the order of the day. In this time leaders are charged with three important tasks: hold your convictions and refuse to change your beliefs or actions.

*“Let us not be governed to-day by what we did yesterday, nor to-morrow by what we do to-day, for day by day we must show progress.”*

*1 – A.T. Still, MD, DO*

*Embrace vulnerability, be authentic, practice compassion for self and others, promote love and belonging. “Help the needy, and deal justly with all.”*<sup>2</sup>(p5) – A.T. Still, MD, DO

*Be undaunted: courageously resolute especially in the face of danger or difficulty; not discouraged. “To find health should be the object of the doctor. Anyone can find disease.”*<sup>3</sup>(p28) – A.T. Still, MD, DO

With this being the season of gratitude, we have a lot to be thankful for:

The Academy was able to host the March 2020 AAO Convocation. We were the last organization to hold an in-person meeting for the remainder of the year at The Broadmoor. We began to offer eLearning courses later in the year. We have been able to maintain our current team members. We are working to provide opportunities to assist our members with financial assistance with our new Dues for Docs donations. And we are now able to offer the 2021 AAO Convocation virtually for our members.

We ended the year with a slight excess and that is a positive since we had a deficit three years in a row. We are still working on ways to improve our current situation. These opportunities include other non-dues revenue options and scouting for additional services that we can provide to our members and those who want to become members of our organization.

This could not be done without the faithful leaders of the Academy. The AAO Executive Committee, which consists of AAO President Paul R. Rennie, DO, FAAO; AAO President-elect Richard G. Schuster, DO; Secretary-treasurer Judith A. O’Connell, DO, MHA, FAAO; and AAO Immediate Past President Kendi L. Hensel, DO, PhD, FAAO. I want you to know that this team will respond to our request at different hours of the night as well. I also appreciate all the members of the AAO’s Board of Trustees who volunteer their time to help us make the Academy what it is. A big thank you to the Board of Governors, committee chairs, committee members and other volunteers that make the Academy a success.

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## AAO Assists in Practice Management Issues

We are partners with Physician Revenue Management Inc. (PRM) to answer your questions, provide useful information and find effective solutions. PRM has more than 20 years of experience in the clinical, practice management, payment resolution and revenue cycle arenas. Contact the AAO for help finding solutions to your CPT and ICD-10 coding questions, examining Explanations of Benefits to understand claims denials, or drafting first- or second-level appeal letters. Fees may apply. The AAO will continue to analyze changes to existing payment policies to determine the impact on AAO members. Please feel free to contact the AAO office through email at [info@academyofosteopathy.org](mailto:info@academyofosteopathy.org) or by telephone at 317-879-1881.

## Member Involvement

The Academy cannot exist without you as volunteers, and we have many opportunities for your involvement. Richard G. Schuster, DO, the AAO's 2020-22 president-elect, encourages all members to consider volunteering for an AAO committee. Academy members are welcome to audit a committee meeting with advance notice to the chair and staff. Review the list of committees at [www.academyofosteopathy.org](http://www.academyofosteopathy.org), and return your completed committee application to Debbie Cole, the AAO's assistant to the executive director and board and committee liaison, at [DCole@academyofosteopathy.org](mailto:DCole@academyofosteopathy.org). If you have any questions about the work a committee does, or the time commitment involved, do not hesitate to reach out to me, Debbie or the committee chair.

## Find A Physician Search

To make it easier for members of the public to obtain osteopathic manipulative medicine from Academy members, the AAO licensed the vanity URL [www.FindOMM.org](http://www.FindOMM.org), which takes viewers to the Academy's "Find a Physician" web page.

## HOW CAN I BE INCLUDED IN THE AAO'S FIND A PHYSICIAN SEARCH?

All Academy physicians in practice may be included in the AAO's Find a Physician search. To ensure your listing appears in the search results, follow the steps below:

1. Log in to your profile at [www.academyofosteopathy.org](http://www.academyofosteopathy.org).
2. Click on Edit Profile.
3. On the Contact Info tab, enter your business information as your Primary Address and select the Show in Search check box. To ensure the business phone number appears in the listing, check the Searchable box (on the right).
4. On the Employment Info tab, specify your primary and secondary specialties.
5. On the Privacy tab, change the setting for Basic Information to Public.
6. Click Save All Changes.

## Your Supportive AAO Team

The AAO team each have the passion and determination to continue working toward the goals developed to fulfill the purpose of the Academy's mission. I would like to take the time to thank our staff for continuing to make improvements for this process to run more smoothly.

- Debbie Cole, assistant to the executive director and board and committee liaison
- Amber Rausch, postdoctoral education liaison and CME coordinator
- Bev Searcy, finance and membership assistant
- Gennie Watts, event planner
- Katie Kowalski, publications administrator, who has been with us for over a year and has accepted a full-time position with the Academy.

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The AAO's office has a great team and I look forward to working with each of them every day. Thank you for the continued support of the AAO leadership, members and staff.

A handwritten signature in black ink that reads "Sherri L. Quarles". The signature is written in a cursive, flowing style.

Sherri L. Quarles  
AAO Executive Director

## References

1. *Still AT. Autobiography of Andrew Taylor Still With a History of the Discovery and Development of the Science of Osteopathy. Rev ed. Kirksville, MO: published by the author; 1908.*
2. *Schnucker RV, ed. Early Osteopathy in the Words of A.T. Still. Kirksville, MO: The Thomas Jefferson University Press; 1991.*
3. *Still AT. Philosophy of Osteopathy. Kirksville, MO: A.T. Still; 1899*