



Wed, March 25

7:30 a.m. – 8:30 a.m.

Joint Leadership Council Breakfast

8:30 a.m. – 9:15 a.m.

Joint Leadership Council Session: Washington, D.C. Update

Chet Speed, J.D., LL.M, Chief Policy Officer, AMGA

9:15 a.m. – 9:30 a.m.

Networking Break

9:30 a.m. – 9:45 a.m.

Welcome, Introductions, Attendee Recognition, & Table Introductions

Jeff Kubisch, MBA, Interim Chief Operating Officer, Medical College Physicians & Chair, AMGA CAO/COO Leadership Council

9:45 a.m. – 10:15 a.m.

Increasing the Effectiveness of Centralized Call Centers

Todd Fowler, MBA, FACMPE, Chief Operating Officer, Holzer Health System

10:15 a.m. – 10:50 a.m.

Roundtable Discussion

10:50 a.m. – 11:00 a.m.

Networking Break

11:00 a.m. – 12:00 p.m.

Hot Topics

12:00 p.m. – 12:55 p.m.

Joint Leadership Council Networking Lunch

12:55 p.m. – 1:00 p.m.

Room Break

1:00 p.m. – 1:30 p.m.

Ambulatory Staffing Models: Creating Float Pools and Cohort Onboarding*

Amy Brazina, MBA, Director of Practice Support and Operations, Clinical Practices of the University of Pennsylvania

The ability to provide consistent, well trained coverage in a medical practice is key for optimal employee and patient experiences. To accomplish this, many health care providers employ flexible staffing models such as float pools. In addition to interim coverage needs, training and onboarding staff in a cohort can help alleviate staffing shortages created by vacancies. In this session, you will hear how Penn Medicine has worked to measure interim coverage demand, grow their float staffing models, and tackle vacancy rates.

1:30 p.m. – 2:05 p.m.

Roundtable Discussion

2:05 p.m. – 2:15 p.m.

Networking Break

2:15 p.m. – 2:45 p.m.

Lightning Round: **Approaches to E-Visits & E-Consults**

1. Phil Hunsberger, Chief Operating Officer, Alliance Health Professionals
2. Thalia Baker, FACMPE, Associate Vice President, Primary Care, University of Alabama Health Services Foundation
3. Tammy Simon, MSN, RN, Vice President, IQIPS, Marshfield Clinic

4. Frank Panzarella, MHSA, Network Vice President & Chief Operating Officer, Bassett Medical Group

2:45 p.m. – 3:20 p.m.

Roundtable Discussion

3:20 p.m. – 3:30 p.m.

Networking Break

3:30 p.m. – 4:15 p.m.

Physician and APC Compensation Models *

Kathy Hill, MAOM, FACHE, Chief Operating Officer, Benefis Medical Group & John Clark, MPP, Regional Administrative Director, Primary Care, University of Rochester Medical Faculty Group

Can two primary care compensation plans – one for physicians and one for APPs – be simultaneously overhauled to support team work, growth and population health priorities? This presentation will describe the challenges faced in transforming compensation plans. Learn how these two groups winnowed multiple design options to identify the most important elements and projected results by simulating the impact of these changes.

4:15 p.m. – 4:50 p.m.

Roundtable Discussion

4:50 p.m.

Adjournment

Jeff Kubisch, MBA, Interim Chief Operating Officer, Medical College Physicians & Chair, AMGA CAO/COO Leadership Council

5:00 p.m. – 6:30 p.m.

Reception for AMGA Board and Leadership Councils

** Indicates attendees should be sitting at a different table with different people*