

Wednesday, April 2

5:30 p.m. – 7:30 p.m.

Arrive at the [Gaylord Texan Resort & Convention Center](#)
 1501 Gaylord Trail, Grapevine, Texas 76051
 AMGA Board of Directors and Leadership Councils Reception

Thursday, April 3

7:00 a.m. – 8:00 a.m.

Joint Leadership Council Breakfast

8:00 a.m. – 8:15 a.m.

Welcome & Introductions

Thomas Nantais, MBA – Chief Operating Officer, Henry Ford Medical Group & Chair, CAO/COO Leadership Council

8:15 a.m. – 9:00 a.m.

Lean: A Tale of Two Systems

Christine Schon, FACMPE – Vice President Operations, Dartmouth-Hitchcock Clinic; and Kimberlee Sherbrook – Chief Operating Officer, IU Health Physicians

Operational efficiency is extremely important as Healthcare Systems and Group Practices move from volume to Value based care models. Part of the Value equation requires that healthcare providers create the environment necessary to improve quality and cost performance and align clinical, research, and educational missions. In this session, participants will:

- Understand how Dartmouth-Hitchcock and Indiana University have implemented lean training and methods within their respective organizations
- Understand the importance of Lean principles and methodology in achieving value based care
- Describe lean approaches in an ambulatory setting.

9:00 a.m. – 9:45 a.m.

Lessons Learned in Team Medicine Implementation

Joshua Kimball, MHA, FACHE, CMPE – Chief Operating Officer, Oregon Medical Group

This presentation will outline Oregon Medical Group's lessons learned in the implementation of team medicine and how we incorporated Lean principles in its design. An overview of what has driven us to incorporate Lean and how limited supply of primary care physicians has forced us to look at new methods for providing care for our patients will be discussed. The audience will learn how the synergistic effects of team medicine can improve quality and customer satisfaction and Lean processes can remove waste and unnecessary work to improve staff and physician satisfaction.

9:45 a.m. – 10:00 a.m.

Refreshment Break

10:00 p.m. – 10:45 a.m.

Patient Access as Part of the Loyalty Journey

Patricia Leonard – Chief Operating Officer, NorthShore University HealthSystem

After a brief introduction of NorthShore Medical group, the presentation will dive into the implementation of increased access in Primary Care and how to improve access in specialty practices.

10:45 a.m. – 12:00 p.m.

Hot Topic Discussion

We will split into two rooms for the hot topic discussions. Both groups will discuss the following:

- Patient Experience & Transitioning to CG-CAHPS
- Exchanges & High Deductibles
- ICD 10
- Primary Care Compensation in the Population Health Environment

12:00 p.m.

Wrap-Up & Adjourn
