



Wed, Sept 25	
5:00 p.m. – 7:00 p.m. Room: Beachside Ballroom	Joint Council Member Welcome Reception
Thur, Sept 26	
7:45 a.m. – 8:25 a.m. Room: South Seas ABE	Joint Leadership Council Networking Breakfast
8:25 a.m. – 8:30 a.m.	Break
8:30 a.m. – 8:40 a.m. Room: Jasmine B	Welcome & Meeting Overview Jeff Kubisch, MBA, Interim Chief Operating Officer, Medical College Physicians & Chief Financial and Clinical Metrics Officer, Medical College of Wisconsin & Chair, AMGA CAO/COO Leadership Council
8:40 a.m. – 9:35 a.m. Room: Jasmine B	Lightning Round: Where Are You and Where Are You Going in VBC? <ol style="list-style-type: none">1. Katherine Flynn Henry, JD, Chief Administrative Officer, Austin Regional Clinic2. Kirk Miller, FACHE, Chief Operating Officer, HealthCare Partners3. Christopher Steen, MBA, FACHE, Chief Operating Officer, Revere Health4. Eve Riley, MSN/MHA, Chief Operating Officer, Oregon Medical Group5. Cliff Alakai, Administrator, Maui Medical Group, Inc.6. Christopher McGlone, MBA, Chief Operating Officer, Sharp Community Medical Group7. Ken Whipple, Chief Operating Officer, Ogden Clinic8. Melanie Edens, Assistant Administrator, NEA Baptist Clinic
9:35 a.m. – 10:05 a.m. Room: Jasmine B	Assimilating Disruptive Technology Into Operations Tessa Montgomery, RN, MHA, FACHE, Vice President, Operations and Patient Access, Houston Methodist Physician Organization Consumerism, innovation, and disruption are hot topics in healthcare, but only a few achieve tangible results moving beyond the hype. Recognizing the wave of technological transformation sweeping other industries and taking a hold in healthcare, a group of “digital innovation obsessed people” began the journey to fast track innovation concepts into executed operational initiatives. This talk will provide insight into this unique journey and highlight one innovation recently implemented across the physician organization that gives patients a slick new way to communicate with their provider office.
10:05 a.m. – 10:30 a.m. Room: Jasmine B	Roundtable Discussion

During this time, attendees will have a chance to discuss their approaches to the presented topic and learn from the others at their table. Starter questions will be provided based on what was discussed during the presentation.

10:30 a.m. – 10:35 a.m.

Break

10:35 a.m. – 11:05 a.m.

Hot Topics*

Room: Jasmine B

During this session, attendees will be able to raise any topics they would like to discuss with the other Council members attending. Attendees will be surveyed ahead of time for starter topics.

11:05 a.m. – 11:35 a.m.

Aligning Metrics and Measurements for Payers

Room: Jasmine B

Hank Kerschen, MHSA, Assistant Vice President, Primary Care and Clinical Transformation, St. Elizabeth Physicians

11:35 a.m. – 12:00 p.m.

Roundtable Discussion

Room: Jasmine B

- How do most of your meetings with your payers go? Are they positive?
- How would you describe your relationship with your payers? Is it adversarial? Collaborative?
- Who in your organization is responsible for managing relationships with your payers?
- Do you have you know what you need from your payer partners to be successful? Do they know what you need of them to be successful?

12:00 p.m. – 12:55 p.m.

Joint Leadership Council Networking Lunch

Room: South Seas ABE

12:55 p.m. – 1:00 p.m.

Break

1:00 p.m. – 2:00 p.m.

Hot Topics*

Room: Jasmine B

During this session, attendees will be able to raise any topics they would like to discuss with the other Council members attending. Attendees will be surveyed ahead of time for starter topics.

2:00 p.m. – 2:10 p.m.

Break

2:10 p.m. – 2:40 p.m.

Proactive Workforce Planning*

Room: Jasmine B

Melissa Kovtun, Chief Operating Officer, Premier Medical Associates

2:40 p.m. – 3:15 p.m.

Roundtable Discussion

Room: Jasmine B

During this time, attendees will have a chance to discuss their approaches to the presented topic and learn from the others at their table. Starter questions will be provided based on what was discussed during the presentation.

3:15 p.m. – 3:25 p.m.

Break

<p>3:25 p.m. – 3:55 p.m. Room: Jasmine B</p>	<p>Increasing Access Through Analytics* Theresa Fink, Senior Vice President, Chief Operating Officer, Tower Health Medical Group</p>
<p>3:55 p.m. – 4:30 p.m. Room: Jasmine B</p>	<p>Roundtable Discussion</p> <p>During this time, attendees will have a chance to discuss their approaches to the presented topic and learn from the others at their table. Starter questions will be provided based on what was discussed during the presentation.</p>
<p>4:30 p.m. Room: Jasmine B</p>	<p>Adjournment Jeff Kubisch, MBA, Interim Chief Operating Officer, Medical College Physicians & Chief Financial and Clinical Metrics Officer, Medical College of Wisconsin & Chair, AMGA CAO/COO Leadership Council</p>
<p><i>5:00 p.m. – 8:00 p.m.</i> <i>Room: South Seas ABE</i></p>	<p><i>IQL Welcome Reception</i></p>

** Maximize your networking by sitting at a new table with new people at the start of this session*

SAVE THE DATE: Next CAO/COO Leadership Council Meeting – Wednesday, March 25, 2020 in San Diego, CA