



Tuesday, April 9

7:15 – 8:00 am

Joint Leadership Council Breakfast

8:00 – 9:00 am

Joint Leadership Council Session **The Future of Health-Affordable, Proactive, and Accessible Care**

Speaker: Marc Harrison, MD, CEO, Health Assurance Transformation Corporation

In his joint council session presentation, Dr. Harrison will speak to how HATCo focuses on investment in innovation using new revenue streams, creating a stakeholder collaboration playbook and aligning incentives to demonstrate that value-based care is the model better for patients and for healthcare organizations.

9:00 – 9:10 am

Networking Break

9:10 – 9:15 am

Welcome, Attendee Recognition, & Table Introductions

Host: Nancy Zismann, MSOL, BSN, RN, Chief Clinical Services Officer, Banner Medical Group & Chair, AMGA CNO Council

During this session, we will recognize first time attendees and ask everyone to introduce themselves to the other people at their table.

9:15 – 9:45 am

Our Shared Governance Journey

Speaker: Inger Donohue, MSN, RN, CPHQ, Chief Nursing Operating Officer, Atlantic Medical Group

As an ambulatory medical group, Shared Governance (SG) was not high on our priority list even though all our affiliated hospitals have practice SG. The system CNE was very keen on including AMG in the SG model. Post COVID the nursing landscape changed, and the SG model became more appealing to our nurses. This is our journey and our evolving story.

9:45 – 10:10 am

Roundtable Discussion

During this time, attendees will have a chance to discuss their approaches to the presented topic and learn from the others in the meeting.

10:10 – 10:20 am

Networking Break

10:20 – 10:50 am

Translating Benchmarks to Staffing Models

Speaker: Margaret Head, RN, MSN, MBA, Vice President, Clinical Operations, Houston Methodist Physician Organization

Developing clinical team models in the ambulatory setting is an ongoing challenge. No standard staffing model or nurse: patient ratio currently exists across the industry. However, organizations are beginning to determine methods of measuring anticipated workload and resulting allocation of nurse staffing. Current findings in

the literature, as well as anecdotal observations, will be discussed. The Houston Methodist Physician Organization Primary Care Group is using Lean/Six Sigma tools to identify standard work and key workload drivers that will be used as a model across the primary care practices. This project will be used as an example of how to approach the process of setting a staffing model and will launch the roundtable discussions.

10:50 – 11:15 am

Roundtable Discussion

During this time, attendees will have a chance to discuss their approaches to the presented topic and learn from the others in the meeting.

11:15 am – 12:00 pm

Hot Topics

Moderator: Nancy Zismann, MSOL, BSN, RN, Chief Clinical Services Officer, Banner Medical Group & Chair, AMGA CNO Council

During this session, attendees will be able to raise any topics they would like to discuss with the other Council members attending.

12:00 – 12:50 pm

Joint Leadership Council Networking Lunch

12:50 – 1:00 pm

Room Break

1:00 – 1:30 pm

Hybrid Ambulatory Practice Nurse Model

Speaker: Cynthia Griffin, MS, BSN, RN, CPHQ, CCM, NEA-BC, Chief Nursing Officer, Community Care, Christiana Care Health System

Uneven distribution of nursing resources, competing demands on nurses, nurses not working at the top of license due to staffing shortages, compensation competitiveness, work-life balance needs, coupled with financial constraints and insufficient access to providers has led ChristianaCare to rethink its approach to staffing nurses in an ambulatory setting.

The goal of the project is to standardize the role of nurses and how nurses are staffed in ambulatory settings. By standardizing the nursing roles, changing reporting structures and introducing new staffing models, we expect the following outcomes:

- Increase nurse capacity to provide seamless, whole person care.
- Bring joy back to nurses' work.
- Improve retention and recruitment.
- Improve relationships between the care teams.
- Increase population health outcomes.
- Increase patient and caregiver satisfaction.

1:30 – 1:45 pm

Roundtable Discussion

During this time, attendees will have a chance to discuss their approaches to the presented topic and learn from the others in the meeting.

1:45 – 2:25 pm

Hot Topics

Moderator: Nancy Zismann, MSOL, BSN, RN, Chief Clinical Services Officer, Banner Medical Group & Chair, AMGA CNO Council

	During this session, attendees will be able to raise any topics they would like to discuss with the other Council members attending.
2:25 – 2:40 pm	Networking Break
2:40 – 3:10 pm	Care Models Leveraging RN Top of License Practice Speaker: Sue Weiss, MHA, MM, BSN, RN, Chief Nursing Officer, Vice President Advocate Midwest
3:10 – 3:25 pm	Roundtable Discussion During this time, attendees will have a chance to discuss their approaches to the presented topic and learn from the others in the meeting.
3:25 – 3:30 pm	Adjournment Host: Nancy Zismann, MSOL, BSN, RN, Chief Clinical Services Officer, Banner Medical Group & Chair, AMGA CNO Council
3:30 – 3:45 pm	Room Break
3:45 – 4:30 pm	Joint Leadership Council Session: Inside DC Speaker: Chet Speed, JD, LL.M., Chief Policy Officer, AMGA Council members will have a front row seat to Washington DC policy updates from AMGA’s Chief Policy Officer, Chet Speed. With the 2024 Election looming, healthcare issues are top of mind, and this presentation will provide you with what you need to become a more engaged and influential healthcare leader. Learn about key AMGA issues, district advocacy program, and the benefits of attending AMGA’s Capitol Hill Day.

Program Objectives

1. Clarify how HATCo is demonstrating value-based care is a better model for patients and healthcare organizations.
2. Explain what is happening in Washington DC related to healthcare policy.
3. Identify how other groups are structuring their care model leveraging their RNs top of practice.
4. Describe how other groups are implementing their RN hybrid nursing model.
5. Share how other groups are addressing Shared Governance.
6. Learn how other medical group leaders are translating benchmarks into staffing models.

Continuing Education:

Physicians, Nurse Practitioners, Registered Nurses, and Physician Assistants (CME Credit): AMGA is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. AMGA designates this live educational activity for up to 6 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity. For the purpose of recertification, the American Nurses

Credentialing Center (ANCC) and the National Commission on Certification of Physician Assistants (NCCPA) accept AMA PRA Category 1 Credit™ issued by organizations accredited by the ACCME. With respect to individual states' requirements for continuing education, State Boards have final authority of the acceptance. Full Disclosure Policy for CME Activities: As an accredited provider of Continuing Medical Education (CME) activities, it is the policy of AMGA to ensure balance, independence, objectivity, and scientific rigor in all its educational activities. All planners, faculty, and other individuals in control of content, participating in any learning activity sponsored by AMGA, are required to disclose all financial relationships with ineligible companies – whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients – over the previous 24 months. None of the planners for this educational activity have anything to disclose.

CPAs (CPE Credit): AMGA is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. AMGA designates this live educational activity for up to 7 CPE credits in the field of “specialized knowledge”. In accordance with the standards of the National Registry of CPE Sponsors, CPE credits are granted based on a 50-minute hour. No prerequisite requirements are necessary for this event. Please note: State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. (NASBA Sponsor ID: 112939)

American College of Healthcare Executives (ACHE Qualified Education Credit): By attending this AMGA program, participants may earn up to 6 American College of Healthcare Executives (ACHE) Qualified Education hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation. Participants of this program who wish to have their attendance considered for ACHE Qualified Education hours should list it when they apply to the ACHE for advancement or recertification. Please note: Participants are responsible for maintaining a record of their ACHE Qualified Education hours.