### September 27-29, 2023
**Draft Agenda (Subject to Change)**
The Royal Sonesta Minneapolis Downtown
Minneapolis, MN

<table>
<thead>
<tr>
<th>Wed, Sept 27</th>
<th>Joint Council Welcome Reception</th>
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<tbody>
<tr>
<td>5:00 p.m. – 7:00 p.m.</td>
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<tr>
<th>Thur, Sept 28</th>
<th>Joint Council Networking Breakfast</th>
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<td>7:15 a.m. – 8:15 a.m.</td>
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| 8:15 a.m. – 9:30 a.m. | Joint Council Session: **A Fireside Chat on Disrupters**  
Moderator: Jerry Penso, MD, MBA, President and CEO, AMGA  
Speaker: Stuart Levine, MD, MHA, President VBC VillageMD |
|-----------------------|----------------------------------------------------------|

AMGA's Dr. Jerry Penso will facilitate a discussion with Dr. Stuart Levine about how healthcare is being disrupted from those traditionally outside the realm of healthcare. Dr. Levine will share his thoughts on where healthcare is most vulnerable and how it’s most likely to be upended.

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<tr>
<th>9:30 a.m. – 10:00 a.m.</th>
<th>Networking Break</th>
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| 10:00 a.m. – 10:15 a.m. | **Welcome, Introductions, & Meeting Overview**  
Host: Katie Dobler, MBA, Vice President, Salem Health Medical Group & Chair, AMGA CAO/COO Leadership Council |
|-------------------------|-------------------------------------------------|

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

| 10:15 a.m. – 10:45 a.m. | **Patient Experience to the Human Experience Journey**  
Speakers: Doug Smith, Vice President and Chief Operating Officer & Jarita Camacho, MBA, MHRM, BaylorScott&White Health |
|-------------------------|-------------------------------------------------|

Before pandemic patient experience and post pandemic patient experience has required intentional changes in the patient journey. Patients have shifted their mindset from Dr. knows best to who knows “Me” best. Creating teams who understand their unique roles in engaging with the patients is a critical practice that often is overlooked. We will review the strategic approach implemented across our medical group to turn the patient experience into a human experience including our patients and our entire care teams.

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<tr>
<th>10:45 a.m. – 11:05 a.m.</th>
<th><strong>Roundtable Discussion</strong></th>
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During this time, attendees will have a chance to discuss their approaches to the presented topic and learn from the others in the meeting.

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<tr>
<th>11:05 a.m. – 11:50 a.m.</th>
<th><strong>Hot Topics</strong></th>
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During this session, attendees will be able to raise any topics they would like to discuss with the other Council members attending.

11:50 a.m. – 12:00 p.m.  Room Break

12:00 p.m. – 12:50 p.m.  Joint Council Networking Lunch

12:50 p.m. – 1:00 p.m.  Room Break

1:00 p.m. – 1:30 p.m.  Technology and Automation*

1:30 p.m. – 1:50 p.m.  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.

1:50 p.m. – 2:20 p.m.  Networking Break

2:20 p.m. – 2:50 p.m.  From Burnout to Resiliency – A Rural Health System’s Ongoing Journey*

   Speaker: Todd M. Fowler, MBA, FACMPE, Executive Vice President, Chief Operating Officer, Holzer Health System & Past Chair, AMGA CAO/COO Leadership Council

2:50 p.m. – 3:10 p.m.  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.

3:10 p.m. – 3:50 p.m.  Hot Topics

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

3:50 p.m. – 4:00 p.m.  Room Break

4:00 p.m. – 5:00 p.m.  Joint Council Session: Workforce

   Speaker: Jim Link, SHRM-SCP, Chief Human Resources Officer, Society for Human Resource Management

   Staffing remains a key challenge across all industries. Jim Link from the Society for Human Resource Management will share what others are doing to address this crisis and make a prediction as to what the future holds.

5:00 p.m. – 7:00 p.m.  Evening Networking Reception

Fri, Sept 29

7:00 a.m. – 7:50 a.m.  Joint Council Networking Breakfast

7:50 a.m. – 8:00 a.m.  Room Break
8:00 a.m. – 8:30 a.m.  **Unleashing the Power: Embracing Decentralization in a Centralized World**
Speaker: Lynn Corbett, Vice President of Delivery System Operations, Martin’s Point Health Care

Centralization and decentralization of call related services represent two contrasting approaches to organizing and delivering essential functions within a health care organization. Centralization entails consolidating resources, decision-making, and service provision promoting uniformity, efficiency, and easier coordination. However, the decision to centralize may actually increase inefficiencies, reduce patient and provider satisfaction, and increase clinical risk and quality care. Learn how Martin’s Point Health Care was able to strike the right balance between these models and transform the diverse needs and complexities of our call and triage center.

8:30 a.m. – 8:50 a.m.  **Roundtable Discussions**
During this time, attendees will have a chance to discuss their approaches to the presented topic and learn from the others in the meeting.

8:50 a.m. – 9:30 a.m.  **Hot Topics**
During this session, attendees will be able to raise any topics they would like to discuss with the other Council members attending.

9:30 a.m. – 10:00 a.m.  Networking Break

10:00 a.m. – 10:30 a.m.  **Measuring and Improving Access**
Speaker: Alen Voskanian, MD, MBA, FAAHPM, Chief Operating Officer, Cedars-Sinai Medical Network

10:30 a.m. – 10:50 a.m.  **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.

10:50 a.m.  **Wrap-Up**
Host: Katie Dobler, MBA, Vice President, Salem Health Medical Group & Chair, AMGA CAO/COO Leadership Council

10:50 a.m. – 11:00 a.m.  Room Break

11:00 a.m. – 12:00 p.m.  **Joint Council Session: Compensation Trends**
Speaker: Fred Horton, MHA, President, AMGA Consulting

Learn the latest trends in compensation for physicians and advance practice providers as well as the latest information about sign-on and retention bonuses and the prevalence of value-based metrics in compensation plan design.

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