7:45 a.m. – 8:30 a.m.  Breakfast

8:30 a.m. – 9:15 a.m.  Welcome & Introductions
Host: Larry Tatum, M.D., Chief Executive Officer, Privia Medical Group North Texas

In addition to sharing your name, title, and organization, we invite you to share a recent success and challenge from your organization. The list of challenges will be used as the basis for the morning’s Hot Topics session.

9:15 a.m. – 9:45 a.m.  Recruitment and Retention
Speaker: Tim Rye, Vice President, Medical Group Practice & Chris Glanton, MD, Chief Medical Officer, Peterson Medical Associates
Credit Hours: .5 CME; .6 CPE; .5 ACHE

Is there a bigger issue in healthcare today than staffing? What makes everything worse is it’s a two sided battle. Not only do you have to bring in new people to fill open positions, but you also have to hold onto your current staff. In this session, hear how Peterson Medical Associates is approaching recruitment and retention in today’s hypercompetitive environment.

Upon completion of this session, attendees should be able to explain:

- Key considerations for recruiting in today’s environment
- Strategies to retain your employees

9:45 a.m. – 10:15 a.m.  Roundtable Discussion
Credit Hours: .5 CME; .6 CPE; .5 ACHE

During this time, attendees will have a chance to discuss their approaches to the presented topic and learn from the others at their table. While the conversation is meant to be driven by the members at the table, potential starting questions include:

- How has your retention strategy evolved over the past two years?
- From a recruitment perspective, what new perks are prospects starting to request?

10:15 a.m. – 10:30 a.m.  Networking Break

10:30 a.m. – 11:00 a.m.  Engagement and Culture*
Speaker: Norman Chenven, MD, Founding CEO, Austin Regional Clinic  
Credit Hours: .5 CME; .6 CPE; .5 ACHE

The past few years have been trying times in healthcare and especially all the people involved. One of the main ways we have been able to get through these times is to our employees (clinicians and non-clinicians) pulling together as a team. As we move into the current environment, keeping everyone on the same page and “singing off the same sheet of music” is vital towards our long-term success. In this session, hear how Austin Regional Clinic builds a cohesive and engaged team across their unique locations.

Upon completion of this session, attendees should be able to explain:

- How Austin Regional Clinic approach to building culture is evolving
- The ways Austin Regional Clinic keeps everyone working together as a team

11:00 a.m. – 11:30 a.m. Roundtable Discussion  
Credit Hours: .5 CME; .6 CPE; .5 ACHE

During this time, attendees will have a chance to discuss their approaches to the presented topic and learn from the others at their table. While the conversation is meant to be driven by the members at the table, potential starting questions include:

- How are you engaging with docs/apps in the trailing end of the pandemic with in-person meetings or social gatherings? Are you restarting these, or changing them in any way?
- With leadership rounding, how has this changed due to the pandemic?

11:30 a.m. – 12:00 p.m. Hot Topics  
Moderator: Larry Tatum, M.D., Chief Executive Officer, Privia Medical Group North Texas

During this session, attendees will be able to raise any topics they would like to discuss with the other medical group members in the room.

12:00 p.m. – 12:50 p.m. Lunch

12:50 p.m. – 1:20 p.m. Improving Specialty Access*  
Speakers: Brinda Springfield, Director, Operations; Kalen Cassel, M.H.A., B.S.N., R.N., Director, Ambulatory Care Operations; & Martin Wortley, M.B.A., Senior Director, Kelsey-Seybold Clinic  
Credit Hours: .5 CME; .6 CPE; .5 ACHE

The goal of this presentation is to provide insight into how Kelsey-Seybold is using the benefits of EPIC’s system to improve patient access through MKO (MyChart Portal), patient self-scheduling and Cadence scheduling. Kelsey is able to demonstrate improved access and maximization of provider schedules via the
use of Scheduling Tickets, Fast Pass, Standardized Templates, Visit Type Assessments, Evaluated Conditions, Thawing Visit Types, Etc. Access was further improved by incorporating and opening APC templates to more conditions, as determined by Department Chiefs. This presentation will also provide insight into what data was shared with Medical Leadership to support this direction and change.

Upon completion of this session, attendees should be able to:

- Improve specialty access and maximize provider schedules
- Develop reportable data points to support access improvement decisions

1:20 p.m. – 1:35 p.m.  **Roundtable Discussion**  Credit Hours: .25 CME; .3 CPE; .25 ACHE

During this time, attendees will have a chance to discuss their approaches to the presented topic and learn from the others at their table. While the conversation is meant to be driven by the members at the table, potential starting questions include:

- What new/creative projects has your org embarked on regarding access?
- Are you using employees with non, or alternate healthcare backgrounds to fill open positions? How do you do this?

1:35 p.m. – 1:45 p.m.  **Networking Break**

1:45 p.m. – 2:35 p.m.  **Compensation & Value**  
Speaker: Fred Horton, M.H.A., President, AMGA Consulting  
Credit Hours: .75 CME; 1 CPE; .75 ACHE

This session will present detail on recent compensation and productivity trends, steps organizations are taking to better align their plans to their strategic plans and shift to value, and provide a detailed methodology to adjust compensation factors to better achieve alignment, regardless of market conditions.

Upon completion of this session, attendees should be able to explain:

- Compensation and production trends
- Components of compensation that drive alignment with strategic direction
- A proven methodology for adjustment of plans to align to market and organizational conditions, especially in regard to aligning compensation to value

2:35 p.m.  **Adjournment**  
Host: Larry Tatum, M.D., Chief Executive Officer, Privia Medical Group North Texas
* Maximize your networking by sitting at a new table with new people at the start of this session

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