7:45 a.m. – 8:30 a.m.  Breakfast

8:30 a.m. – 9:15 a.m.  Welcome & Introductions
Host: Michele Aarons-Jackson, MS, Vice President, Primary Care, Henry Ford Medical Group

In addition to sharing your name, title, and organization, we invite you to share a recent success or 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.  Improving Access
Speaker: Theresa Poppe, MD, Division Head for Primary Care, Trinity Health IHA Medical Group

Like burnout, access is one of those issues constantly on the minds of leaders in every group regardless of size, revenue, or location. An aging population leads to more patients coming into the office and more retirements going out of the office. Add to this the pressure of an Amazon Prime two day delivery and your patients want to come in when it's convenient for their schedules rather than yours. In this session, hear what IHA is doing to address its access challenges.

9:45 a.m. – 10:15 a.m.  Roundtable Discussion

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

10:15 a.m. – 10:25 a.m.  Networking Break

10:25 a.m. – 11:15 a.m.  Use of Ancillary Staff, RNs, Pharmacists, CMs, and Behavioral Health Specialists
Speakers: Doree Ann Espiritu, MD, Medical Director; Ericka Ridgeway, Director of Ambulatory Pharmacy Services; & Eleya Montroy, MBA, Manager, Clinical Care Services, Henry Ford Medical Group

In this session, get an idea of how Henry Ford is managing different aspects related to staffing. First, hear how they implemented a 100% virtual Collaborative Care Model to improve access to behavioral health. Then, hear how they integrated embedded clinic pharmacists into primary care teams helping to improve clinical outcomes, reduce costs, and improve patient and physician satisfaction. Finally, hear about their MA flight-school.

11:15 a.m. – 11:30 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 at their table.

11:30 a.m. – 12:00 p.m.  **Hot Topics**  
Moderator: Michele Aarons-Jackson, MS, Vice President, Primary Care, Henry Ford Medical Group  

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.  **The Corewell Health West Inboxologist Program-Effectively Addressing Inbasket Distractions**  
Speakers: Erica Steven, DO, Vice President/Department Chief Primary Health & Jason Fleeger, Director Primary Health, Corewell Health West

Inbasket message burden has been identified as a key contributor to provider burnout and stress. The inbasket largely detracts from direct patient care during clinic time and following direct patient care, pursues providers deep into their personal time adversely impacting their work-life balance. The Inboxologist pilot at Corewell Health West was developed and implemented to address inbasket burden by shifting meaningful components of the provider inbasket to other non-PCP resources to address. Ultimately, the objective of our program was to allow our providers in practice to focus their daily activities on direct patient care. Our hypothesis was and is, that if we remove the unnecessary noise from a provider’s workday and allow them to focus on providing exceptional clinical care, they will feel greater personal fulfillment in their work and experience less burnout.

1:20 p.m. – 1:35 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 at their table.

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

1:45 p.m. – 2:30 p.m.  **Balancing Fee For Service on the Move to Value**  
Speaker: Fred Horton, MHA, President, AMGA Consulting  

Fee for service remains an important source of revenue in health care, but value continues to move forward. As the figurative canoe gets further away from the dock, groups are going to need to make a decision. Until then, there's a delicate balancing act being played so you don't fall overboard by moving into value too quickly. In this session, hear how groups are staying balanced as they managing fee for service on their move to value.

2:30 p.m.  **Adjournment**  
Host: Michele Aarons-Jackson, MS, Vice President, Primary Care, Henry Ford
Medical Group

2:30 p.m. – 3:30 p.m. Women in Leadership Council Session (Women in Leadership Council Members Only)
Host: Michele Aarons-Jackson, MS, Vice President, Primary Care, Henry Ford Medical Group

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

Program Objectives:

1. Explain how groups are addressing access challenges.
2. Describe how Corewell is addressing in basket workflows.
3. Share how other groups are using ancillary staff.
4. Learn how groups across the region are balancing fee for service with value.

A special thanks to our exhibitors:

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