7:30 a.m. – 8:30 a.m.  Breakfast

8:30 a.m. – 9:15 a.m.  Welcome & Introductions
Host: Aimee Becker, M.D., M.B.A., Chief Medical Officer, UW Health

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.  Recovering from COVID (and more) – Cultivating Joy in Work
Speaker: Mariah Quinn, M.D., Chief Wellness Officer, UWHHealth

In this session, we will touch briefly upon known stressors on the healthcare workforce in this moment in history, putting this in the context of what is known about recovery from disasters. We will discuss models of healthcare worker well-being that enable leaders to positively influence drivers of well-being, and how this might be applied at this phase of pandemic recovery. A few evidence-based strategies will be shared and we will close with consideration of the concept of Post-Traumatic Growth, for individuals and organizations.

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

- Be able to apply the model of community phases of disasters to your own organization
- Be able to describe the concept of Post-Traumatic Growth
- Be able to make recommendations for 1 tactic for your organization to facilitate post-traumatic growth

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 the others at their table. While the conversation is meant to be driven by the members at the table, potential starting questions include:

- How is your group addressing wellness and resiliency now? (And how has that evolved given the different stages of the pandemic?)
- What approaches have had the biggest impact? What did you think would work, but didn’t (or didn’t as much as suspected)?

10:15 a.m. – 10:30 a.m.  Networking Break
10:30 a.m. – 11:00 a.m.   **Staffing During Challenging Times, Market Volatility, and a Pandemic***

Speakers: Betsy Clough, VP Chief Human Resources Officer, UW Health & Carrie O’Dell, PHR, SHRM-CP, Chief Human Resources Officer, Group Health Cooperative of South Central Wisconsin

First, Betsy will share how UW Health recognized the need for a workforce that is diverse and represents the patients and communities they serve while still be appropriately skilled and innovative. During her presentation, she will describe a series of short- and long-term strategies to mitigate and stabilize the situation and ensure success for the future.

Then, Carrie will highlight a few of the innovative ways that GHC-SCW took to address staffing shortages amongst nursing staff. GHC-SCW developed a POD staffing solution in their clinics for addressing the staffing shortage that allows the opportunity to maximize the current staff’s abilities. This session will go into the specifics for that and share the pilot outcomes with the group.

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

- Understand the impacts the workforce challenges have had on UW Health
- Understand the short- and long-term strategies UW Health has employed to address workforce challenges
- Understand how Group Health Cooperative of South Central Wisconsin (GHC-SCW) is using innovative ways to address staffing shortages with nursing
- Understand the specific POD staffing model that was implemented during the recent Pandemic and staffing shortages in nursing

11:00 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. While the conversation is meant to be driven by the members at the table, potential starting questions include:

- What role is technology playing at your group to address the current staffing challenge?
- What non-monetary benefits seem to have the greatest reward when it comes to retention?

11:30 a.m. – 12:00 p.m.   **Hot Topics**

Moderator: Aimee Becker, M.D., M.B.A., Chief Medical Officer, UW Health

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.   **Meeting the Patient Where They Are: The Acceleration of Out-of-Hospital Care***

Speakers: Heather Aylward, M.B.A., Practice Administrator, & Tina Mentz, Chief Operating Officer, Mobile Anesthesiologists

Healthcare is alive and thriving outside of the hospital. The expansion of ASCs, in-
office and clinic-based surgical suites, telehealth, in-home medical care, and even make-shift mass testing and vaccination locations have proven we can and should deliver care in a different way. Out-of-hospital care is safe, more cost effective, produces the same or better outcomes, and drives higher satisfaction and experience among patients, physicians, and clinical and non-clinical caregivers alike. Isn’t this what the quadruple aim and ultimately, value-based care is asking us to achieve? Why aren’t we there yet?

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

- Understand the role the outpatient space provides both patients and healthcare workers in terms of improved experience and satisfaction
- Understand how the outpatient space is already an active example of value-based care through the reduction of cost for all healthcare stakeholders
- Understand how different environments within the outpatient space meet the same care standards while producing the same or better outcomes

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. While the conversation is meant to be driven by the members at the table, potential starting questions include:

- In what ways are you delivering care outside of the traditional clinic/office?
- Where are you finding this the most useful (and what hasn’t proven super useful at this moment)?

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

1:45 p.m. – 2:30 p.m. Compensation Trends and Moving to Value
Speaker: Fred Horton, M.H.A., President, AMGA Consulting

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

2:30 p.m. Adjournment
Host: Aimee Becker, M.D., M.B.A., Chief Medical Officer, UW Health

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