



Advancing High Performance Health

Northeast Regional Meeting
Thursday, June 23rd

Le Meridien Philadelphia
1421 Arch Street
Philadelphia, PA 19102

2022

Meeting Agenda

7:30 a.m. – 8:30 a.m. Breakfast

8:30 a.m. – 9:15 a.m. Welcome & Introductions

Host: Mike Rossi, M.D., M.B.A., Executive Vice President and Chief Clinical Officer, Lehigh Valley Health Network

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. Caring for Marginalized Communities in a Primary Care Environment

Speakers: Carman Ciervo, D.O., FACOFP, Chief Physician Executive, & Justin Schweitzer, D.O., Medical Director for LGBTQ+ Health, Cooper Care Alliance

In this session, attendees will learn to better understand the unique needs of patients in the LGBTQ+ community. We will review terminology, epidemiology, and health disparities they face. We will discuss ways that Cooper Health has worked to improve the lives of its LGBTQ+ patient population and how those in attendance can bring back recommendations on how their own organizations can do the same.

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

- Describe the epidemiology of different sexual orientations and gender identities and the major health disparities affecting the LGBTQ+ community
- Describe the barriers to effective health care faced by LGBTQ+ patients in the U.S. and how we act to overcome them
- Discuss ways to make your healthcare organization help patients within the LGBTQ+ community feel welcome in your practices

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:

- What is your group doing as it relates to health equity and addressing social determinants of health?
- How has your approach/strategy evolved over time?

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

10:30 a.m. – 11:00 a.m. Re-Designing Access to Care to Drive Consumer Engagement*

Speakers: Rachel Bell, M.H.A., Corporate Director of Digital Experience and Innovation, and Elijah Keck, Manager of Virtual Care, AtlantiCare Physician Group

During this session, Atlanticare will cover how they:

- Designed Access for Frictionless Consumer Experience
- Personalized Care to meet the patient where they are
- Engage their Care team in the re-designing of care delivery

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

- Understand the underlying operational challenges to assess and tackle before starting
- Describe how AtlantiCare engaged their providers and delivered on their value proposition
- Create an iterative process to continuously meet changing demands

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 is your group doing as it relates to access?
- What has been your biggest obstacle (not related to staffing) to improve access?

11:30 a.m. – 12:00 p.m. Hot Topics

Moderator: Mike Rossi, M.D., M.B.A., Executive Vice President and Chief Clinical Officer, Lehigh Valley Health Network

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. Building Culture through a Reimagined Practice*

Speaker: James Demopoulos, M.H.A., Senior Vice President and Chief Operating Officer, Lehigh Valley Physician Group

The pandemic has many dynamic consequences and apart from the virus itself our greatest mutual challenge is our staffing crisis. We must reimagine ourselves as group practices in order to overcome these challenges and advance our ability to care for our patients. This effort starts with our people. By more fully partnering with our colleagues and essentially having them create our future, we can provide what they want and aspire to most-to be heard, to contribute, to grow and develop, to find again that meaning and calling within this profession. Through this evolution we can redefine our culture and re-engage our greatest asset, our people. This presentation will tell the story of our journey to reimagine ourselves.

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

- Learnings from the evolution of care delivery and how that can solve for colleague engagement
- How regionalization, technology, and advanced roles can redefine our practices
- What we can do to understand and meet colleagues where they are and where they are headed

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:

- How are you addressing culture in cases where some of your staff can work from home while others cannot?
- What fissures or challenges have you encountered and what are you doing to address them?

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

1:45 p.m. – 2:30 p.m. Compensation Trends Given Two Years of a Pandemic

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 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:

- The impact of the pandemic and key issues that must be managed in light of pandemic impact on plans and surveys
- 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

2:30 p.m. Adjournment

Host: Mike Rossi, M.D., M.B.A., Executive Vice President and Chief Clinical Officer, Lehigh Valley Health Network

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

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