7:45 a.m. – 8:30 a.m.  Breakfast

8:30 a.m. – 9:15 a.m.  Welcome & Introductions
Host: Matt Mulder, MD, CPE, MMM, Senior Vice President and Chief Medical Director, Valley Medical Center & Western Regional Director, AMGA

In addition to sharing your name, title, and organization, we invite you to share a recent successes and challenges 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.  Access Improvement (Download)
Speaker: Curtis (Curt) Hawkinson, PA-C, Advanced Practice Clinician Director for Physician Assistants, Site Medical Director, Skyline Village Primary Care Clinic, Michelle Rasmussen, MD, MHA, Associate Chief Medical Officer for Ambulatory Specialties, Bart Caldwell, MBA, Projects Director, Salem Health Medical Group

In today's complex healthcare landscape, access to primary care stands as a critical cornerstone for ensuring overall health and well-being. Numerous challenges often impede seamless access, creating gaps between physicians and patients. This presentation explores the nature of these challenges and showcases innovative strategies to bridge the divide.

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:

1. What new workflows/approaches has your group used to improve access?
2. How has your group worked? Actively transition inpatient visits to virtual visits?
3. How is your group using other staff members to see patients and thus improve access? I.e. – registered nurses, medical assistance, pharmacist, social workers, etc...

10:15 a.m. – 10:25 a.m.  Networking Break
10:25 a.m. – 10:55 a.m.  **Telephone Triage: A Journey of Centralization**  
*Download*  
**Speaker:** Samantha Greed, System Director of Clinical Ambulatory Practice & Education & Dawn Tolotti, Chief Operating Officer, PeaceHealth Medical Group

PeaceHealth Medical group is transforming its telephone triage strategy to clearly distinguish between the role of a Clinic Nurse and Telephone Triage Nurse and to perform this patient care service virtually. Sharing learnings around workforce design, nursing leadership structure, seeking buy in from stakeholders and metric goals.

10:55 a.m. – 11:25 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:

1. How has your telephone triage RN improved access for your group?
2. Is your group using registered nurses to attend to patient portal messages?
3. What type of AI solutions has your group used to attend to triage issues?

11:25 a.m. – 12:00 p.m.  **Hot Topics**

**Moderator:** Matt Mulder, MD, CPE, MMM, Senior Vice President and Chief Medical Director, Valley Medical Center & Western Regional Director, AMGA

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.  **Use and Integration of APCs**  
*Download*  
**Speaker:** Eric Wilson, MD, Associate Medical Director and Sara DeLaney, FNP-C, CARN-AP, AAHIVS, Clinician Lead, Additional Medicine, One Community Health

Community clinics serve populations with highly complex medical, social, and psychological needs. In order to meet the needs of our patient population, One Community Health employs a strategy of full integration of Advanced Practice Clinicians (APCs) into clinical and leadership opportunities. While we recognize and honor the differences in education and training between physicians and APCs, by taking an agnostic approach to degree and focusing on skills, experience, and commitment to the community we are able to better recruit to the needs of our patients.
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:

1. What leadership structure does your group have in place for management and engagement of practitioners?
2. How does your group support the leadership aspirations and advancement needs of your advanced care practitioners?
3. How has your group approached adding advance care practitioners to practices where they have previously not been used?

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

1:45 p.m. – 2:30 p.m. **Empanelment & Patient Reassignment** *(Download)*
Speaker: Katie Bensching, MD, Division Chief, General Internal Medicine & Geriatrics, Co-Chair, Primary Care Leadership Council, Oregon Health & Science University (OHSU)

Together patient reassignment and empanelment create plans for patients to see providers long-term to foster great long-lasting relationships. Here is how we do that at OHSU.

2:30 p.m. **Adjournment**
Host: Matt Mulder, MD, CPE, MMM, Senior Vice President and Chief Medical Director, Valley Medical Center & Western Regional Director, AMGA

2:30 p.m. – 3:30 p.m. **Women in Leadership Council Session (WiL Council Members Only)**
Host: Charlotte Flood, Chief Executive Officer, Northwest Primary Care Group

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

**Program Objectives:**

1. Enhance patient satisfaction and operational efficiency through streamlined appointment scheduling, tailored strategies for vulnerable populations.
2. Establish standardized protocols and telecommunication technologies to support remote work for triage nurses while ensuring compliance, comprehensive training, and evaluation for optimized remote triage services.
3. Develop standardized protocols, training, and evaluation mechanisms to optimize the utilization and integration of APCs within the healthcare system.
4. Implement criteria-based empanelment algorithms and electronic tools for efficient patient assignment, ensuring clear communication, monitoring patient panel sizes, and continuously refining processes to optimize patient access.
Disclosures: None of the planners for any of the accredited activities have relevant financial relationships to disclose with any ineligible company whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. AMGA exhibitors: GSK, Janssen, Merck, Sanofi, and Vatica Health

Physicians, Nurse Practitioners, Registered Nurses, and Physician Assistants (CME Credit): AMGA is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. AMGA designates this live educational activity for up to 4 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity. For the purpose of recertification, the American Nurses Credentialing Center (ANCC) and the National Commission on Certification of Physician Assistants (NCCPA) accept AMA PRA Category 1 Credit™ issued by organizations accredited by the ACCME. With respect to individual states’ requirements for continuing education, State Boards have final authority of the acceptance.

American College of Healthcare Executives (ACHE) Qualified Credit: By attending this AMGA program, participants may earn up to 4 American College of Healthcare Executives (ACHE) Qualified Education hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation. Participants of this program who wish to have their attendance considered for ACHE Qualified Education hours should list it when they apply to the ACHE for advancement or recertification. Participants are responsible for maintaining a record of their ACHE Qualified Education hours.

CPAs (CPE Credit): This group live activity is designated to provide continuing professional education credits in the field of “specialized knowledge”. No prerequisite requirements are necessary for this event. By attending this program, participants may earn up to 4.8 CPE credits. In accordance with the standards of the National Registry of CPE Sponsors, CPE credits are granted based on a 50-minute hour. AMGA is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. (NASBA Sponsor ID: 112939)