

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.

Memory Health Support (MHS) program ([Download](#))

Speaker: Martin Levine, MD, Executive Director of Population Health, Optum Pacific Northwest

The Memory Health Support (MHS) program of The Everett Clinic and The Polyclinic, both a part of Optum, provides two services: 1) clinician support to diagnosis and manage dementia; and 2) family longitudinal support to caregivers of a loved one with dementia to give them the skills and confidence to manage the dementia journey. This presentation will explain the design, implementation and learnings of this program as it is readied as a new service offering in the Optum Care Network for partner 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:

1. What barriers has your group encountered re dementia screening? How have you addressed these barriers?
2. How is your group managing patients with dementia. How are you supporting the patient, family, and clinicians?

10:15 a.m. – 10:25 a.m.

Networking Break

10:25 a.m. – 10:55 a.m.

Workplace Safety & Security ([Download](#))

Speaker: Kalen Privatsky, Senior Vice President, Ambulatory Services, and Nate Von Uhl, Chief Security Officer, Valley Medical Center

In today's dynamic work environment, prioritizing the safety and security of

employees is paramount. This presentation delves into the crucial aspects of maintaining a secure workplace, emphasizing the significance of a comprehensive safety strategy. From understanding potential hazards to implementing proactive measures, we'll explore best practices, compliance standards, and the latest technologies that contribute to creating a safe and secure work environment.

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 organization trained staff and clinicians in de-escalation techniques?
2. What have you learned from security events that have occurred in your organization?
3. How does your organization support the psychological health of your staff/clinicians after security events have occurred?

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. Optum Acute Care at Home: Hospital-level Care at Home ([Download](#))

Speaker: John Biebelhausen, MD, MBA, SFHM, Associate Medical Director Complex Care, Medical Director, Optum Acute Care at Home

The hospital care at home movement is accelerating as health systems sprint to achieve the Quadruple Aim: better outcomes, reduced cost, and improved patient and clinician experience. Optum Acute Care at Home provides hospital-level care to qualifying patients in their homes as a substitute to brick-and-mortar hospitalization. This presentation will review our Optum WA program design and experience providing acute care at home using a network of in-home vendors, managed by our virtual nursing and hospitalist physician team, and enabled by technology platforms.

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. How do you obtain clinician buy-in?
2. How do you obtain patient/family buy-in?
3. What value based gains has your organization seen with hospital at home?

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

1:45 p.m. – 2:30 p.m. Streamlining Processes in Healthcare ([Download](#))

Speaker: Erik Geissal, MD, Chief Medical Information Officer, Vancouver Clinic

In 2023, Vancouver Clinic decreased In Basket volumes by 20% and medication interaction alerts by 47% while expanding its portfolio of decision support tools. Come hear how “making it easy to do the right thing” permeates the culture of clinical informatics at Vancouver Clinic!

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

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

Program Objectives:

1. The design, implementation and learnings of this program as it is readied as a new service offering in the Optum Care Network for partner practices for MHS.
2. From understanding potential hazards to implementing proactive measures, we'll explore best practices, compliance standards, and the latest technologies that contribute to creating a safe and secure work environment.
3. The surge in popularity of hospital-level care at home during the COVID-19 pandemic, driven by the shift to virtual care and the cost-effectiveness of hospital-at-home programs.
4. Analyze better ways to equip your staff to do more with less.

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