



Wed, March 26	
12:00 – 1:00 pm	Joint Council Networking Lunch
1:00 – 1:05 pm	Welcome, Introductions, & Meeting Overview Host: Brian Harte, MD, MHM, President, Cleveland Clinic Akron General and Southern Region & Chair, AMGA CEO Leadership Council During this session, we will recognize first time attendees and ask everyone to introduce themselves to the other people at their table.
1:05 – 1:35 pm	Provide People (Patients and Staff) With a Great Experience Presenter: Mark Mantej, FACHE, MHSA, Chief Executive Officer, Vancouver Clinic As healthcare organizations strive to improve patient satisfaction and streamline operations, digital tools like MyChart play a critical role in enhancing both the patient and staff experience. This session will explore practical strategies for improving patients' digital interactions while also optimizing workflows to reduce staff burden. We will share real-world insights on achieving high MyChart activation and utilization rates, implementing self-scheduling to improve access and convenience, reducing wait times from referral to appointment, and enabling self-service options for registration and arrival. Join us as we discuss key learnings, challenges, and best practices in creating a seamless digital experience that benefits both patients and healthcare teams.
1:35 – 1:55 pm	Roundtable Discussion During this time, attendees will have a chance to discuss their approaches to the presented topic and learn from the others in the meeting.
1:55 – 2:10 pm	Networking Break
2:10 – 3:10 pm	Hot Topics Moderator: Brian Harte, MD, MHM, President, Cleveland Clinic Akron General and Southern Region & Chair, AMGA CEO Leadership Council During this session, attendees will be able to raise any topics they would like to discuss with the other Council members attending.
3:10 – 3:25 pm	Networking Break
3:25 – 3:55 pm	Our Experience In A Great Partnership Between a Hospital and a Private Practice* Presenter: Phil Hunsberger, President, Alliance Health Our private practice operates multiple physician offices in collaboration with a local health system, creating a dynamic and mutually beneficial partnership. In this session, we will explore the key elements that have contributed to the success of this arrangement, the critical work we accomplish together with our hospital, and the aspects we intentionally keep separate to maintain efficiency and autonomy. Additionally, we will discuss how our relationship has evolved over time, highlighting lessons learned and strategies for sustaining a strong and effective partnership.

3:55 – 4:25 pm

Roundtable Discussion

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

5:00 – 6:00 pm

Council Networking Reception

Thur, March 27

7:00 – 8:00 am

Joint Council Networking Breakfast

8:00 – 8:45 am

Joint Council Session: Inside DC

Presenter: Chet Speed, JD, LLM, Chief Policy Officer, AMGA

Council members will have a front row seat to Washington DC policy updates from AMGA's Chief Policy Officer, Chet Speed. With a new administration coming into town, healthcare issues are top of mind, and this presentation will provide you with what you need to become a more engaged and influential healthcare leader.

8:45 – 9:00 am

Networking Break

9:00 – 9:30 am

Operational AI Successes

Presenter: Luis Garcia, President, RUSH Medical Group

9:30 – 9:50 am

Roundtable Discussion

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

9:50 – 10:05 am

Networking Break

10:05 – 10:50 am

Hot Topics

Moderator: Brian Harte, MD, MHM, President, Cleveland Clinic Akron General and Southern Region & Chair, AMGA CEO Leadership Council

During this session, attendees will be able to raise any topics they would like to discuss with the other Council members attending.

10:50 – 11:05 am

Networking Break

11:05 – 11:35 am

Minimizing Losses While Caring for Medicaid Patients*

Presenter: Bob Turngren, MD, MBA, Senior Vice President, Chief Physician Executive, Samaritan Health Services

11:35 – 11:55 am

Roundtable Discussion

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

11:55 am – 12:00 pm

Wrap-Up & Adjournment

Host: Brian Harte, MD, MHM, President, Cleveland Clinic Akron General and Southern Region & Chair, AMGA CEO Leadership Council

12:00 – 1:00 pm

Grab-and-Go Council Lunch

** Indicates attendees should be sitting at a different table*