

2024 AMGA ANNUAL CONFERENCE

ORLANDO, April 9–12, 2024

Immersion Session (\$) Wednesday, April 10, 1:30 pm – 5:00 pm

Heavy Lifting: Leadership Imperative During Times of Unprecedented Challenges

Note: This session is closed to other consulting firms.

With a pandemic and extensive changes to E/M guidelines, compensation and operational performance have been taking a hit. This session features leading practices in improving operational performance, creating sustainable compensation models, and developing the leadership and culture to drive performance.

Upon completion of this activity, participants should be able to:

- Better understand the significance of trust in an academic healthcare setting, and explain the transformative potential of an integrated operational structure.
- Measure template utilization and appointment completion for success, and develop a no-show predictive rate using their own data.
- Describe the current market issues affecting medical groups nationwide.
- Describe how their approaches mimic and differ from those in the session.

Credit Hours: 3 CME; 3 CPE; 3 ACHE Qualified Education

1:30 pm – 1:35 pm

Welcome & Overview

Moderator: **Fred Horton, MHA**, Managing Principal, AMGA's High-Performing Physician Enterprise Program (HPPE); and President, AMGA Consulting

1:35 pm – 2:25 pm

Integration – A Framework to Change our Cultural and Operations for the Future

Brita K B Manzo, CPA, MaCC, Associate Chief Financial Officer, Hospitals & Clinics, University of Utah Health; and **Satoshi Minoshima, MD, PhD**, Chair and Professor, Dept. of Radiology and Imaging Sciences, Spencer Fox Eccles School of Medicine, University of Utah

This presentation outlines an “integrated” operational structure being deployed that is intended to build trust and change the culture within an academic health system. Funds Flow within a complex health system can drive unwanted behaviors. Integration is a way to promote innovation among partners, optimize organizational performance, and advance academic goals and alignment.

Reflection question for participants: How can I use the lessons learned from this presentation to begin driving positive change within my own organization?

2:25 pm – 3:15 pm

A Patient Centered Approach to Predicting and Mitigating No Shows

Karen Hoskins, MHS, Medical Specialty Operations Director; **Nolan Seithel, BS**, Business Relationship Manager; and **Emily Dumont, MBA, LSSBB**, Organizational Effectiveness & Innovation Interim Director, St. Elizabeth Physicians

Learn how a large medical group improved template utilization, provider satisfaction, and patient satisfaction by operationalizing an in-house no-show predictive model with a patient-centered lens.

Reflection question for participants: How can my organization begin developing/ implementing a process to impact no-shows using our own predictive rate?

3:15 pm – 3:30 pm

Break

3:30 pm – 4:20 pm

Market Scan: Compensation Governance and Plan Administration Trends

Fred Horton, MHA, Managing Principal, AMGA's High-Performing Physician Enterprise Program (HPPE); and **President, AMGA Consulting**

Attendees will learn of the latest healthcare market trends that groups are facing nationally. In addition, key approaches to compensation plan design, governance and administration will be presented.

Reflection question for participants: Where does my organization currently stand in regards to the latest market trends in healthcare?

4:20 pm – 4:55 pm

Open Forum Discussion

Moderator: **Mike Coppola, MBA**, Vice President and Chief Operating Officer, AMGA Consulting

During this session, attendees will be able to raise any topics they would like to discuss with the presenters and other medical group members in the room.

4:55 pm – 5:00 pm

Closing Comments

Moderator: **Fred Horton, MHA**, Managing Principal, AMGA's High-Performing Physician Enterprise Program (HPPE); and **President, AMGA Consulting**

CONTINUING EDUCATION:

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.

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 **3** 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.

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 **3** 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)

American College of Healthcare Executives (ACHE Qualified Education Credit): By attending this AMGA program, participants may earn up to **3** 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.