

2024 AMGA ANNUAL CONFERENCE

ORLANDO, April 9–12, 2024

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

Addressing Workforce Challenges

Hear strategies for managing ongoing staffing shortages and mitigating the dire impacts of burnout while continuing to provide care to patients in the most cost effective, efficient, and safest way possible.

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

- Identify the different generational needs within their workforce.
- Describe operational tactics to assess, develop and implement an internal workforce to support medical group clinics.
- Create a sustainable pipeline to support turnover and continued growth.
- Summarize the award-winning, mission-driven efforts of a healthcare system to create a vibrant work experience for their staff, regardless of role or demographics, and influence a culture of caring.

Credit Hours: 3 CME; 3.6 CPE; 3 ACHE Qualified Education

1:30 pm – 1:35 pm

Welcome & Overview

***Moderator:** Laura Matthews, MS, SHRM-SCP, PO Administrator, HR Operations, Houston Methodist Physician Organization*

1:35 pm – 2:35 pm

Generations in the Workforce

***Moderator:** Charlotte Flood, MHA, CMPE, Chief Executive Officer, Northwest Primary Care Group, P.C.*

***Panelists:** Inger Donohue, MSN, RN, CPHQ, Director, Quality and Clinical Services, Atlantic Medical Group; and Elizabeth Buisker, DO, MBA, Associate Chief Medical Officer, Medical Group (Montana | Wyoming), Intermountain Health; and Danelle Norris, Director, Clinical Operations, Northwest Primary Care Group, P.C.*

In this interactive panel, learn how AMGA member groups have addressed the needs and wants of different generations in their workforce to create a desirable place to work, while also demonstrating their focus on retaining staff.

Reflection question for participants: How can I create a balanced work environment while also maintaining a core team to serve patients in our community?

2:35 pm – 3:15 pm

Ambulatory Staffing Pool – Re-Inventing Internal Structure While Omitting Contracted Sources

Abby Oakley, Director, Staffing Services; and **Lynne Driskell**, LPN, BSSC, MHA, Manager of Float Pool Operations II, Novant Health

Learn about **Novant Health’s** best practices for evaluating and developing internal workforce support for medical group clinics during staffing shortages. Discover how they re-aligned department goals to meet staffing expectations through recruitment, compensation, and team member engagement.

Reflection question for participants: What responsive tactics can I begin using to identify staffing needs, develop a recruitment strategy, and execute internal workforce?

3:15 pm – 3:30 pm

Break

3:30 pm – 4:10 pm

Innovation at its Finest! Onboarding and Training MA’s the SEP Way!

Brandy Gibson, Manager, Talent Acquisition; and **Kellie Graham**, Manager, Associate Education & Training, St. Elizabeth Physicians

This presentation will share the innovative solution developed by **St. Elizabeth Physicians** to address the lack of Medical Assistant candidates and the significant number of positions going unfilled. Using a cross functional approach to recruit, train, and onboard new Medical Assistants, they have created a sustainable pipeline to support turnover and continued growth.

Reflection question for participants: How can my organization circumvent the challenges faced by St. Elizabeth Physicians in our efforts to recruit and retain staff?

4:10 pm – 4:55 pm

What it Takes to Earn a Top Ranking as “Best Place to Work” Within Healthcare

Myriam Ampuero-Martinez, MPA, Vice President, Baptist Health Medical Group

In this summary presentation, hear how **Baptist Health South Florida** earned the #2 ranking in the United States for Best Workplaces in Health Care™, according to *Fortune* magazine. Organizations highlighted on this list provide comprehensive benefits packages, opportunities for professional development, inclusive work environments, and the flexibility needed for a true work-life balance. These honorees prove that when employees’ needs and desires are met, the entire organization is better for it - they are able to make a greater impact on the lives of patients.

Reflection questions for participants: How can my organization make incremental changes to allow ourselves to be considered as one of *Fortune’s* Best Workplaces in Health Care™?

4:55 pm – 5:00 pm

Closing Comments

Moderator: **Laura Matthews**, MS, SHRM-SCP, PO Administrator, HR Operations, Houston Methodist Physician Organization

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 **3.6** 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.