



Executive Leadership Conference

November 12 – 14, 2019

Meeting Agenda

Tuesday, November 12 (PAs and NPs)

7 – 8 a.m. **Breakfast (Provided)**

7 a.m. – 5 p.m. **Registration Open**

8 – 8:15 a.m. **Welcoming Remarks**
Jennifer Broderick, Managing Director, CHLM

8:15 – 9:15 a.m. **Advanced Practice Provider Leadership: The Time is Now**
David Fairchild, MD, MPH, Chief Medical Officer, MinuteClinic; SVP and Associate Chief Medical Officer, CVS Health

At the conclusion of this session, participants should be able to:

- Describe the healthcare trends that are creating greater opportunities for Advanced Practice Providers (APPs)
- Enumerate leadership skills that an APP leader is likely to need in his/her toolkit
- Identify the elements of leadership required in your current position and at least one leadership skill that you will try to develop further

9:15 – 10:15 a.m. **Where to Go and How to Get There: Navigating the PA and NP Transition to Practice Roadmap**
Sarah Vanderlinden, MPAS, PA-C, DFAAPA, Assistant Director Advanced Practice, Medical College of Wisconsin

At the conclusion of this session, participants should be able to:

- Recognize strategies for organizational assessment to evaluate management systems, resources, and sponsorship to support PA/NP transition to practice
- Describe strategies to develop core and specialty milestones for PA/NP transition to practice
- Identify tools, resources, education, and assessment strategies to achieve PA/NP end milestones for PA/NP transition to practice
- Recognize PA/NP transition to practice challenges and barriers within your organization

10:15 – 10:45 a.m. **Break/Networking**

10:45 – 11:45 a.m. **"It's All Happening" – Advanced Practice Providers: Solving the Challenges in Inpatient Services**

Tracy Cardin, ACNP, SFHM, Vice President of Advanced Practice Provider Services, Sound Physicians; Treasurer, Board of Directors, Society of Hospital Medicine

At the conclusion of this session, participants should be able to:

- Understand the drivers in the hospital environment that provide conditions that create success in APP models
- Learn the "tried and true" in hospital care delivery models using NP/PA professionals
- Gain understanding of novel in-hospital care delivery models using NP/PA professionals
- Learn how to navigate challenges in in-hospital care delivery models using NP/PA professionals

12 – 1:30 p.m.

Lunch (Provided)

1:30 – 2:30 p.m.

PA and NP Parallel Team Approach to Developing Leaders and Enhancing Reporting Structures

Rev. Josanne K. Pagel, M.Div., MPAS, PA-C, DFAAPA, KarunaRMT, Executive Director PA Services, Cleveland Clinic

Meredith Foxx, MSN, MBA, APRN, Associate Chief Nursing Officer, APRNs, Nursing Quality & Practice, Cleveland Clinic

At the conclusion of this session, participants should be able to:

- Identify the process for implementing a new APP reporting structure and putting APP leaders in place
- Discuss how to get buy-in from senior leadership to make changes in reporting and leadership structure
- Review opportunities for increased productivity/engagement of APPs with new leadership structure
- Discuss how PAs and NPs working together in leadership helps grow your staffing and increase APP engagement
- Review challenges and opportunities with parallel teamwork

2:30 – 2:45 p.m.

Break/Networking

2:45 – 4:45 p.m.

The Drama Triangle vs. The Empowerment Dynamic – Which Will You Choose?

John P. Riordan, MA, Senior Consultant, Cindy Zook Associates

At the conclusion of this session, participants should be able to:

- Identify the Drama roles in action – the Victim, the Villain & the Hero
- Develop strategies for choosing Empowerment roles – the Creator, the Challenger & the Coach
- Take specific steps to choose Empowerment rather than Drama – and help others do the same

5 – 6:30 p.m. **Welcome Reception**

Wednesday, November 13 (PAs and NPs)

7 – 8 a.m. **Breakfast (Provided)**

7 a.m. – 5:45 p.m. **Registration Open**

8 – 9 a.m. **Building an APP Leadership Structure**

Krisi Gindlesperger, PA-C, MPAS, MBA, DFAAPA, Vice President – National Director of APPs, US Acute Care Solutions and CHLM Consultant

At the conclusion of this session, participants should be able to:

- Understand the reasons an APP Leadership Structure is key to an organization
- Learn strategies for discussing the why and how behind building this structure with your C-Suite or executive leadership team
- Understand the return on investment for building this structure

9 – 10 a.m. **Integrating Care for Improved Outcomes and Joy**

Janice John, PA-C, MHS, MHCDS, Chief PA Primary Care, Cambridge Health Alliance

At the conclusion of this session, participants should be able to:

- Explore the SAMHSA-HRSA framework for levels of integrated care
- Understand the value of integrated care for patient access and PCP burnout
- Explore the unique opportunities APCs have in integrated care models to add value
- Introduce new models for intensive primary care beyond the PCMH model

10 – 10:30 a.m. **Break/Networking**

10:30 - 11:30 a.m. **Think Out of the Box – Start Your Own Practice**

Christine T. Gardella, MMS, PA-C, Owner/Founder/Medical Provider, Medicine At Home

At the conclusion of this session, participants should be able to:

- Explain why and how I started my own medical practice
- Discuss why direct primary care is a great practice model for PA practice ownership
- List the rewards of practice ownership
- List the barriers to practice ownership
- Discuss how PA practice owners will benefit from OTP; while practice ownership benefits OTP

11:30 a.m. – 12:30 p.m. **Virtual Care Now! Design Thinking for Transformative Care**

Desmond Watt, PA-C, Virtual Medical Director, One Medical

At the conclusion of this session, participants should be able to:

- Understand important virtual care terminology and frameworks broadly
- Understand current/historical barriers to virtual care implementation and expansion – patient, provider, and system dependent
- Identify opportunities within their current practice setting for which virtual care may be appropriate
- Incorporate tenets of design thinking in developing new and expanded virtual care workflows

12:30 – 1:30 p.m. Lunch (Provided)

1:30 – 2:30 p.m.

Keeping the Lights On: Revenue Generation Strategies for PAs and NPs

Benjamin R. Reynolds, MSPAS, PA-C, DFAAPA, Chief Advanced Practice Officer and Executive Director of the Office of Advanced Practice Providers, UPMC and CHLM Consultant

At the conclusion of this session, participants should be able to:

- Articulate methods of establishing positive margin revenue generation strategies for PA and NP utilization
- Understand limitations associated with current billing methodology which limit value determination in the PA and NP workforce
- How to create a business case using indirect measures to support APP use case

2:30 – 3:30 p.m.

Feel the Burn?

Christina Gabele, DNP, FNP-C, ENP-C, Nurse Practitioner, Kent State University

At the conclusion of this session, participants should be able to:

- Identify the signs of compassion fatigue/ burnout
- Identify ways to combat compassion fatigue/ burnout
- Understand how to create resilient providers in healthcare

3:30 – 3:45 p.m.

Break/Networking

3:45 – 5 p.m.

Small Group Session: Exchanging Ideas and Best Practices

Krisi Gindlesperger, PA-C, MPAS, MBA, DFAAPA, Vice President – National Director of APPs, US Acute Care Solutions and CHLM Consultant

Andrea Lowe, MHA, PA-C, Director, CHLM, Director of Employer Strategy, AAPA

At the conclusion of this session, participants should be able to:

- Learn the negative impact on clinical environments and relationships when networking tactics are not fully utilized
- Understand how sharing clinical barriers and opportunities can help in any practice setting
- Learn the importance of building networking strategies and incorporating tactics to build stronger clinical teams

Thursday, November 14 (PAs only)

7 – 8 a.m.	Breakfast (Provided)
7 a.m. – 5 p.m.	Registration Open
8 – 9 a.m.	<p>The Physician/APP Leadership Team: It Takes Two to Tango Christopher J. Anderson, MBA, MS, PA-C, Director, Advanced Practice Providers, Memorial Sloan Kettering Cancer Center and CHLM Consultant</p> <p>At the conclusion of this session, participants should be able to:</p> <ul style="list-style-type: none"> • Define the roles of physician leaders and APP leaders • Define leadership structures involving physicians and APPs • Describe the importance of relationships • Describe the impact that poor relationships and mistrust can have on programmatic success • Showcase the importance of these relationships from perspectives of mentorship, leadership development, and professional title growth in organizations
9 – 10:30 a.m.	<p>What’s Crucial About Crucial Conversations Krisi Gindlesperger, PA-C, MPAS, MBA, DFAAPA, Vice President – National Director of APPs, US Acute Care Solutions and CHLM Consultant Andrea Lowe, MHA, PA-C, Director, CHLM, Director of Employer Strategy, AAPA</p> <p>At the conclusion of this session, participants should be able to:</p> <ul style="list-style-type: none"> • Understand how to approach crucial conversations • Gain the knowledge of the elements of crucial conversations • Have the ability to glean whether the crucial conversation was impactful with high-yield results
10:30 – 11 a.m.	Break/Networking
11 a.m. – 12 pm	<p>Reimbursement: How to Get the Most Out of Your PA Workforce Michael L. Powe, Vice President of Reimbursement and Professional Advocacy, AAPA</p> <p>At the conclusion of this session, participants should be able to:</p> <ul style="list-style-type: none"> • Describe the components of reimbursement policies that will impact health professionals as payment systems transition to value-based reimbursement • Identify payment strategies to improve PA utilization in various specialties and healthcare settings • Identify strategies to improve the recognition and tracking of the contributions and productivity of PAs in various specialties and healthcare settings
12 – 1:30 p.m.	Lunch (Provided)
1:30 – 2:30 p.m.	Transition Playbook: Moving From PA Leader to Healthcare Leader

Bianca Belcher, MPH, PA-C, Executive Director, Clinical Integration, Steward Healthcare Network and CHLM Consultant

At the conclusion of this session, participants should be able to:

- Think through transition readiness
- Highlight translatable skills
- Identify key resources that may help better prepare for transition

2:30 – 2:45 p.m. Break/Networking

2:45 – 3:45 p.m. **Thrive Through Change!**

Evan Howell, MBA, MMSc, LSSBB, PA-C, Chief Performance Improvement & Analytics Officer, Chief Advanced Practice Clinician, ApolloMD

At the conclusion of this session, participants should be able to:

- Possess a greater understanding of the role of continuous improvement in Modern Healthcare - The 5 "Ws"
- Have broad knowledge of process improvement methodology & tools
- Have insight on the practical applications & blended models employed in processes improvement initiatives
- Understand the unique position of PAs to be successful in the field of process and performance improvement
- Know where to begin if they are interested in becoming involved in the continuous improvement arena

3:45 – 4:45 p.m. **How To Ace Your Next Interview, Stand Out From The Crowd, and Negotiate Like a Pro**

David E. Mittman, PA, DFAAPA, President, AAPA Board of Directors, Editor-In-Chief, Clinician 1.com

At the conclusion of this session, participants should be able to:

- How To Say The Right Words That Will Up The Odds of You Getting Hired Substantially
- How To Present The Image That Most People Who Hire Are Looking For-It's Not High Marks and Combed Hair
- How To Successfully Prepare Before and After The Interview To Insure Success
- How To Use the Top Three Negotiation Tactics

4:45 – 5 p.m. **Closing Remarks**