Friday, October 24, 2014
Skyview 1 (sessions), Skyview 2 (meals), 20th floor, Crowne Plaza Hotel

7:30 am Breakfast

8:00 am — 12:00 pm: The Influence of Outcomes
Wendy Samson, FutureSYNC, International
Michael Brown, M.D., 2014 Physician Leadership Effectiveness Program graduate, Yellowstone Pathology Institute, Billings

12:00 pm — 1:15 pm: Lunch
Cathy Grott, Ph.D., M.P.A., FutureSYNC, International
“360 Assessments”

1:15 pm — 3:15 pm: The Influence of Outcomes, continued
Wendy Samson, FutureSYNC, International

Health Care Community Conversation
3:30 pm — 4:30 pm: Montana Residency Programs
Robert Ficalora, M.D., Director, Internal Medicine Residency Program, Billings Clinic
James Guyer, M.D., Director, Montana Family Medicine Residency Program, RiverStone Health

5:30 pm: meet in hotel lobby for Brewery Walking Tour

7:00 pm — 8:30 pm: Dinner
Location: Ciao Mambo, 2301 Montana Ave.

Saturday, October 25, 2014

7:30 am Breakfast

8:00 am — 8:30 am: Small Group Projects
Jean Branscum, Executive Vice President
Montana Medical Association

Learning Session
8:30 am — 9:30 am: “Financial Stewardship Discussion”
Ron Dewsnup, President and General Manager, Allegiance Benefit Plan Management, Inc.

9:30 am — 10:10 am: Physician Leadership and Engagement
Nicholas Wolter, M.D., CEO, Billings Clinic

10:20 am — 11:45 am: Honing Your Negotiating Skills
Kevin Heaney, J.D., M.B.A., Partner, Crowley Fleck, PLLP, Billings

11:45 pm—12:00 pm: Wrap-Up
Jean Branscum, MMA Executive Vice President
Wendy Samson is the President of FutureSYNC International, a forward-thinking employer resource, and leadership consortia. She is the author of, “Heart Strings for Business,” and “The Mosaic Manager Development.” During her tenure as the President of FutureSYNC International, she has designed and developed leadership effectiveness programs, healthcare service systems/measurements, and employee engagement programs for a wide variety of multisite organizations throughout the country. Wendy has been privileged to work with people committed to excellence in small and large progressive organizations. From “Lean Thinking,” “Accountability Cultures” to “Organizational Customer Focus,” FutureSYNC International is on the cutting-edge. Wendy’s tools and case study testimonies are the product of innovative practices and her “outcome-based” approach to organizational diagnosis, solution implementation and facilitation. Wendy is highly recognized as an inspiring, national speaker who delivers a lasting message that is packed with content.

Session Guest Speakers

**Michael S. Brown, M.D., FCAP,** is a specialist in Anatomic/Clinical Pathology & Hematology (Pathology) with the Department of Pathology, Yellowstone Pathology Institute Inc., in Billings, Montana. Dr. Brown is the current President of the Montana Medical Association, a member of the MMA Board of Trustees, MMA Legislative Committee, and MMA Physicians Leadership Advisory Council, in addition to being an active member of the Montana Society of Pathologists. Dr. Brown received his education at the University of Nebraska College of Medicine, graduating in 1994. He completed a residency in Anatomic and Clinical Pathology and a Hematopathology Fellowship at the University of Utah.

**Ron Dewsnup,** in his capacity as President & General Manager, oversees the Allegiance family of companies, which includes Allegiance Benefit Plan Management, Allegiance Life & Health Insurance Company, Inc., Allegiance COBRA Services, Inc., StarPoint HealthCare LLC, Intermountain Underwriters, Inc., and Allegiance Provider Direct, LLC. Ron has been involved in the management of employee benefits and related concerns for over thirty years. Ron has provided account management for clients of all sizes and types in addition to his overall management and bottom-line responsibilities. Before joining the consulting ranks, Ron managed the employee benefits for a 17,000-employee hospital and health care services firm. Ron has been actively involved in employee benefit professional groups where he has served in leadership positions. Ron holds Master degrees in Economics as well as language and literature from the University of Utah.

**Robert Ficalora, M.D.,** is Associate Program Director, Internal Medicine Residency Program, Billings Clinic. He grew up in New York and attended medical school at SUNY Stony Brook. He spent the next twenty years in New England at TUFTS, where he learned to restore antiques, perfected his home improvement skills, began raising his five children, and directed student clerkships, residency programs and a Geriatric fellowship. At Mayo Clinic Rochester for the next 15 years, Bob’s professional passions include medical education, the breadth of ambulatory general internal medicine, practice management and office procedures. He has developed electronic solutions for clinical medicine, curriculum and evaluation over the last 20 years and is responsible for both the Mayo evaluation and curriculum systems. He has published on strategies for physician training with electronic tools, strategies for electronic curriculum, and construction and validation of electronic evaluation tools. Nationally, he is a member of the leadership team for the Association of Program Directors of Internal Medicine and on the advisory group for the Electronic Residency Application Service. Bob came to Billings in 2013 to help establish the new internal medicine residency program.
**Cathy Grott, Ph.D., M.P.A.** is a consultant in health and public policy. She is a Washington State University graduate in Political Science with an emphasis in Public Administration and Health Policy. She worked for Johnson & Johnson for over 7 years, and then taught undergraduate and graduate courses at MSUB from 1996-2012. She taught the Capstone course for the Master's Program in Health Administration and started the Master of Public Administration (MPA) program at MSUB. For several years, she helped produce the results of the MSUB political poll. She is currently Vice-chair of the Institutional Review Board of Billings, and is a wife and mother of two children and a Scottish Deerhound.

**James Guyer, M.D.** jokes that it took 24 years to get out of Montana, and 25 years to get back! He's from eastern Montana and graduated from U of M, medical school in San Diego, residency in Utah followed by 3 years in Air Force. After leaving active duty Air Force, he was in private practice for 60 days before being recalled to duty for Desert Storm. He’s now in his 28th year of duty and aiming to retire from service April 2015, after 3 stints as commander and 3 conflicts. His wife is a PA, and they have practiced together in northern Arizona, Germany, and Billings. At RiverStone, he is on the teaching faculty, served as medical director of the community health clinic, associate program director and program director of the osteopathic residency. This fall he assumed responsibility for both the allopathic and osteopathic residency programs. He shares a passion with his wife to serve the underserved, and will continue to seek opportunities in that vein. He has 2 grown children.

**Kevin P. Heaney** is a Partner in Crowley Fleck, PLLP, in the Billings Commercial Department. His practice focuses on business and commercial transactions, contracts, all aspects of real estate transactions, creditor’s rights, banking and finance, bankruptcy, entity formation, and corporate governance. Kevin represents and counsels many national, state-wide, and local businesses. He has an AV Preeminent rating in legal ability from Martindale-Hubbell and is listed in the Mountain States Super Lawyers in Business/Corporate Law, and Best Lawyers in America in Finance Law and Mortgage Banking Foreclosures. Kevin simultaneously earned his Juris Doctorate with Honors and his Masters in Business Administration from the University of Montana. He earned his undergraduate degree with Highest Honors from the University of Montana in Business Administration - Finance and a major in Economics. Kevin is originally from Goosetown, Montana.

**Nicholas Wolter, M.D.,** Chief Executive Officer, Billings Clinic, is board certified in internal medicine and pulmonary disease. Billings Clinic includes a 240-physician multispecialty group practice, a 285-bed acute care hospital, multiple regional clinics and a long-term care facility. Billings Clinic also manages 10 critical access hospitals. Billings Clinic has focused its core strategy on improvements and outstanding performance in the areas of patient safety, quality, service and value to patients and their families. Dr. Wolter joined Billings Clinic in 1982 to practice pulmonary and critical care medicine and was appointed Chief Executive Officer in 1997. He is a former member of the Board of Directors of the American Hospital Association and the American Medical Group Association. He also served two terms as a Commissioner on the Medicare Payment Advisory Commission and is a frequent speaker on health care delivery and payment reform. Dr. Wolter was recognized by the Medical Group Management Association in 2004 as Physician Executive of the Year. *Modern Healthcare* named him one of the 100 Most Influential People in Healthcare in 2010 and 2011, and *Modern Physician* named him one of the 50 Most Influential Physicians in Healthcare in 2011 and 2012. Dr. Wolter received his medical degree at the University of Michigan Medical Center. He completed his internship and residency in internal medicine at Bassett Healthcare in Cooperstown, New York, and returned to the University of Michigan for a fellowship in pulmonary and critical care medicine.
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