



Agenda

MMA Physician Leadership Effectiveness Program

Accreditation Statement

Overall Goal

At the conclusion of this program participants should be able to influence health care policy, lead effectively in the changing health care delivery systems, and build solutions to the current challenges facing health care in Montana.

The Montana Physician Leadership Institute

This activity has been planned and implemented in accordance with accreditation requirements of the Accreditation Council for Continuing Medical Education through the joint providership of Colorado Medical Society and Montana Medical Association. Colorado Medical Society is accredited by the ACCME to provide continuing medical education for physicians.

Colorado Medical Society designates this live activity for a maximum of 84.75 AMA PRA Category 1 Credit(s)[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Disclosure

The content of this CME activity does not relate to any product of a commercial interest as defined by the Accreditation Council for Continuing Medical Education, therefore; neither the planners nor the faculty have any financial conflicts of interest for CME purposes.



Friday, May 15, 2015

Stumptown Room (sessions), Ramsey Room (meals), The Lodge at Whitefish Lake

7:30 am Breakfast

8:00 am — 12:00 pm: Personal Accountability & Generations Working Together

Wendy Samson, FutureSYNC, International

John Andenoro, M.D., 2014 Physician Leadership Effectiveness Program graduate, Urology Associates, Kalispell

12:00 pm — 1:00 pm: Lunch

Cathy Grott, Ph.D., M.P.A., FutureSYNC, International: “360 Final Assessments”

1:00 pm — 3:00 pm: Personal Accountability & Generations Working Together, continued

Wendy Samson, FutureSYNC, International

3:15 pm: Hotel Shuttle to North Valley Hospital

Health Care Community Conversation

3:30 pm — 4:00 pm: Tour of North Valley Hospital

Catherine Todd, Director of Business Development and Community Relations, North Valley Hospital

4:00 pm — 4:45 pm: Whitefish Medical Milestones Panel

Kathy Neff, M.D., Co-Volunteer Medical Director & Continuity Coordinator, Shepherd’s Hand Clinic

Todd Bergland, M.D., Glacier Medical Associates Integrative Wellness/Med Spa & Laser Center

Mary Sterhan, Senior Director, Planetree and Quality Performance Improvement, North Valley Hospital

4:45 pm: Hotel Shuttle to The Lodge at Whitefish Lake

6:00 pm: Reception and Graduation Celebration

Location: Ramsey Room, The Lodge

7:00 pm — 8:30 pm: Dinner

Shari Welch, M.D., Quality Improvement Consultant and Research Fellow at the Intermountain Institute for Health Care Delivery Research, Salt Lake City, UT

“Engaging Physicians in the Work and Challenges Ahead”



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Saturday, May 16, 2015

Stumptown Room (sessions), Ramsey Room (meals), The Lodge at Whitefish Lake

7:15 am Breakfast

7:45 am — 9:45 am: Research Group Projects

7:45– 8:10 am: Physician Engagement

Members: Jonathan Amick, D.O., Lea Gorsuch, M.D., Pepper Henyon, M.D., James Quirk, M.D., James Tarver, M.D., Jay Taylor, M.D.

Opportunities Statement: In areas of political/legislative, regional societies, individual facility and community

8:15– 8:40 am: Bring Back the Joy

Members: James Guyer, M.D., Adron Medley, M.D., Mark Morasch, M.D., Kirsten Morissette, M.D.

Opportunities Statement: Identify root causes of lost joy and lost collegiality

8:45– 9:10 am: Behavioral Health

Members: Christopher Caldwell, D.O., Pamela Cutler, M.D., Tracy Fairbanks, M.D., Roman Hendrickson, M.D.

Opportunities Statement: Montana physician's offices need embedded Behavioral Health

9:15– 9:40 am: EMR Survival

Members: Todd Bergland, M.D., Kristine Kuper, M.D., Hikmat Maaliki, M.D., Patrick Morrow, M.D., Aubrey Remmers, M.D., Todd Wampler, M.D.

Opportunities Statement: Produce a functioning health information exchange system in Montana

9:40 am: Break

10:00 am — 1:30 pm: Emotional Intelligence and Resiliency: A Second Look

Wendy Samson, FutureSYNC, International

11:30 pm — 12:00 pm: Working Lunch

1:30 pm—2:30 pm: Final Circle

Jean Branscum, Executive Vice President, Montana Medical Association



MMA Physician Leadership Effectiveness Program Whitefish, MT

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



John Andenoro, M.D., joined Urology Associates after completing a residency in urologic surgery at the University of Utah Health Science Center in Salt Lake City. He earned an undergraduate degree in biology from Washington and Jefferson College in Washington, PA., and received his M.D. degree from Baylor College of Medicine in Houston, Texas. His specialty is urologic surgery, and his practice includes oncology, stone disease, pediatric urology, robotic and laparoscopic surgery, incontinence, female urology and infertility. Dr. Andenoro is board certified by the American Board of Urology. He is a 2014 graduate of the MMA Physician Leadership Effectiveness Program.

Todd Bergland, M.D., is a family physician in Whitefish MT, where he is a partner in Glacier Medical Associates. He has been in Whitefish since August, 2009, and previously was an active duty U.S. Army family doctor. He spent his 7 years of Army time in Tacoma, WA, Stuttgart, Germany, and deployed for a year as a tank battalion surgeon to Ramadi, Iraq in 2006. Other than serving as the physician for a platoon of Army medics in combat, Dr. Bergland’s prior leadership positions include serving a year as a chief family medicine resident, and he is currently the Chief of Staff for North Valley Hospital in Whitefish. He is originally from Denver, earned his M.D. from the University of Vermont College of Medicine and his B.A. from the University of Pennsylvania.



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.



Speaker Biographies, continued

Kathryn Neff, M.D., is the Co-Volunteer Medical Director & Continuity Coordinator at Shepherd's Hand Clinic and a family physician at Glacier Medical Associates. Dr. Neff graduated from the University of Cincinnati School of Medicine and completed her family practice residency in Duluth, Minnesota in 1994. She is Board Certified by the American Board of Family Medicine and has special interests in Women's Health and Geriatrics. Dr. Neff and her husband and three children have lived in Whitefish since 1996.



Mary Sterhan is the Senior Director for Planetree and Quality Performance Improvement at North Valley Hospital in Whitefish. Prior to coming to North Valley, her work experience was focused in the areas of home health and hospice, where she developed her commitment and drive for patient directed care. During the seven years she has been at North Valley, she has worked within the Planetree model of patient-centered care to continue that work in the acute care setting. Mary is a graduate of Carroll College and is the proud mother of one son.

Catherine Todd is the Director of Business Development and Community Relations at North Valley Hospital in Whitefish. Catherine has been with North Valley Hospital for five years and is responsible for communications, marketing, branding, community relations, market research and business opportunity development. Prior to joining NVH, Catherine was with the Dial Corporation in Scottsdale, Arizona where she was a Senior Brand Manager, Professional Project Manager and Manager of Product Innovation for eleven years. Catherine has a BS in Zoology and MBA from Arizona State University.



Shari Welch, MD, FACEP, FACHE, is currently an independent consultant, a research fellow at the Intermountain Institute for Health Care Delivery Research and a practicing emergency physician licensed in Utah and Texas. She is board certified in Emergency Medicine and in healthcare management by the American College of Healthcare Executives. Dr. Welch was formerly the Quality Improvement Director for the emergency department at the flagship hospital for Intermountain Healthcare. She was appointed to the faculty at the Institute for Healthcare Improvement (IHI) for their ED Collaborative and has served as a consultant on ED operational efficiency and safety. She has served as a technical expert on ED quality for the Centers for Medicare and Medicaid Services (CMS) and for the Canadian Health System. She serves as an expert consultant with Quality Matters Consulting for projects dealing with operational efficiency and performance in clinical settings like offices, emergency departments and health centers. Finally, she coaches physicians in performance improvement. Dr. Welch has written four books on quality and safety and has published over two dozen articles in medical and quality journals. Her latest book contract with Health Administration Press focuses on successful change management in healthcare. She has spoken at the National Forum, the American College of Emergency Physicians, and the ACHE Spring Congress and Clusters. She writes a column on ED operational efficiency for ACEPNow.

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