



Soaring to New Heights

October 11-13, 2023
Loews Ventana Canyon Resort
Tucson, Arizona



This was the most informative and well-organized conference that I have ever attended. Very engaging topics and speakers. Phenomenal opportunities for networking and discussions of real-world work. I cannot remember going to a conference and wishing it lasted longer!

Please register online by September 18, 2023: www.gpin.org

FUTURE CONFERENCE DATES:

October 16-18, 2024 The Drake – Chicago, Illinois
April 30-May 2, 2025 Loews – Philadelphia, Pennsylvania



Who should attend: GPIN Member Group Senior Physician and Administrative Leaders

Following this learning activity, participants will be able to:

- Identify the core aspects of leading to trust and inspire
- Discuss methods to implement artificial intelligence to improve care
- Apply tools of innovation and resilience
- Identify, discuss or describe a new product design process and how to incorporate failures
- Describe strategies GPIN members are using to address critical aspects of care delivery
- Develop action steps related to the hot topics discussed

Session locations: All sessions with bolded times will be held in the Grand Ballroom

Underlined, bolded sessions are CME programming

Wednesday, October 11

11:30 am – 12:30 pm Registration & Lunch

12:15 pm – 1:00 pm **Conference Welcome:** Mark Mantei, Vancouver Clinic
– Chair, GPIN Steering Committee

1:00 pm – 2:30 pm **Plenary Session: The Future of Leadership: From Command & Control to Trust & Inspire,** Stephen M. R. Covey, NY Times & Wall Street Journal bestselling author, leading authority on trust

Most leaders and organizations continue to fall back on a “command & control” approach—one that relies on traditional positional power, hierarchies, motivation, micromanagement and compliance—and it isn’t working. People are creative, collaborative, and filled with potential, but today are over-managed and under-led. To draw out performance at the highest level, *Trust & Inspire* leaders bring out the best in others, and get their very best in return. In this session, Stephen M. R. Covey will show us how.

2:30 pm – 2:45 pm Table Discussion

2:45 pm – 3:00 pm Refreshment Break

3:00pm – 3:30 pm **Sharing Session: GPIN “G-Force” Part I**
GPIN member group colleagues have volunteered to share key improvement initiatives in seven-minute time slots – significant learning at a “G-Force” pace!

- **Primary Care Connect: A value-based comprehensive virtual care coordination model**
- **Implementing Team Based Care as a Tactic to Address Clinician Burnout**
- **Hospital Follow-Up Clinic**
- **Integrating virtual reality and mindfulness in outpatient clinics to decrease patient anxiety and improve patient experience**

**Your significant other is invited to attend the Wednesday reception, Thursday dinner and Friday lunch as our guest-no fee.*

3:30 pm – 4:00 pm

Member Group Sharing Session:

- **Palo Alto Foundation Medical Group Commitment to DEI**, Monica Eneriz Wiemer, MD, MSc, Chair, Diversity Equity and Inclusion Committee - initial success at implementing a targeted strategic plan to increase diversity, equity, inclusion, and belonging

4:00 pm – 4:15 pm

Refreshment Break

4:15 pm – 5:15 pm

Sharing Session: GPIN “G-Force” Part II

Topics for this session include:

- **Reducing Provider Workload and Increasing Quality of Care via SMS-Enabled Centralized Blood Pressure Program**
- **Re-imagining System Quality and Patient Safety Department of the Future - Lessons from our Listening and Learning Tour (L & L)**
- **Preop Visit Process: Alignment, efficiency and patient safety improvements**
- **Same Day Clinic: Solving Acute Access in Primary Care with APPs**
- **Increasing Screening Colonoscopy Access Through Operational Optimization**
- **Step-In, Not Out: Rethinking Retirement**
- **Bridge Team: A virtual solution for new patient access in collaboration with the health plan**
- **Improving Retention Through Staff & Clinician Empathy Development**

5:30 pm – 7:30 pm

Welcome Reception [Bill's Grill & Cascade Terrace](#)*

Thursday, October 12

7:00 am – 8:30 am

Breakfast

7:30 am – 8:30 am

Hot Topics Group Discussion: Facilitator – Mark Mantei

Discuss topics generated during the annual GPIN key contact calls - prioritized by conference participants prior to the session.

8:30 am – 8:45 am

Coffee Break

8:45 am – 10:15 am

Plenary Session: The Potential for Artificial Intelligence to Improve the Experience of Providing and Receiving Healthcare

- John Barto, Chief Digital Transformation Officer, US Health and Life Sciences, Microsoft

John will share Microsoft's emerging work on applying artificial intelligence to healthcare and life sciences challenges.

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- Garrett Adams, Product Lead, Research and Development Division, Epic Systems Corporation
Garrett will provide an overview of Epic's recent initiatives to integrate artificial intelligence into clinician and patient workflows, with particular focus on large language models including ChatGPT.
- Early Experiences from the Field Panel
Moderator: Albert Chan, MD, MS, Chief Digital Health Officer, Sutter Health
 - Marlene Millen, MD, Chief Medical Information Officer – Ambulatory and Affiliates, Professor of Medicine, UC San Diego Health
 - Patricia Garcia, MD, Associate Chief Medical Information Officer, Ambulatory, Clinical Associate Professor of Medicine, Stanford Health Care
 - Garrett Adams, Product Lead, Research and Development Division, Epic
The panel will share their early experiences with leveraging Large Language Models to automatically draft responses to patient portal messages.

10:15 am – 10:30 am **Table Discussion:** Key Learnings

10:30 am – 10:45 am Refreshment Break

10:45 am – 11:45 am **Sharing Session:** GPIN “G-Force” Part III

Topics for this session include:

- **Omnichannel Provider Engagement**
- **Leveraging EHR Advances to Improve Colorectal Cancer Screening Quality Metrics**
- **Health Equity in Action: Personalized Pediatric Care Using Sensory Friendly Clinics**
- **Medical Office Assistant Program to Solve for Medical Assistant Shortage**
- **Care Team Redesign, Core Competencies and Impact on Quality and Patient Experience**
- **Gender Care Program: A clinic without walls, supporting our trans and gender-diverse patients in innovative ways**
- **Addressing Chronic Conditions; Leveraging EHR Tools to Improve Clinician Engagement**

11:45 am – 12:30 pm **Member Group Sharing Session:**

- **Mid-Atlantic Permanente Medical Group 5 Star Engagement**, Stephen Winn, Senior Director, Quality - Practical approaches and lessons learned regarding data stewardship, process improvement and clinical clarity, to engage clinicians in achieving the highest rating of health plan performance

12:30 pm – 1:30 pm **Table Topics Lunch:** G-Force speakers and GPIN member facilitators will be stationed at designated tables to discuss the G-Force presentation topics and other key topics identified by members prior to the conference.

~ Topic-free tables will also be available in the Catalina Ballroom ~

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1:30 pm – 2:45 pm **Plenary Session: For Life's Many Battles**, Nate Self, Veteran, Author, Consultant

This presentation dives deeply into a compelling battlefield experience just after 9/11, where Nate's elite Army Ranger team launched to rescue a captured Navy SEAL, resulting in the highest-altitude battle ever fought by Americans. Nate will weave personal narrative with lessons and tools regarding leadership, innovation, resilience, and family. The take-aways are applicable to any profession, and equally as powerful to personal life. Nate's contributions at Baylor Scott and White Health will be shared in the morning G-Force presentation, "Omnichannel Provider Engagement".

2:45 pm – 6:00 pm *Enjoy Tucson!*

6:00 pm – 9:00 pm *Self-guided Tour/Reception/Dinner* [Pima Air & Space Museum](#)*

Friday, October 13

7:00 am – 8:30 am *Breakfast*

7:30 am – 8:30 am **Hot Topics Group Discussion (cont.):** Facilitator – Mark Mantei

8:30 am – 8:45 am *Coffee Break*

8:45 am – 10:15 am **Member Group Sharing Session:**

- **Lehigh Valley Physician Group New Patient Partnership and Medical Assistant Recruitment/Training**, Jim Demopoulos, Chief Transformation Officer and Clark Veet, MD, MS, FACP, Clinical Champion, Patient Partnership Model - Outcomes and learnings from engaging new patients before their in person appointment with a transformational on-boarding model, and successful recruitment (300 applicants for one of our cohorts!) for our accelerated medical assistant training program which will produce over 200 new MAs in our first full year
- **Penn Medicine Lancaster General Health Text-based Outreach/Reducing Care Disparities**, Corinne Rhodes, MD, MPH, Associate Medical Director, Quality, and Brian Young, MD, MBA, Medical Director of Care Transformation – utilizing text messaging to improve performance and reduce disparities in preventive cancer screening and chronic disease management
- **Vancouver Clinic Patient Self-Scheduling**, Jeremy Chrisman, DO, Chief Transformation Officer – Jump-starting digital transformation with clinician engagement, template simplification and organizational alignment to achieve 55% of appointments across all specialties being scheduled digitally by patients, utilizing optimized decision trees

10:15 am – 10:30 am **Table Discussion:** Key Learnings

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10:30 am –10:45 am Refreshment Break

10:45 am –12:00 pm **Plenary Session: De-Mystifying the Aircraft Design Process**, Keith Leverkusn
(Retired) Vice President/General Manager, Boeing Commercial Airplanes

Healthcare and aerospace share the commonality of complex system design. Often, life and death hinge on the system performing reliably and safely. Keith will discuss how the creation of an airliner comes to be, from the very beginning of determining what the market wants and what technology is available to make a new airplane better than what is flying now. From there, he will describe how one of the most complex machines in the world is designed, manufactured, tested, and ultimately delivered and supported. This insider look will include a discussion of how lessons learned from failures get inserted into the design/build process.

12:00 pm – 12:30 pm Lunch* Catalina Ballroom ~ You are welcome to stay past 12:30 pm! ~

Thank you to the GPIN membership for your dedication to the GPIN mission:

GPIN serves as a catalyst for large multi-specialty group practices to achieve performance excellence through shared learning.

Thank you also for being the GPIN vision:

GPIN member groups will be leaders in quality of care, patient experience and cost effectiveness.

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Dates and Times:

Convenes: **11:30 am, Mountain Time**
Wednesday, **October 11, 2023**

Adjourns: **12:30 pm, Mountain Time**
Friday, **October 13, 2023**

Location:

Loews Ventana Canyon Resort
7000 N Resort Dr,
Tucson, Arizona 85750
(520) 299-2020
<https://www.loewshotels.com/ventana-canyon>

The Loews Ventana Canyon Resort is located 18.7 miles/40 minutes from Tucson International Airport (TUS).

Skip the Southwest stereotypes and experience the real deal in Tucson where history is right at your fingertips and nature is all around you. With museums, historic sites, hiking trails, golf courses and shopping around every corner, Tucson gives you the freedom to roam, exploring a part of the country like no other.

From the moment you arrive at Loews Ventana Canyon Resort, you are greeted with a magnificent view of the Catalina Mountains and indigenous saguaro cactus in every direction. Enjoy the sunshine, the miles of hiking trails, and the 80-foot waterfall.

Call the Loews Ventana Canyon Resort at 1-877-879-9979 or by using this link: <https://www.loewshotels.com/ventana-canyon/group-gpin-semi-annual-conference>

State that you wish to make a reservation with the **Group Practice Improvement Network (GPIN)** in order to receive the group rate of \$219.00 per night.

Check in time: 4PM (Mountain Time)
Check out time: 12PM (Mountain Time)

This specially priced block of rooms has been reserved until **September 18, 2023**.

Attire:

We encourage you to dress comfortably and fragrance-free for the conference in business casual attire.

Accreditation/Designation:

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of HealthPartners and Group Practice Improvement Network. HealthPartners is accredited by the ACCME to provide continuing medical education for physicians.

HealthPartners Office of Continuing Medical Education designates this live activity for a maximum of 14.25 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.



Registration:

Thank you for registering online at www.gpin.org by **September 18, 2023**.

Cancellations:

Please cancel your registration by emailing Kate at kupton1@hfhs.org.

QUESTIONS?

Please contact Kate Upton
kupton1@hfhs.org