



## CONCURRENT BREAKOUT SESSIONS THURSDAY, MAY 9

**1 – 2:15 P.M.**

**MONARCH 1**

### **A TALE OF TWO SYSTEMS**

*Richard Afable, M.D., President / CEO, Covenant Health Network*

*C. R. Burke, President / CEO, St. Joseph Heritage Healthcare*

*Bill Gil, CEO, Facey Medical Foundation*

*Michael Hunn, Senior Vice President / Regional Chief Executive, Providence Health & Services - Southern California*

- Listen as a distinguished panel of local hospital and system chief executives discusses the evolution of two distinct hospital system models.

**1 – 2:15 P.M.**

**MONARCH 2**

### **CALIFORNIA HEALTHCARE EXCHANGE AND HOW IT WILL CHANGE OUR BUSINESS**

*Jack Gilbertson, Esq., SNR Denton*

*Anne McLeod, Senior Vice President, Health Policy, California Hospital Association*

- This session will offer an update on the California Exchange along with a view on how it will change our business model. What does the future hold for hospitals and health systems in an exchange environment?

**1 – 2:15 P.M.**

**MONARCH 3**

### **A CASE STUDY ON ENGAGING PHYSICIANS AS PARTNERS IN SHARED DATA ANALYTICS AND DECISION-MAKING**

*Tracy Bennett, Director, Quality Management, Pomona Valley Hospital Medical Center*

*David Stenerson, CFO, Saint Anthony Medical Center, Rockford, IL*

*John Whittlesey, Vice President, iVantage Health*

- Review a case study describing how a multi-hospital system has utilized sophisticated cross-sectional analytics to pinpoint process flaws, and opportunities to improve enterprise performance in both clinical quality metrics and financial terms.

**2:30 – 3:45 P.M.**

**MONARCH 1**

### **THREE MODELS OF PHYSICIAN ORGANIZATIONS LEADING INTEGRATION**

*Donald Crane, President / CEO, CAPG (moderator)*

*Leigh Hutchins, President / COO, North American Medical Management*

*John Jenrette, M.D., CEO, Sharp Community Medical Group*

*Richard Lipeles, COO, Heritage Provider Network*

- Don Crane will moderate a panel featuring three distinct models of integration strategies.

**2:30 – 3:45 P.M.**

**MONARCH 2**

### **ENGAGING PHYSICIANS TO LEAD PATIENT EXPERIENCE IMPROVEMENT**

*Mark Rudolph, M.D., Vice President, Patient Experience, Sound Physicians*

*Gary Wilde, President / CEO, Community Memorial Health System*

- Understanding the drivers of the patient experience—clinical process, facility, staff, admission and discharge processes—and how to create reproducible results will be the subject of this session, with the goal of influencing HCAHPS scores. The session will also cover how patient experience data drive physician engagement.

**2:30 – 3:45 P.M.**

**MONARCH 3**

### **HOW OPERATIONS AFFECT HOSPITAL ACCESS TO CARE, QUALITY AND REVENUE: A WHOLE HOSPITAL RESEARCH APPROACH**

*Jennifer Wortham, Dr.P.H., President, Society for Healthcare Improvement Professionals (moderator)*

*James Broyles, Ph.D., Associate Operations Researcher, RAND Corporation*

*Thomas Salerno, President / CEO, St. Mary Medical Center - Long Beach*

- This session will look at the drivers behind emergency department performance as well as how these factors cause negative effects for patient access, quality and lost hospital revenue. The session will also highlight a proven tool to help hospitals improve ED throughput.



## ABOUT THE BREAKOUT SPEAKERS

**Richard Afable, M.D., M.P.H.**, is president and chief executive officer of Covenant Health Network, a Southern California integrated delivery system created by the affiliation of St. Joseph Health and Hoag Memorial Hospital Presbyterian. Richard is also executive vice president and regional senior executive for St. Joseph Health in Southern California. Prior to coming to California, he served as executive vice president and chief medical officer at Catholic Health East, and was founder and president/CEO of Preferred Physician Partners, an Ohio-based physician practice management company. A board-certified internist and geriatrician, he has also served as a professor of medicine at Wake Forest University and Northwestern University, and spent 15 years in private practice.

**Tracy Bennett, RN**, is the director of Quality Management and Epidemiology at Pomona Valley Hospital Medical Center, a community not-for-profit hospital serving Los Angeles and San Bernardino counties in Southern California. Tracy is a Certified Professional in Healthcare Quality (CPHQ) and holds a Master of Science in Nursing with specialization in Healthcare Education. She has more than 20 years of experience in the health care industry.

**James R. Broyles, Ph.D.**, is an associate operations researcher at the RAND Corporation with an academic background in industrial engineering, operations research, and applied statistics. James has researched many areas: community emergency planning, national laboratory capabilities, health insurance reform, and health care throughput systems including systems of laboratory sample testing and patient flow through health care facilities. In his hospital research, he has created a blend of queuing theory and regression models of patient flow in emergency departments and inpatient units to improve capacity and staffing decisions, increase patient access to care and quality, and increase hospital revenue. He has also simulated the effects of the Affordable Care Act on health insurance enrollment and coverage.

**C. R. Burke**, president and CEO of St. Joseph Heritage Healthcare (SJHH), is responsible for directing the expansion of SJHH to St. Joseph Health System markets outside of Orange County in Humboldt, Sonoma, Napa and San Bernardino counties to become the only statewide Medical Practice Foundation. C. R. was also instrumental in the development of an exclusive provider arrangement and ACO with Blue Shield of California and St. Joseph Health.

**Donald Crane** is president and CEO of the California Association of Physician Groups (CAPG), the nation's only professional association to exclusively represent capitated accountable care organizations (ACOs). Don is the co-chair of Cal eConnect, California's statewide health information exchange. He is a member of the UCLA Health Services Professional Advisory Council, and editor-in-chief of *CAPG Health*, reporting on business trends, legislation, and industry initiatives affecting coordinated care. Additionally, Don is a health care and corporate attorney.

**Bill Gil** is the chief executive of Medical Group Foundations for Providence Health Systems California, overseeing its medical group operations for more than 300 physicians in Southern California. He also serves as president and chief executive officer of Facey Medical Foundation, a non-profit medical foundation that manages Facey Medical Group. An experienced senior executive with more than 20 years in the industry, Bill has also published several articles on health care, especially on managed care, and teaches at the University of Southern California.

**Jack Gilbertson** has more than 20 years' experience providing legal, compliance, financial, tax and consulting services to clients in the health sciences industries, including tax-exempt and for-profit hospitals and health systems, physician groups, integrated delivery systems, and health plans. He has represented health care companies in the development, implementation and/or assessment of policies and procedures that are required to enhance compliance with recently enacted legislated and other industry changes. Jack is a frequent speaker and author on the impact of health care reform on the health care industry and other major legislation and enforcement activities.

**Michael Hunn** is currently the senior vice president and regional chief executive of Providence Health and Services, Southern California Region. Michael holds a master's degree in Systematic Theology with a concentration in Morals also commonly known as "Bio-Medical Ethics" from Kenrick Theological Seminary, and an undergraduate degree in Liberal Arts with a major in Philosophy and a minor in American History. Michael has been a hospital president and chief executive for 19 years, serving various hospitals in Southern California since 1991.

**Leigh Hutchins**, is president and chief operating officer of North American Medical Management (NAMM) and has more than 20 years of progressively responsible health care management experience. Leigh joined NAMM in 1993 and has held various positions in the areas of payer and provider contracting, network development, transactional services and IPA operations. Prior to joining NAMM, she worked with FHP HealthCare in both staff model and IPA operations.



**John E. Jenrette, M.D.**, is chief executive officer of Sharp Community Medical Group (SCMG), a 750-physician Independent Practice Association (IPA) in San Diego, caring for over 175,000 patients. He also serves as Chairman of the Board for the California Association of Physician Groups (CAPG), representing more than 150 physician groups in California. Prior to becoming CEO for SCMG, John served as program director for two family medicine residencies and chief medical officer of SCMG for 10 years.

**Richard Lipeles** joined PacifiCare in 1979, becoming executive vice president of PacifiCare Health Systems in 1993 until his retirement two years later. While there, Richard oversaw the corporation's managed health care division, which included health plans in California, Florida, Oklahoma, Oregon, Texas, and Washington. Since 2002, Richard has been part of the management team of Heritage Provider Network, a California Limited Knox Keene health plan as the company's COO.

**Anne McLeod**, senior vice president for Health Policy, California Hospital Association (CHA), serves as a health care reform resource for member hospitals. Using her knowledge of both federal and state health care reform legislation and regulations, she coordinates CHA's efforts on the development, communication, and implementation of policies related to health care reform. Anne joined CHA in 2007 and works closely with the California Legislature, the Executive Branch, and regulatory agencies, including the Department of Health Care Services. She also represents hospitals' interests with the management and governing board of the California Health Benefit Exchange. Before joining CHA, Anne served as a financial executive at several of California's hospitals and health systems.

**Mark Rudolph, M.D.**, is vice president, Patient Experience, with Sound Physicians, a leading national hospitalist practice based in Tacoma, Washington. Over the course of his career, he has held multiple leadership roles including Chief Hospitalist and Medicine Department Chair at Highline Medical Center, also in Washington. He has developed educational programs and materials for providers to improve their understanding of HCAHPS and its role in the Value Based Purchasing program. Additionally, he created patient satisfaction and communication tools specifically for physicians and nurses.

**Thomas Salerno**, president / CEO of St. Mary Medical Center of Long Beach, has more than 30 years of experience in health care. He previously held CEO roles for Hospital Partners of America, Charlotte, NC, as well as a number of hospitals within ORNDA Healthcare/Summit Health LTD in Nashville, TN, including St. Luke's Health System, Phoenix; French Hospital/Valley Community Hospital, San Luis Obispo and Santa Maria; Whittier Medical Center, Whittier; and Santa Ana Medical Center, Santa Ana. Tom also served as Regional Vice President of Province Healthcare, Brentwood, TN, where he was responsible for establishing the Western Regional Office. Tom has been recognized by the Senior Care Humanitarian Association of Southern California for Outstanding Hospital Administrator of the Year for leadership and guidance.

**David Stenerson** became the vice president/chief financial officer for OSF Saint Anthony Medical Center in 2006. His areas of responsibility include accounting, patient accounts, patient access, decision support, materials management, health information management, information systems and long-range planning. Previously he served as executive vice president and chief financial officer for Ephraim McDowell Health, Inc., and as senior vice president, Financial Operations, for Doctors Community Healthcare Corporation. He is a member of the Healthcare Financial Management Association and the American College of Healthcare Executives.

**John Whittlesey** joined iVantage Health Analytics in 2011. Prior to his current position as vice president, he was a principal at The Healthcare Management Council, Inc. in Boston. John provides strategic insight and direction in product development, client management, and ongoing operations. Given his leadership roles in a number of hospitals and health care systems, he offers a wealth of hands-on hospital operations experience.

**Gary Wilde** has been president and CEO of Community Memorial Health System since 2004. Prior to that, he was with Santa Barbara Cottage Hospital where he served as executive vice president and chief operating officer. With his extensive experience, and as a Fellow of the American College of Healthcare Executives, Gary sits on several boards and committees, including the Ventura Chamber of Commerce, the Hospital Association of Southern California and Regional Health Occupation Resource Center. He has also been an instructor of accounting, finance, and economics at the University of La Verne.

**Jennifer Wortham, Dr.P.H.**, president of Society for Healthcare Improvement Professionals, is a Certified Lean Six Sigma Master Black Belt, and Lean health care consultant with more than 20 years of experience leading performance improvement initiatives for health plans and health care delivery systems. Career highlights include serving as an executive in Kaiser Permanente's Northern California Region; Vice President – Centers of Excellence, at Hoag Health System; Administrative Director, Cedars-Sinai; and Director, Business Development, Scripps Health System, Ambulatory Care Services.