



# Driving Engagement through

# INNOVATION

September 18-20, 2017

The Osthoff Resort, Elkhart Lake, WI

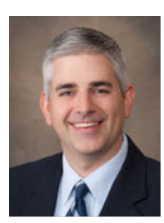
Register online at [wisconsin.ache.org](http://wisconsin.ache.org)

## OBJECTIVES

- Understand and address current critical healthcare issues in the Midwest
- Utilize technology and innovation to change the face of healthcare delivery for internal and external stakeholders
- Maximize engagement to improve recruitment and retention on your team
- Realize innovative opportunities within your organization and mitigate roadblocks
- Discuss best practices in achieving the triple aim
- Increase the quality of care by transforming customer service in healthcare

## KEYNOTE

**Jeff Bahr, MD, FACP, Executive Vice President, Aurora Healthcare | President, Aurora Health Care Medical Group**



Dr. Bahr is an executive vice president at Aurora Health Care and president of the Aurora Health Care Medical Group. In this position, he is responsible for the growth, quality, care delivery, and clinician engagement among the ten clinical service lines that serve Aurora's patients.

Previously, he served as Vice President of Aurora's Primary Care Clinical Program. In this role, Dr. Bahr was responsible for leading initiatives in growth, patient experience, clinical quality, clinician engagement and workforce planning. He assisted in developing and implementing tactics within the Primary Care Redesign initiative that impacted over 700 primary care physicians employed by Aurora. Dr. Bahr continues to practice internal medicine and is a member of the Board of Directors for the Aurora Health Care Medical Group.

Prior to establishing his clinical practice in 2002, Dr. Bahr was Chief Resident and an Instructor of Medicine at the Medical College of Wisconsin. Since 2006, he has held clinical leadership positions of increasing scope within his specialty.

Dr. Bahr received his Bachelor of Science degree in Biology from Marquette University. He received his medical degree from the Medical College of Wisconsin in Milwaukee. He completed his residency in internal medicine at the MCW Affiliated Hospitals in Milwaukee. He was elected to Alpha Omega Alpha in 2001 and is a Fellow of the American College of Physicians. Dr. Bahr is board certified in Internal Medicine.

## CONFERENCE AGENDA (subject to change)

### Monday, September 18

**7:00 – 8:00 am**

**Breakfast/Registration**

**8:00 – 8:15 am**

**Opening Remarks**

**8:15 – 9:30 am**

**Physician Engagement and Alignment in the Face of Change**

*Jeff Bahr, MD, FACP, Executive Vice President, Aurora Healthcare, President, Aurora Health Care Medical Group*

**9:30 – 9:45 am**

**Break**

**9:45 – 11:15 am**

**Bending the Execution Curve: Implementing Successful Organizational Change in Hospitals and Healthcare Organizations**

*Tanner Holst, FACHE, Vice President, Mayo Clinic Health System*  
*Bevan K. Baker, FACHE, Commissioner of Health, City of Milwaukee Health Department*

*Barbara Knutzen, FACHE, MPA, BSN, Chief Operating Officer, Agnesian HealthCare Enterprises, Consultant's Laboratory/Vice President Performance Excellence, Agnesian HealthCare*  
*Edward P. Callahan, MD, MS, FACEP, Chief, Emergency Medicine, Clement J. Zablocki VA Medical Center, Professor, Emergency Medicine, Medical College of Wisconsin*

**11:15 – 12:30 pm**

**Lunch/Policy Update**

*Eric Borgerding, President and Chief Executive Officer, Wisconsin Hospital Association*

**12:30 – 12:45 pm**

**Break**

**12:45 – 2:15 pm**

**Technology Innovation Changing the Face of Healthcare Delivery**

*Lars Olson, PhD, Associate Professor and Interim Joint Chair of Biomedical Engineering, Marquette University and Medical College of Wisconsin Department of Biomedical Engineering*

*Jeff Hersh, PhD, MD, Chief Medical Officer, GE HealthCare*  
*Christian L. Houterman, MS, MBA, CCE, Division Manager, Clinical Informatics & Medical Technology, Clement J. Zablocki VA Medical Center*

*Michael Rodgers, Director of Strategic Innovation, Aurora Health Care*

**2:15 – 2:30 pm**

**Break**

**2:30 – 3:15 pm**

**Generation Accommodation: Americans with Disability Act (ADA) Compliance Strategies for Baby Boomers, Generation X and Millennials**

*Tom O'Day, JD, Attorney, Godfrey & Kahn, S.C.*

**3:15 – 3:30 pm**

**Break**

**3:30 – 5:00 pm**

**Achieving the Triple Aim in Healthcare**

*Scott Kowalski, Executive Vice President of WPS Health Insurance; and Chief Operating Officer, Arise Health Plan*

*Julie Lavoie, Quality, Outcomes and Research Manager – Herma*

*Heart Center, Children's Hospital of Wisconsin*

*Amanpreet Sethi, Medical Director Population Health and Risk,*

*Aurora Health Care*

*George Kerwin, President & CEO, Bellin Health*

**5:00 – 6:30 pm**

**Reception**

## **Tuesday, September 19**

**7:00 – 8:00 am**

**Breakfast/Registration/Fellowship Café**

**8:00 – 8:15 am**

**Opening Remarks**

**8:15 – 9:45 am**

**Listening to Employers: How Health Systems Can Support Population Health Management**

*Pauline Byom, Operations Administrator, Mayo Clinic Health System*

*Kyle Bakkum, Chief Executive Officer, Vernon Memorial Healthcare*

*Brian Rotty, Executive Director, Health Tradition Health Plan*

*Mark Werre, Director of Human Relations, Organic Valley/CROPP Cooperative*

**9:45 – 10:00 am**

**Break**

**10:00 – 11:30 am**

**Disruptive Innovation in Healthcare Delivery**

*Peter Knox, MS, BS, President, Peter Knox and Associates Consulting*

*Michael Erdmann, MD, MS, Chief of Staff, Clement J. Zablocki VA Medical Center*

*Kathy Kerscher, Team Leader Primary Care Operations and Team Based Care, Bellin Health*

*Jennifer Moore, MHA, Implementation Manager, PatientWisdom*

**11:30 am – 1:00 pm**

**Lunch/Awards/ Annual Business Meeting**

**1:00 – 1:15 pm**

**Break**

**1:15 – 2:00 pm**

**Increasing the Human Capital Investment, Why it makes sense to invest even more on health care for your workforce**

*Bruce Sherman, MD, FCCP, FACOEM, Health Management*

*Consultant, Medical Director, Employers Health Coalition*

**2:00 – 2:45 pm**

**Consumer Convenience: The Process of Expanding Your Geographic Reach through Outpatient Facilities**

*Paul Stefanski, AIA, EDAC, LEED AP, Principal, Senior Design Architect, Eppstein Uhen Architects*

*Pamela Kleba, EDAC, Manager, Space Planning, ProHealth Care*

**2:45 – 3:00 pm**

**Break**

**3:00 – 4:30 pm**

**Telemedicine in the Healthcare Delivery System**

*Scot Kueper, RN, Facility Telehealth Coordinator, Clement J. Zablocki VA Medical Center*

*Mike Anderes, PT, MBA, FACHE, President, Inception Health, Chief Innovation and Digital Officer, Froedtert & The Medical College of Wisconsin*

*Robert Frank, MD, Medical Director, Population Health and Risk,*

*Aurora Health Care*

*Kristy Hanson, Operations Manager, Center for Connected Care,*

*Mayo Clinic*

**4:30 – 6:00 pm**

**Reception**

## **Wednesday, September 20**

*Wednesday sessions were also offered at local programs in Wisconsin in 2017.*

**7:00 – 8:00 am**

**Breakfast/Registration/Fellowship Café**

**8:00 – 8:15 am**

**Opening Remarks**

**8:15 – 9:45 am**

**Reinventing Customer Service in Healthcare: Lessons Learned from the Best**

*Janet Schulz, SVP – Consulting Division, Baird Group*

*Brian Cramer, Chief Executive Officer, Orthopaedic Hospital of Wisconsin*

*Ginger Malone, MSN, RN, NE-BC, Vice President Patient Care*

*Services/CNO, SSM Health - St. Mary's Hospital - Madison*

*Carla Peck, MS, RHIA, VP Performance Excellence, Sauk Prairie Healthcare*

**9:45 – 10:00 am**

**Break**

**10:00 – 11:30 am**

**Talent Management for Bench Strength Development**

*Charlie Moore, Director, Organizational Development, Froedtert & the Medical College of Wisconsin*

*Ryan Neville, FACHE, President and CEO, Memorial Medical Center*

*Amy Rislov, Chief Human Resources Officer, Aurora Health Care*

*William Schrum, Retired from Vice President of Human Resources, University of Wisconsin Medical Foundation*

## GENERAL CONFERENCE INFORMATION

### Registration Rates

Register for the full conference and save \$100!

ACHE Member Full Conference .....	\$500
ACHE Member Monday.....	\$250
ACHE Member Tuesday.....	\$250
ACHE Member Wednesday .....	\$100
Non-Member Full Conference .....	\$800
Non-Member Monday.....	\$350
Non-Member Tuesday .....	\$350
Non-Member Wednesday.....	\$200

### ACHE Face-to-Face Credit

This program has been developed and is presented locally by the ACHE-Wisconsin Chapter. The American College of Healthcare Executives has awarded 12 ACHE Face-to-Face Education Credits to this program.

### Lodging

Rooms are available at The Osthoff Resort at a special group rate of \$169 per night. To make a reservation, please contact The Osthoff Resort at 800-876-3399 and request the American College of Health Care Executives – Wisconsin Chapter room block.

**Reservation Deadline: August 28, 2017**

### Directions/Address

The Osthoff Resort – 101 Osthoff Avenue, Elkhart Lake, WI 53020  
For directions please visit [www.osthoff.com/directions](http://www.osthoff.com/directions)



### Cancellation Policy

Cancellations received on or before August 28, 2017 will be subject to a \$50 cancellation fee. No refunds will be given after August 28, 2017. Cancellations must be received in writing at ACHE-WI Chapter, 563 Carter Court, Suite B, Kimberly, WI 54136; Fax 920-882-3655; Email [ACHE-WI@badgerbay.co](mailto:ACHE-WI@badgerbay.co)

### Questions

If you have any questions, please contact the ACHE-WI administrative office at 920-750-7722 or email [ACHE-WI@badgerbay.co](mailto:ACHE-WI@badgerbay.co).

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