



Medical Group
Management Association
of Canada



AACM
ALBERTA ASSOCIATION OF CLINIC MANAGERS



Conference 2018: Leadership Summit – Rising to the Challenge!

Coast Canmore Hotel & Conference Centre, Canmore, Alberta
Monday, June 11 through Thursday, June 14, 2018


FINAL AGENDA

Sunday, June 10, 2018

4 to 5:30 p.m.	MGMAC/AACM registration for any delegates already on site [HOTEL CONFERENCE AREA FOYER]
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Monday, June 11, 2018

a) ALBERTA DAY portion

7:15 to 8 a.m.	If you registered for AACM's Alberta Day, meet us for registration and breakfast. [MEALS AND SESSIONS ARE ALL IN CROCUS/ARNICA ROOM]  Thank you to our breakfast sponsor!
8 to 8:15 a.m.	Welcome and opening remarks
8:15 to 9:30 a.m.	Continuity of Care in Primary Healthcare: benefits to patients, clinic staff, and you with Andrew Neuner, Chief Executive Officer of the Health Quality Council of Alberta Andrew will share <i>Falling Through the Cracks: Greg's Story</i> , a short film about Greg Price's journey through the healthcare system, followed by discussion about what we have learned from Greg's story about the value of continuity of care in primary healthcare, how quality improvement efforts can improve continuity of care, and how the HQCA can support family practices and clinic managers with quality improvement.
9:30 to 10:30 a.m.	Implementing Assertive Communication into your Performance Feedback with Gwen Ganske, a senior advisor with MNP LLP, an accounting and business advisory firm How often do you avoid a conversation because you fear it will be difficult or cause a conflict? You don't want to "ruffle feathers" or cause discourse among the team. But then things get worse... In this session, we will add a few tools to your toolkit to assist you in leading employees towards positive performance.
10:30 to 10:40 a.m.	 Vendor presentation



10:40 to 11 a.m.	Refreshment and networking break, generously sponsored by  [HOTEL CONFERENCE AREA FOYER]
11 a.m. to 12:30 p.m.	Cracking the Code of Conversational Influence with Faith Wood You have less than nine seconds to grab your listener’s attention before he or she moves on to the next thing. Learn how to influence discussions and decisions and have people fascinated by what YOU bring to the table. Discover how to trigger more powerful outcomes. Faith Wood is a communication and presentation specialist, author, and hypnotist. She spent 15 years in law enforcement, helping her develop a style of communicating through conflict and crisis that is insightful and efficient.
12:30 to 1:20 p.m.	Lunch
1:20 to 2:50 p.m.	Understanding Body Language with Faith Wood What does your body language say about you as a leader and manager? What does your staff’s body language say about them and how they are receiving you? In a world where we are judged heavily on our talent for communicating, it pays to master the psychology that affects interpretation of the spoken and written word.
2:50 to 3 p.m.	 Your online source for referral information Vendor presentation
3 to 3:20 p.m.	Refreshment and networking break, generously sponsored by  [HOTEL CONFERENCE AREA FOYER]
3:20 to 4:30 p.m.	AACM Annual General Meeting, followed by member-driven round table discussion of current issues, led by AACM President Susan Le Doux.
4:30 to 7 p.m.	Free time to settle in and explore. Dinner on your own.
3 to 4:30 p.m.	Exhibitors may set up now or on Tuesday morning [LADYSLIPPER/ORCHID ROOM]

Monday, June 11, 2018 continued

b) MGMAC/AACM joint conference begins

6:15 to 7 p.m.	Registration for anyone not yet registered [HOTEL CONFERENCE AREA FOYER]
7 p.m. +	MGMAC President’s reception [MEALS AND SESSIONS ARE ALL IN CROCUS/ARNICA ROOM] Conference delegates, registered companions, and exhibitors are welcome. Join us for hors d’oeuvres and cocktails. Reconnect with friends and meet new colleagues.

Tuesday, June 12, 2018

7 to 8:15 a.m.	Breakfast
8:15 to 8:30 a.m.	MGMAC welcome and opening remarks Exhibitors may set up this morning beginning at 8:30 a.m. (or Monday from 3 to 4:30 p.m.) to be ready at 10:10 a.m. for Exhibitor Showcase. [LADYSLIPPER/ORCHID ROOM]
8:30 to 10 a.m.	Get Your Heart In The Game! with Tammy Robertson Have you ever wondered what makes the difference between people who are genuinely excited and turned on to life and those people who just seem to be getting it done? This session will point to some simple shifts that can bring more fulfillment to your life and work. Tammy helps leaders and organizations engage people to make a difference. An author, international speaker, and engagement expert, Tammy offers training and coaching to inspire success.
10 to 10:10 a.m.	 Vendor presentation
10:10 to 11 a.m.	Visit Exhibitor Showcase and enjoy refreshments and networking [LADYSLIPPER/ORCHID ROOM]
11 a.m. to 12:30 p.m.	Best Practices in Laboratory Results Follow Up with Dr. Tino Piscione, MD, Physician Advisor, Practice Improvement, CMPA (Canadian Medical Protective Association) We'll discuss the importance of this frequent medical-legal problem, including ways to ensure you build a good follow-up system for lab results. Clinic managers have an important role to play in this crucial step of the diagnostic process.
12:30 to 1:45 p.m.	Lunch then visit Exhibitor Showcase anytime after 1 p.m.
1:45 to 3 p.m.	Authentic Leadership: Stand In The Fire! (Without Getting "Fried or Fired") with Tammy Robertson Real leadership isn't about theories or models – it's about what happens every day with the people you lead. Tammy returns for a hands-on workshop about how to become a more authentic leader. What practices could you adopt to help you "stand in the fire" more of the time? What are the characteristics of an authentic leader? What gets in the way of being real and genuine? Can you still be influential? Authenticity is becoming more important than ever. Most people won't follow you without it.
3 to 3:10 p.m.	 Vendor presentation
3:10 to 5:15 p.m.	"Grab and go" refreshments in Exhibitor Showcase then free time [Exhibits open until 3:40 p.m.]
5:15 p.m.	Meet in main HOTEL LOBBY for a short walk to evening event at nearby Cornerstone Theatre
5:30 to 8 p.m.	Chef of Steel Chili Cook Off group activity (and friendly competition!) followed by dinner
8 p.m. +	If you choose, continue the evening at The Drake Inn, a local pub

Wednesday, June 13, 2018

7 to 8:15 a.m.	Breakfast
8:15 to 8:30 a.m.	Opening remarks
8:30 to 10 a.m.	<p>Bring About What You Think About with Eddie Lemoine Top performers do not necessarily work more hours or have more knowledge or ability. Eddie reveals their secrets of success and shows you techniques you can use immediately in your work and personal life. Discover the three key elements to help you change your future outcomes. An author and international speaker, Eddie specializes in leadership, employee attraction and retention, and the psychology of success.</p>
10 to 10:10 a.m.	 Vendor presentation
10:10 to 11 a.m.	Visit Exhibitor Showcase and enjoy refreshments and networking
11 a.m. to 12:30 p.m.	<p>Facilitated networking and problem solving with peers part 1 Bring your questions and get solutions to challenges you face in your clinic. The floor is yours in an informal, safe environment for sharing and helping each other.</p>
12:30 to 1:45 p.m.	Lunch and MGMAC Annual General Meeting Exhibitors please finish your lunch by 1 p.m.
1:45 to 2:50 p.m.	<p>Leading Five Generations In The Workplace with Eddie Lemoine Look around at your next meeting and you'll likely see someone close to retirement sitting next to a recent graduate. This phenomenon is contributing to the newest and probably most significant challenge for today's leaders. There is overwhelming research that shows bridging the generation gap leads to a much more productive and happy work environment. We have passed the point where training leaders to manage a specific generation (i.e., the Millennials) works. To be truly effective as a leader, it is critical to understand, manage, and communicate across all generations.</p>
2:50 to 3 p.m.	 Vendor presentation
3 to 3:30 p.m.	Visit Exhibitor Showcase one final time and enjoy refreshments and networking at our Vendor Appreciation break Exhibitors take down displays following this break
3:30 to 4:30 p.m.	Two 30-minute presentations from MGMAC members: a) Karen Chezick on goal setting and b) Jeff Warford about adding value to your practice
4:30 to 4:50 p.m.	Prize draw with exhibitors (must be present to win)
4:50 to 6:30 p.m.	Free time
6:30 p.m. +	Dinner on site at the Coast Hotel with after-dinner entertainment – "Name That Tune" and live band The Ghetto Swanns

Thursday, June 14, 2018

7 to 8:15 a.m.	Breakfast
8:15 to 8:30 a.m.	Opening remarks
8:30 to 10 a.m.	<p>Driving Access to Care – a Canada Health Infoway session</p> <p>We will be joined by Cassie Frazer, e-Services Director, Canada Health Infoway; Darcy Stann, Subject Matter Expert, Health Legislation, PrescribelT; and Keith Chung, IT Director, Magenta Health Clinic</p> <p>Research shows that Canada spends more on universal health care than almost every other comparable country but ranks at or near the bottom on measures of timely, equitable access to appropriate care. Digital health solutions have the power to improve health, enhance quality, increase access and reduce health systems costs.</p> <p>Learn how Infoway is taking a leadership role in enabling these transformations through Driving Access to Care, a new strategic focus.</p> <p>You will also learn about:</p> <ul style="list-style-type: none"> • The digital health journey of Magenta Health Clinic, a family medicine clinic in Toronto and the first-place Infoway 2017 LEADing Practice award recipient. • A new multi-jurisdiction service that Infoway is working toward – myHealth Gateway (<i>working title</i>) • How the myHealth Gateway service will build upon previous successes (through investments like patient portals) and initiate new services designed to increase Canadians’ ability to access their health information on a device of their choice • PrescribelT’s launch in Lethbridge, Alberta • How e-prescribing can help improve patient health outcomes and quality of care • Steps a clinic can take to get ready for PrescribelT • Implementing digital health in a family medicine clinic
10 to 10:30 a.m.	Break with refreshments and networking [HOTEL CONFERENCE AREA FOYER]
10:30 to noon	<p>Facilitated networking and problem solving with peers part 2</p> <p>We’ve saved more time in the agenda for talking with and learning from colleagues about the topics that matter most. In this session, we will continue unfinished discussion from Wednesday and/or break out into small group activities. Gain the information you need to make your work day easier!</p> <p>More prize draws at the end of this session! (must be present to win)</p>
Noon to 1 p.m.	Lunch Thank you and safe travels!