



Conference 2019: Power Up in Penticton!

Penticton Lakeside Resort, Penticton, BC
Monday, June 10 through Thursday, June 13, 2019

PRELIMINARY AGENDA

Monday, June 10, 2019

3 to 4:30 p.m.	Registration (option 1)
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6:15 to 7 p.m.	Registration (option 2)
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7 p.m. +	<p>MGMAC President’s reception Conference delegates, registered companions, and exhibitors are welcome. Join us for hors d'oeuvres and cocktails. Reconnect with friends and meet new colleagues. Add to our MGMAC “Graffiti Wall” with sticky notes – what would you like to learn and what do you have to offer? Right away, you’ll be sharing what’s most valuable to you and finding people to connect with.</p>
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Tuesday, June 11, 2019

7:30 to 8:30 a.m.	<p>Conference kick off breakfast Exhibitors may set up beginning at 7 a.m. to be ready for 10 a.m.</p>
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8:30 to 8:45 a.m.	Opening remarks
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8:45 to 9:50 a.m.	<p>The Success-Energy Equation: What it really takes to win at work and still have a life with Michelle Cederberg Success is something we all want more of – in our careers, relationships, finances, etc. When you focus on your goals, habits, mindset, and health as integrated variables for success, you can improve your capacity and transform how you work and live. Ideas and laughs converge as health expert and change agent Michelle Cederberg shares her Success-Energy Equation. In this session, full of hilarious stories and innovative strategies, you will:</p> <ul style="list-style-type: none"> • Get clear on your own definition of success; what really matters to you in work and life, and what drives you to do what you do. • Discover the four factors that contribute to higher levels of success and satisfaction – direction, discipline, mindset and health – and how to optimize results in each. <p>Learn one surprising truth that will transform how you embrace every part of your day.</p>
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9:50 to 10 a.m.	Exhibitor paid presentation
10 to 11 a.m.	Visit Exhibitor Showcase and enjoy refreshments and networking
11 to 12:30 p.m.	Supporting Physicians in Their First Five Years of Practice with Dr. Shirley Lee Learn how you, as a clinic manager, can best guide a new physician building a practice within your group. Dr. Lee is Physician Advisor, Practice Improvement with CMPA, the Canadian Medical Protective Association.
12:30 to 1:30 p.m.	Lunch (exhibitors please join us)
1:30 to 3 p.m.	Managers are People Too: Strategies for workplace advocacy that includes the manager with Michelle Cederberg A typical day as a medical group manager is full of rewards and challenges. Your work requires big picture awareness and attention to detail, compassion and protocol, presence and hustle. You're often required to be a coach, negotiator, accountant, HR expert, and business builder, all in one day. As you advocate for your boss, your staff and the business, are you remembering to advocate for yourself? In this interactive workshop, we'll discuss the highs and lows of the work you do as medical group managers, and why empowered managers are better for business. <ul style="list-style-type: none"> • Gain a big picture view of your organization, your role in it, and your impact on it. • Explore the different ways of resolving conflict, identify your style, and learn how to embrace confidence and compassion to ask for what you need. • Learn science-backed reasons why managers shouldn't put themselves last, and strategies for moving yourself up the self-advocacy ladder. As you strive to advocate for everyone and everything else, it's important to remember that managers are people too. With the right perspective and worthwhile tools, you can create a business environment that includes growth and opportunity for all – including you.
3 to 3:10 p.m.	Exhibitor paid presentation
3:10 to 4:30 p.m.	Grab a snack and chat with exhibitors and/or take some free time Exhibits open until 3:40 p.m.
4:30 to 9:30 p.m.	Delegates and exhibitors meet at 4:30 p.m. Amazing Race time! (MGMAC low-stress style) Race the clock and other teams to explore the downtown and waterfront, find "detours" and compete at unique Pit Stops! 4:40: Race briefing 5:10: Pit Stop 1 5:30: Pit Stop 2 (with wine tasting!) 6:00: Board the bus to mystery location in the mountains 7:00: Dinner begins 8:45: Depart for Lakeside Resort 9:30: Arrive back at the hotel

Wednesday, June 12, 2019

7:45 to 8:45 a.m.	Breakfast
8:45 to 8:50 a.m.	Opening remarks
8:50 to 9:50 a.m.	<p>Holy Cow Am I Busy! Changing our Culture from Overwhelmed to Resilient with Linda Edgecombe</p> <p>Linda will reveal her research and data collected from dozens of organizations on how chaos and “Busy” has become the new norm and twisted us into the most unproductive and basically unhappy demographic in the past 30 years. Her No BS and humorous approach, stacked with solutions, will get you and your team back on track with clear vision and tools to use at work and at home.</p> <ul style="list-style-type: none"> • Change: what’s really getting in the way of you moving forward? Change has never been this painless! • Clutter: how we sabotage our success with terminal piles! • Fatigue: tools to re-energize and re-engage. • Clarity: get down to what you really want and become more accountable. • Laughter: this may be the best laugh you have had in a long time. <p>Linda is a Change Resilience Strategist, Team Engagement and Accountability Expert and is one of the top 60 motivational speakers in the world. Her mission is to get people fired up and ready to “shift or get off the pot!”</p>
9:50 to 10 a.m.	Exhibitor paid presentation
10 to 10:45 a.m.	Visit Exhibitor Showcase and enjoy refreshments and networking
10:45 to 12:15	<p>Come to the Campfire!</p> <p>We’re lining up a series of short presentations to share knowledge and generate group discussion. Members will talk about interesting experiences, challenges they overcame, wins (or train wrecks!), then invite comments, insights, and questions from peers in the room. Topic examples: lessons learned while implementing new technology, ways to improve systems and productivity, how to manage a tricky situation, etc. Members can choose to invite a supplier exhibiting at the conference to present with them where appropriate. Campfire sessions are informal, with minimal slides and lots of group participation.</p>
12:15 to 1 p.m. 1 to 1:40 p.m.	Lunch (Exhibitors please join us and finish your lunch by 1 p.m.) MGMAC Annual General Meeting
1:40 to 1:50 p.m.	Take 10 – quick bio break
1:50 to 2:50 p.m.	<p>Maria McDonald of McDonald HR Law session 1: Let’s Talk Employment Contracts</p> <p>A good employment contract can save you tens of thousands of dollars. A bad one can cost you just the same. Learn how to make it say what you want it to say (often not as easy as it seems!) and make it enforceable. Maria will discuss the most important clauses for employers in the employment contract and how to ensure these clauses are resistant to attack if the relationship sours.</p> <ul style="list-style-type: none"> • Termination clauses • Pitfalls of probationary clauses • Important signing rules • New agreements for existing employees

	<ul style="list-style-type: none"> • Changing terms of employment agreements during the employment relationship • Best tips for maternity/sick leave replacement contracts • Employment contracts for hiring former employees of physicians <p>Maria is an employment lawyer with a specific emphasis on health care employers. She offers practical legal advice that you can understand.</p>
2:50 to 3 p.m.	Exhibitor paid presentation
3 to 3:30 p.m.	Visit Exhibitor Showcase one final time and enjoy refreshments and networking at our Exhibitor Appreciation break Exhibitors take down displays following this break
3:30 to 4:30 p.m.	<p>Maria McDonald session 2: If It's Time for Termination Terminations are tricky and expensive. Maria will discuss:</p> <ol style="list-style-type: none"> 1. With cause terminations and what you must do to make one stick 2. Without cause terminations, when: <ol style="list-style-type: none"> a. You have a good termination clause b. You aren't as lucky: your termination clause can't help you and you are required to provide common law notice (\$\$\$\$) – What are your options for negotiating a reasonable severance package? 3. General process tips for termination to avoid possible higher damage awards
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 with after-dinner entertainment

Thursday, June 13, 2019

7:45 to 8:45 a.m.	Breakfast
8:45 to 8:50 a.m.	Opening remarks
8:50 to 10:20	<p>Maria McDonald session 3: Managing workplace harassment investigations For serious harassment complaints, you will consult a lawyer and probably hire an external investigator, but in most cases, you will have to deal with escalated workplace conflicts that someone alleges is harassment, even though it isn't. The law often requires you to conduct some sort of investigation. Maria will take you through a common complaint scenario – where an employee doesn't like his or her performance review or doesn't like the new supervisor's different managerial style and makes allegations of harassment.</p> <ul style="list-style-type: none"> • What is the process for the investigation? • Who do you interview? • What types of questions do you ask? • What type of written report should you prepare? • What type of report should you give the complaining employee and the employees against whom the complaints were made?

	<ul style="list-style-type: none"> • How do you handle ongoing conflict after deciding there was no harassment? • Can you ever terminate the employee who made the harassment complaint? <p>You will receive a sample investigation report to demonstrate the steps of a routine harassment investigation.</p> <p>Learn the techniques that will help you attain legitimacy with the complaining employee, as well as buy in from your employees for whatever decision you ultimately make about how to move forward.</p>
10:20 to 10:50 a.m.	Break with refreshments and networking
10:50 to noon	<p>Facilitated networking and problem solving with peers</p> <p>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> <p>More prize draws at the end of this session! (must be present to win)</p>
Noon to 1 p.m.	<p>Lunch</p> <p>Thank you and safe travels!</p>