



You're invited!

## MGMAC Regina 2023: Next Level Leadership

Monday, June 12 through Wednesday, June 14

Delta Hotels by Marriott Regina

Fresh approaches to HR / Patient satisfaction / Employee engagement / Coaching techniques / Managing challenging interactions / Organizational change management / Engaging with First Nations

### Who should attend?

- Clinic managers and directors of group medical practices (primary care, specialty, NP-led)
- Administrative staff aspiring to leadership roles
- ***Our program suits all levels of experience and all clinic sizes***

### What's in it for me?

- Make meaningful, long-lasting connections with other managers who can support you
- Learn from presentations and discussions designed just for you in your role as a clinic leader
- Meet suppliers of products and services
- Return to your workplace with new and practical ideas, insight, and energy (!)

### Agenda as of May 23, 2023

(subject to adjustments)

| Date and time                                | Description of session or activity  | Presenter bio  |
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| <b>Monday<br/>June 12</b>                    | We plan to hold registration (with refreshments) from noon to 1:30 p.m. and begin our program at 1:30 p.m.  |  |
| Conference kick-off                          | Join us for facilitated large and small group discussion. We'll talk about what you'd like to achieve during the conference and get to know each other. Reconnect with old friends and meet new colleagues!   |  |
| Monday afternoon confirmed learning sessions | Two 45-minute sessions with <b>Michelle Berg</b> of <a href="#">Elevated HR</a><br><b>1. Human Resources – Moving from Transactional to Impactful</b><br>Michelle will get you to think about how you can incorporate what is often "side of the desk" HR into an | Michelle Berg's goal is to make work suck less – both for the employer and the employee. She is the Chief Visionary Officer of Elevated HR, where she helps more than 100 companies across |

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|   | <p>everyday consciousness and approach. Sometimes leaders see HR as purely administrative, or as managing the “drama” side of the business. Instead, let’s think differently.</p> <p>Michelle will take you through a series of ways to approach human resources, recognizing that just because we think it’s on the side of our desk, there are powerful ways to incorporate good HR practices into everyday leadership – and help our teams truly flourish.</p>   | <p>North America, focusing leaders on creating experiences that matter rather than overthinking tired HR policies and procedures.</p> <p>Elevated supports engagement, recruitment, onboarding, performance management, compensation, and development of training curriculum, as well as saying goodbye to team members.</p> <p>With 22 years of Human Resources experience, Michelle has her certified practitioner in HR (CPHR) designation. She is in the final stages of completing her Master of Psychology degree, in which she has focused her learnings on leadership impact vs. intention.</p> |
|   | <p><b>2. Policies and Procedures: Ensuring an Inclusive Lens</b></p> <p>Fun fact: having a lot of legalese in your policies and procedures could actually reduce how protected you are! In this session, Michelle will take you through some recent mediations she has taken part in related to human rights and employment standards. She’ll show you the value of writing policies in an easy to understand, inclusive, and impactful manner that doesn’t include legalese, but considers the human element to applying policies.</p> <p>Recognizing that language is a powerful tool, Michelle will give you thoughts on how to write policies from a less prescriptive, more inclusive way, providing a psychologically safe foundation for all team members.</p> | <p>Michelle Berg</p>  |
| <p><b>Monday evening</b></p>                                  | <p><b>President’s Reception and Networking Dinner</b></p>   |   |
| <p><b>Tuesday June 13</b><br/>confirmed learning sessions</p> | <p>Two customized 90-minute learning sessions with <a href="#">Brian Lee</a></p> <p><b>1. Uplift the Patient Experience – You First!</b></p> <p>Learn and discover:</p> <ul style="list-style-type: none"> <li>• The inspiration to live and model personal resilience in the face of uncontrollable external conditions.</li> <li>• Practical ways to re-ignite your commitment to optimism and positive expectations in difficult times.</li> <li>• Ways to shift your culture to a “can do,” positive, healing environment.</li> </ul>   | <p>Brian Lee is one of North America’s leading experts in healthcare patient satisfaction and staff engagement.</p> <p>He travels 150,000 miles per year and has spoken in every state and province in North America and in 12 countries.</p> <p>The International Customer Service Association Conference has twice named Brian the number one rated customer service speaker in the world.</p>  |

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|  | <ul style="list-style-type: none"> <li>• A personal skill set to energize your frontline people in ways that breathe life into the organization’s vision, mission, and values.</li> <li>• How to be reinspired to fully realize your own gifts and potential in service to others.</li> </ul>  | <p>Brian is the founder of Custom Learning Systems (CLS) and the HealthCare Service Excellence Institute. With Headquarters in Calgary, CLS has been in business for 31 years.</p> <p>Brian is the author of 6 books, including “Essential Strategies to Become the Healthcare Employer of Choice.”</p> |
|  | <p><b>2. The Magic of Engagement</b></p> <ul style="list-style-type: none"> <li>• Avoid the two fatal mistakes most leaders make during a movement to improve the patient experience, and know exactly what to do.</li> <li>• Implement the single most important best practice to both improve the patient experience and engage and empower your frontline staff.</li> <li>• Discover the 12 biggest barriers to frontline engagement and learn how to overcome every one of them.</li> <li>• Apply the “License to Please” seven best practices empowerment bundle to educate and mobilize everyone, to continuously improve the patient experience.</li> <li>• Energize your current efforts to improve the patient and family experience and create a sense of urgency.</li> <li>• Discover the three must-have imperatives to improve the overall patient experience and become a high-performing team.</li> </ul> | <p>Brian Lee</p>  |
|  | <p><b>Canada Health Infoway Update</b></p> <p>Presented by Perry Kjargaard, Senior Regional Account Director, Mid-West</p> <p><a href="#">Canada Health Infoway</a> has developed a shared pan-Canadian <a href="#">Interoperability</a> Roadmap to help focus and guide their work in standardizing data, enabling greater information exchange, and facilitating seamless access to health information for all Canadians.</p> <p>This presentation will provide an overview of that roadmap and highlight and update Infoway initiatives, such as PrescribeIT, that support connected care.</p>  |   |
|  | <p><b>More Than Just Words: Engaging with First Nations in Healthcare</b></p> <p>Presented by <a href="#">Marion Crowe, CEO of the First Nations Health Managers Association (FNHMA)</a></p> <p>Engaging with First Nations? Join Marion to learn about FNHMA and hear her story as a First Nations leader in health. Have questions and are too afraid to ask? This will</p>  | <p>Marion is a member of Piapot First Nation, now living in Ottawa. She volunteers at The Ottawa Hospital and was the first Indigenous person appointed to The Ottawa Hospital Board of Governors. Marion is the</p>  |

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|   | <p>be a safe space to unpack those questions and gain insight into committing to the Truth and Reconciliation Commission's Calls to Action, specifically health items 18 to 24.</p> <p>The First Nations Health Managers Association is a National non-profit organization exclusively serving First Nation leaders in health with certification and professional development.</p>   | <p>Chairperson for the Indigenous Peoples Advisory Circle, Co-Chair of Quality and Vice-Chair of the Ottawa Hospital Research Institute.</p>   |
| <p><b>Tuesday late aft and evening</b></p>                      | <p>Beginning late afternoon, your team will embark on an epic <b>scavenger hunt</b> while learning about Regina's culture and history. Walk from landmark to landmark, take photos, and answer trivia for a chance to earn points and top the leaderboard!</p> <p>Dinner will be at <a href="#">The Diplomat</a>, Regina's premier steakhouse since 1979. They boast Canada's largest wine bottle – an 18-litre Ripassa, which contains 24 standard bottles and 75 pounds of grapes!</p> <p>Various menu options will be available for our group.</p>  | <p>Our app-based hunt is powered by "Let's Roam" – the number one scavenger hunt company in the world with 3,000 five-star reviews!</p>  |
| <p><b>Wednesday June 14</b><br/>confirmed learning sessions</p> | <p><b>Two 90-minute workshops presented by Tom Lloyd</b></p> <p><b>1. Develop Your Coaching Mindset, Develop Your Team</b></p> <p>In this interactive session, you'll learn how to cultivate your coaching mindset to be extra effective in your role and to motivate the people around you. Communicating with proven coaching approaches can enhance your leadership skills, contribute to quality improvement goals, and improve your clinic culture. Walk away with fresh perspectives on developing your team (especially when faced with those challenging conversations!).</p> <p>Session sponsored by the Medical Council of Canada</p> <p><a href="#">MCC 360</a> improves physician communication, collaboration, and professional skills. It's a multi-source feedback tool that gives every doctor an individualized report, 1:1 coaching, and up to 15 Continuing Professional Development (CPD) credits.</p> | <p>Tom Lloyd is a physician, healthcare leader, and professional development coach with more than 25 years of experience in healthcare.</p> <p>He is formerly the Director of Saegis and previously served as a CMPA Physician Advisor.</p> <p>Tom works with clinical and administrative leaders as they navigate the complexities of modern healthcare. He has extensive knowledge in the medicolegal and regulatory landscape in the UK and Canada.</p> |
|   | <p><b>2. Managing Challenging Patient Interactions</b></p> <p>Healthcare leaders across the country are experiencing an increasing number of challenging patient interactions. In this session, Tom will challenge you to think about ways to approach these situations differently and more confidently.</p> <p>We will discuss:</p> <ul style="list-style-type: none"> <li>• How your clinic culture plays a role</li> <li>• Your responsibilities as a leader and how to support front-line staff</li> <li>• Some of the key drivers of patient dissatisfaction</li> <li>• What you can control and change to help your patient population</li> </ul>   | <p>Tom Lloyd</p>   |

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|  | <ul style="list-style-type: none"> <li>• Simple techniques to deal with difficult patient interactions in the moment (building on what we learned in the previous session about developing a coaching mindset)</li> </ul>   |  |
|  | <p><b>A presentation followed by a roundtable discussion with <a href="#">Colleen McKinstry and Stacey Strilchuk</a> of <a href="#">143 HealthCARE Consulting</a>.</b></p> <p><b>Collaborative leadership: A case study in managing relationships and organizational change</b></p> <p>Improving your clinic's management structure is hard work and can be a tricky business. Colleen and Stacey will walk through a case study based on their experience developing and implementing a dyad model (a partnership between an administrative leader and a physician leader) in a physician-led practice. Colleen will speak from a clinical perspective and Stacey from an administrative perspective.</p> <p>We will discuss:</p> <ul style="list-style-type: none"> <li>• Working successfully with physicians</li> <li>• Best practices in change management</li> <li>• Foresight vs. oversight</li> <li>• What worked well and what wasn't so smooth</li> </ul> | <p>Colleen and Stacey are healthcare executives who also have decades of experience in government, education, finance, not-for-profits, and nursing.</p> <p>They support clinic leaders such as strategy, change management, workflow, community engagement, performance improvement, sustainability, and training.</p> <p>Before launching 143 HCC, Stacey was Executive Director for the Camrose Primary Care Network. She is President of the College of Physicians and Surgeons of Alberta (CPSA) Governing Council.</p> <p>Colleen was Clinical Director for the Camrose PCN and is a certified Change Management Practitioner (CMP).</p> |
|  | <p><b>Come to the Campfire!</b></p> <p>Participate in group discussion by asking questions and sharing knowledge. Bring up a hot topic, 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. Let us know if you want to present or lead a discussion.</p>  |  |
|  | <p><b>We plan to wrap up our program by 5 p.m.</b></p> <p>Attendees may wish to gather informally on Wednesday evening and depart on Thursday morning.</p>  |  |