MUSCULOSKELETAL LEADERSHIP SUMMIT
An OrthoServiceLine.com Event

APRIL 26-27, 2018 | CHICAGO, IL

www.orthoserviceline.com/summit
DAY 1: THURSDAY, APRIL 26

7:30 – 8:30 AM  Breakfast and Networking
8:30 – 8:45 AM  Welcome and Introductions
8:45 – 9:45 AM  Outpatient Joint Surgery Is Coming... Are You Prepared?
Stephanie Kelly, BSN, Executive Director, Saint Francis Hospital and Medical Center
9:45 – 10:00 AM  Break
10:00 – 11:00 AM  Developing Data-Driven Post-Acute Networks
Shawna Zabkiewicz, RN, CCM, Director, Value Based Care and Case Management, OrthoIllinois
11:00 – 11:20 AM  Group Discussion
11:20 – 12:00 PM  Innovation Showcase: Seven Ways the Connected Patient Will Transform Your Musculoskeletal Program
James Dias, Founder and CEO, Wellbe
12:00 – 1:00 PM  Lunch
1:00 – 2:00 PM  Managed Care Bundled Payment Arrangements: Trials and Tribulations
William Munley, MHSA, Administrator, Shriners Hospitals for Children
2:00 – 2:15 PM  Break
2:15 – 3:15 PM  A Nurse-Led Initiative to Improve the Experience, Outcomes, and Value of a TJR Program
Sarah Mondano, BSN, Director, Musculoskeletal Services, Indian River Medical Center
3:15 – 4:45 PM  Design Thinking for a Human-Centered Patient Experience
Amy Schwartz, PhD, Principal, Empathic Innovation
4:45 – 5:00 PM  Wrap-up
5:00 – 6:30 PM  Networking Reception

DAY 2: FRIDAY, APRIL 27

7:30 – 8:30 AM  Breakfast and Networking
8:30 – 8:45 AM  Recap and Group Discussion
8:45 – 9:45 AM  Orthopedic Surgery Past, Present, Future: Inpatient/Outpatient/No Patient
James Weiss, MD, President, Orthopedic Surgery, The Orthopedic & Sports Rehab Center, BioProst Inc.
9:45 – 10:00 AM  Break
10:00 – 10:40 AM  Innovation Showcase: Using Technology to Stop Vendor Bill Only Games: It Takes a Purpose-Built System
Richard Palarea, Co-Founder and CEO, Kermit
10:40 – 11:40 AM  The Evolution of a Spine Program
Jeffery Masciopinto, MD, Chairman, Department of Neurosurgery, Director, Spine Program, SSM Health
11:40 – 12:00 PM  Wrap-Up and Program Evaluation
Outpatient Joint Surgery Is Coming... Are You Prepared?

When done methodically, outpatient joint surgery is a safe option with no adverse risk to the patient. The Connecticut Joint Replacement Institute was slow to embrace the transition to outpatient joint surgery. But the leaders of CJRI believe they grossly underestimated the percent of patients who will have outpatient joints in the next few years; likely from 20% up to 70-80% of patients. Stephanie will discuss key successes and takeaways from this journey, now one year in. For example, their length of stay continues to decrease dramatically.

Stephanie’s presentation will cover:

- Current trends in outpatient joint surgery
- How to implement an outpatient program in a hospital setting
- Key elements for successful transition to outpatient surgery

Stephanie Kelly, BSN
Executive Director, Saint Francis Hospital and Medical Center

Stephanie Kelly is the Executive Director of the Orthopedic Service Line at Saint Francis Hospital and Medical Center. Since 2008, Ms. Kelly has been instrumental in developing and sustaining one of the most recognized joint replacement centers in the United States, the Connecticut Joint Replacement Institute (CJRI).

With over ten years experience and nearly 30,000 patients, CJRI is one of the busiest, most respected programs recognized both nationally and internationally. Ms. Kelly’s achievements for CJRI include creating the Pre-Admission Screening Center, improving OR efficiency and patient throughput, facilitating over 20 standardized protocols, developing a world-class orthopedic quality and research department and implementing an outpatient joint program in the hospital setting. Due to her efforts, CJRI continues to demonstrate growth as well as sustain high patient, surgeon, and employee satisfaction scores.

In 2016, Ms. Kelly assumed responsibility for the entire Orthopedic Service Line including the Spine Institute of Connecticut, the Connecticut Sports Medicine Institute, and the Connecticut Orthopedic Trauma and Fracture Institute. With over 25 years in nursing and 16 years in management, Ms. Kelly offers consultative services to hospitals seeking to develop and implement successful arthroplasty or orthopedic programs.
THURSDAY, APRIL 26  10:00 – 11:00 AM

Developing Data-Driven Post-Acute Networks

In this presentation, Shawna will discuss how she utilizes data to drive the development and accountability of the post-acute network for the OrthoIllinois Value-Based Care department. She will explain the importance of developing a post-acute network in value-based care, how to recognize top performing post-acute providers in your market, and the art of influencing your downstream providers with meaningful data points, patient satisfaction, and reporting.

Shawna will cover:

• The criteria for post-acute network provider selection
• Developing a post-acute network based on that criteria and on measurable data points
• Creating a reporting system to collect patient satisfaction and data points to measure the performance of your post-acute network
• Implementing and facilitating meaningful engagement with post-acute partners to drive accountability to your standards of practice

Shawna Zabkiewicz, RN, CCM

Director, Value-Based Care and Case Management, OrthoIllinois

Shawna Zabkiewicz is the Director of Value-Based Care and Case Management for OrthoIllinois, a multi-specialty physician group with 33 physicians in 10 specialties serving Rockford and the Northwestern suburbs of Chicago. Zabkiewicz, a US Navy veteran, Registered Nurse and Board Certified Case Manager, has worked in pediatrics, home health, occupational health, and case management. Zabkiewicz actively manages a staff of five case managers and supports 15 orthopedic surgeons to standardize care, improve patient outcomes, and maximize financial opportunity in value-based program initiatives. She is passionate about improving the alignment between quality care and financial responsibility to provide true value in the way that healthcare is delivered for patients, providers, and the healthcare system at large.
Innovation Showcase

Seven Ways the Connected Patient Will Transform Your Musculoskeletal Program

Connected consumers have transformed every service sector in the US economy -- from airlines to hospitality to retail to restaurants. Have you stopped to imagine what they can do in healthcare? Consider that 20 million already have direct primary care with extraordinary access to physicians for as little as $70 per month because they value the convenience. Have you considered the possibilities for specialty care? In this provocative outlook, James Dias, CEO of Wellbe, shares more examples of consumer drivers and provides clinical, operational, and competitive strategies you can apply to build a winning musculoskeletal program for the connected consumer.

James Dias
Founder and CEO, Wellbe, Inc.

Wellbe enables high-performing health systems across the U.S. to advance the coordination and quality of care. Founded in 2009, Wellbe’s 2nd generation Connected Care solution engages and empowers thousands of patients each day to participate as partners with their providers across an episode of care. This coordinated participation in their treatments and procedures delivers higher satisfaction, fewer setbacks, better outcomes, and improved efficiencies. Automated workflows and integrated pathways drive smart systems of care to reduce administrative and operational costs and increase care team productivity. In 2016, Wellbe debuted in Inc. Magazine’s 35th annual Inc. 500, and was included in Modern Healthcare Magazine’s list of the 100 Best Places to Work in Healthcare. TripleTree named Wellbe a semi-finalist in their iAwards for “insight, initiative, and innovation,” and AARP recently named Wellbe a 50+ Innovation Leader.

James Dias is Wellbe’s founder and CEO. After successfully launching the world’s leading video learning system, he turned his design thinking skills to solve some of healthcare’s biggest problems. His goal is to empower people and providers with new tools to improve health. James serves on the board of directors for BioForward, Wisconsin’s bio-health industry association.
Managed Care Bundled Payment Arrangements: Trials and Tribulations

Government bundled payments have been trialed for nearly a decade. With a few exceptions, insurance companies and corporations are only recently entering this arena. Only 3% of hospitals have managed care or direct-to-employer bundled plans in place. This session will focus on what managed care insurance companies and employers are seeking when approaching or being approached by a healthcare provider to consider bundled payment arrangements. Bill will discuss the “value equation,” contract elements, true cost calculations, price negotiations, steerage, and navigation, as well as billing and collection challenges within traditional hospital settings.

You’ll learn:
• What makes you attractive to insurance and private employers for bundled payments
• How to negotiate these contract elements
• How to calculate true cost and true contribution margin
• The pitfalls of fitting this square peg into the round hole for billing and collection purposes

William Munley, MHSA
Administrator, Shriners Hospitals for Children

Bill Munley is a 40-year veteran of the healthcare industry. He is currently the Administrator of the Shriners Hospitals for Children in Greenville, SC. Previously, he served for 30 years as the Vice President of Orthopaedics, General Surgery and Professional Services at Bon Secours St. Francis Health System. He has developed multiple award-winning sub-specialty Centers of Excellence, and has served on national and state boards. For the past 10 years, Bill has also consulted for other health systems and has been a speaker for many national seminars and webinars.
THURSDAY, APRIL 26   2:15 – 3:15 PM

A Nurse-Led Initiative to Improve the Experience, Outcomes, and Value of a TJR Program

One of the key drivers of patient dissatisfaction with joint replacement surgery is uncertainty about what to expect at all points along the care pathway. Sarah will share the story of how, headed by nursing leadership, a multidisciplinary team was assembled to improve total joint replacement patient experience. At the beginning of this project, the team had difficulty envisioning opportunities for improvement until the patient perspective and experience became the viewing lens. They subsequently analyzed what they were doing, and came up with plans for what they thought they could change that would improve not only the patient experience, but also outcomes. For standardized protocols to work, consensus and buy-in are critical. This was achieved by involving the team to develop the protocols and pathways together.

Participants will understand:

- The process to develop a comprehensive total joint program that spans the continuum of care
- Key tactics to improve the patient experience across the continuum for the total joint replacement population
- The Comprehensive Care for Joint Replacement bundled payment program and strategies to maximize financial benefit while maintaining quality outcomes

Sarah Mondano, BSN
Director, Musculoskeletal Services, Indian River Medical Center

Sarah is a senior healthcare executive with 35 years of experience including program development, clinical operations, and quality and performance improvement in acute and post-acute settings. She is currently Director of Musculoskeletal Services at Indian River Medical Center, Vero Beach, FL. Mondano was previously Vice President of Business Development and Sales at the Visiting Nurse Association of the Treasure Coast. She earned her BSN at Duke University School of Nursing in Durham, NC. Sarah was raised in Vero Beach where she currently lives with her husband and two 4-legged girls, Annie and Honey. She is an avid Blue Devil basketball fan.
Design Thinking for a Human-Centered Patient Experience

Design Thinking can help us create human-centered service experiences in healthcare that lead to better patient and staff satisfaction, as well as better outcomes. How do you best balance human needs, technical feasibility and business viability to innovate in a complex system? Design Thinking is an approach to innovation that has shown great success for a variety of product and service challenges in business domains as varied as consumer products, travel, and financial services, as well as healthcare. This approach is centered on an empathic understanding of users through design research methods, radical collaboration of highly diverse teams, and action-oriented rapid prototyping.

Dr. Schwartz will present these concepts in an interactive session that will include a hands-on learning activity. Participants will discover how to get started using the design research method of Analogous Journey Mapping to foster new insights and ideas for improving patient experiences in orthopedics.

Amy Schwartz, PhD
Principal, Empathic Innovation

Dr. Schwartz is a cognitive psychologist. She spent 20 years at the design innovation consultancy IDEO, where she founded the Chicago design research group. As the global design research lead for the IDEO health practice, she led research for some of IDEO’s most innovative and successful designs including the award-winning Lifeport Kidney Transporter, Medtronic StealthStation surgical navigation system, and Bayer Contour glucose meters.

She is an expert practitioner of Design Thinking and a frequent speaker and coach. In addition to consulting as a Principal at Empathic Innovation, Amy is an Adjunct Professor at Northwestern University and the Design Researcher in Residence at MATTER, a Chicago health-tech incubator.
Orthopedic Surgery Past, Present, Future: Inpatient/Outpatient/No Patient

Dr. Weiss’ presentation will put into perspective the history of orthopedic surgical care in the context of present practice and future trends with an emphasis on algorithms and care models designed to improve patient care and outcomes. Different viewpoints will be incorporated including patient, payers, implant manufacturers, surgeons and other stakeholders.

Participants will gain an understanding of:

- The history of inpatient orthopedics
- The present motivations of different stakeholders in orthopedic care
- A perspective on present and future trends in surgical care of orthopedic patients

James Weiss, MD
President, Orthopedic Surgery, The Orthopedic & Sports Rehab Center, and BioProst Inc.

Dr. Weiss is an orthopedic surgeon in private practice for more than 24 years. He specializes in joint replacement, spine surgery, sports medicine, and fracture care. Dr. Weiss held a fellowship in trauma surgery at the Maryland Institute of Emergency Medical Services Systems, earned his medical degree at the University of Medicine and Dentistry of New Jersey, and was an orthopedic surgery resident at the University of Maryland Hospital.
Innovation Showcase

Using Technology to Stop Vendor Bill Only Games: It Takes a Purpose-Built System

Hospitals and health systems fight hard to negotiate cost savings and new contracts with their total joint and spine implant vendors. The myriad of new products being introduced and cutting through the manufacturer marketing spin make it difficult to implement powerful cost-reducing approaches like capitated construct pricing. From supply chain to service line management and even patient billing, ensuring that all stakeholders have accurate bill only data that has been audited for price correctness and contract compliance will ensure that you hang on to the hard-fought wins, and produce sustainable spend management in the ortho service lines that stand up to the scrutiny of surgeon review and even the CFO.

In this session, participants will learn:

- How implant vendors are one step ahead during negotiations to make up lost margin on the day new contracts go live
- The critical nature of collecting bill only data at the point of use – in the operating room – and how easy this really is
- Relying on automation to check pricing and contract terms to free up vital staff time
- A model used by University of Maryland Medical System to help their 12-hospital system and orthopedic surgeons to share best practices, collaboratively solve problems, and capitalize on opportunities
- Regain control of the bill only process from surgery to vendor invoice payment and dictate to vendors how this will work

Richard Palarea
Co-founder and CEO, Kermit

Kermit is an analytics platform that delivers insight to the fragmented spend category of physician preference items in the total joint orthopedics and spine service lines. Kermit equips supply chain managers, surgeons and executives with real-time data on implantable medical device transactions, offering unprecedented visibility and saving hospitals millions of dollars per year. Kermit uses a combination of software and services in a flexible engagement approach, including a pay-for-performance option.

Richard Palarea leveraged his 25-years in supply chain spend management to found Kermit with two former medical device representatives. Richard brings an understanding of supplier/purchaser dynamics, RFP processes, negotiating and analytics. He heads a small, but nimble and powerful team in Baltimore. In addition to their comfort in technology, disruptive innovation and physician preference items, the key staff also includes a supply chain/value analysis lead.
The Evolution of a Spine Program

Dr. Masciopinto will relay the history of the spine program at SSM Health, including its successes, failures and goals for the future. The practice is in a 400+ physician multi-specialty group that covers a wide geographic catchment area, and also owns an HMO with 400,000 covered lives. Not surprisingly, the program became more effective when they broadened the leadership group to include primary care physicians. This addition allowed them to consider and more accurately understand the entire patient experience in their decision making. The technical pivot point occurred when they began to collect information with a triage process for lumbar spine patients. Dr. Masciopinto will share the data that allowed them to identify strengths and weaknesses in previous practice patterns and to tighten focus on best practice guidelines system wide.

Their group defines value as guiding the patient to the right treatment team at the right time. This mantra is guiding their philosophy as they continue to refine their triage process, surgical care pathway, and as they start to build an early access disease specific pathway in the near future.

Participants will learn:

- How to build an effective leadership team that encompasses the necessary multi-specialty leaders
- How to guide care and collect data using a triage process
- What to incorporate into a patient care pathway to improve patient education, decrease risk, and improve efficiency
- How to consider a treatment pathway that begins early on in patients’ pain problems

Jeffery Masciopinto, MD
Chairman, Department of Neurosurgery, Director, Spine Program, SSM Health

Dr. Masciopinto is a board-certified neurosurgeon who has been practicing for nearly 20 years. His neurosurgery training was at the University of Wisconsin, followed by a fellowship in complex spine surgery at UCLA. Jeff started his career in Denver in a small group private practice and has been in a large multi-specialty group in Madison for the past 14 years. They have had an active spine center for the past 10 years. This project has followed many paths to reach its current state. Dr. Masciopinto has always been interested in best practice medical care, and more recently has focused on best practice and value in a multi-disciplinary environment. Their spine center is now focused on guiding the patient to the right place at the right time for the right treatment.
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