



## EVENT NAME

Lunch with Leaders LIVECast

EVENT DATE: THURSDAY, 07 OCTOBER 2021

EVENT BY: MTP 4

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## EVENT CHAT

[2021-10-07 11:52:40] [Gretchen Kolb] Welcome to Lunch with Leaders! Thanks for joining us to discuss Delivering Value at Penn Medicine. We will get started promptly at noon.

[2021-10-07 12:01:06] [Gretchen Kolb] The recording for this session, other resources and presentations are available via Lead Strong at:  
<https://www.med.upenn.edu/uphscovid19education/lead-strong.html>

[2021-10-07 12:02:04] [Gretchen Kolb] It's a new era for mental health at work:  
[https://hbr.org/2021/10/its-a-new-era-for-mental-health-at-work?utm\\_medium=email&utm\\_source=newsletter\\_daily&utm\\_campaign=dailyalert\\_notactsubs&deliveryName=DM153591](https://hbr.org/2021/10/its-a-new-era-for-mental-health-at-work?utm_medium=email&utm_source=newsletter_daily&utm_campaign=dailyalert_notactsubs&deliveryName=DM153591)

[2021-10-07 12:03:15] [Gretchen Kolb] It is Penn's Way time! We can do it!  
Penn's Way Website: <https://pennsway.upenn.edu/>  
Direct link to Donation page: <https://hosted.apps.upenn.edu/PennsWayUi/Pledge.aspx> (Penn Key required)

[2021-10-07 12:03:26] [Gretchen Kolb] Replay of the Book club with Katy Milkman and Kevin Mahoney:  
<https://mediasite.med.upenn.edu/mediasite/Play/0ae49c46f3ec4634b0d667239058171f1d>

[2021-10-07 12:03:54] [Colleen Bynum] Book club was awesome!

[2021-10-07 12:03:58] [Gretchen Kolb] Empower yourself and your team: Invitations to 30 min coach:  
<https://www.med.upenn.edu/uphscovid19education/30-minute-coach.html>

[2021-10-07 12:04:19] [Gretchen Kolb] Text 73095 to 215-398-6728. You must have an active account already

[2021-10-07 12:04:26] [susan.crow] Yay! PMX Week

[2021-10-07 12:04:28] [Gretchen Kolb] Login at <https://upenn.cloud-cme.com> and enter the event code via My CE/CME >> Claim Credit

[2021-10-07 12:04:40] [Gretchen Kolb] For questions, please contact [penncme@pennmedicine.upenn.edu](mailto:penncme@pennmedicine.upenn.edu)

[2021-10-07 12:05:04] [Felicia Morrison RN] Yeah!!!!

[2021-10-07 12:05:33] [Jaclyn Greising ] Great!

[2021-10-07 12:05:59] [Felicia Morrison RN] #PennsWay! Go Far together!

[2021-10-07 12:07:04] [Gretchen Kolb] Who doesn't love to bust a move, I mean myth

[2021-10-07 12:07:16] [Gretchen Kolb] text "pennmedicine918" to "22333"

[2021-10-07 12:07:25] [Gretchen Kolb] If you are on your computer, you can also click on the link on chat  
<https://PollEv.com/pennmedicine918>

[2021-10-07 12:07:29] [Gretchen Kolb] Great to be here!

[2021-10-07 12:07:30] [Robert Vonderheide] excited

[2021-10-07 12:08:33] [anthony] Fully engaged

[2021-10-07 12:09:00] [Anne Krajewski] energized

[2021-10-07 12:17:51] [Lei Wang] where could I access the recording the slide deck after the call? Is it possible to provide a link? thank you!

[2021-10-07 12:18:48] [Gretchen Kolb] @Lei -the recording and deck for this session are available via Lead Strong at:  
<https://www.med.upenn.edu/uphscovid19education/lead-strong.html>

[2021-10-07 12:22:26] [Reina Fleury] Can Matt explain RVU? Some folks may not know what that is.

[2021-10-07 12:24:31] [Eleanor Anderson] Yay Penn Integrated Care! 🐰

[2021-10-07 12:25:01] [Gretchen Kolb] Here is a summary of RVUs from AAPC:  
<https://www.aapc.com/practice-management/rvus.aspx>

[2021-10-07 12:25:13] [JeffMillstein] in value based model, how do we address important but less easily measured behaviors like effective communication, connection w/patients?

[2021-10-07 12:26:52] [Maureen Hetu] I've heard other organizations refer to Value Based Care as a shift from payment for illness to payment for health. Have you found to be generally true?

[2021-10-07 12:26:54] [Reina Fleury] Thanks, Gretchen!

[2021-10-07 12:32:14] [Jeremy Souder] As we shift to these models, how are we learning about our cost structure and opportunities for cost avoidance?

[2021-10-07 12:32:32] [Kristen Sigafus ] j-

[2021-10-07 12:36:13] [susan.crow] I personally had a wonderful e-consult experience as a patient. Game changer

[2021-10-07 12:36:48] [Jenny Bencardino] Radiology Rocks!!!

[2021-10-07 12:37:14] [Jenny Bencardino] 🐼🐼🐼

[2021-10-07 12:37:35] [Cristine Hutchinson] great patient focused care!

[2021-10-07 12:38:19] [Mary jane] woohoo!

[2021-10-07 12:39:24] [Elizabeth Wentzel] Jumping on that great question---are we able to capture any of this complicated outpatient management as cost avoidance (maybe in hospitalization avoidance)?

[2021-10-07 12:44:29] [Nicole] This is a great opportunity to utilize nurses in primary care practices in different ways than we have been

[2021-10-07 12:45:12] [Dan Feinberg] What Dr. Schnall just said is a key takeaway! At a system and School of Medicine, we can figure out how to do this well

[2021-10-07 12:45:16] [JeffMillstein] pivoting on Nicole's comment, can you comment on the importance of team based care in a value based world

[2021-10-07 12:45:17] [Mark Famador] Will Value based care be more supportive of the parity act in mental health services reimbursement? In some states, In NJ for example, some private insurance companies still not honoring this federal law to provide equal priority to medical and mental health services.

[2021-10-07 12:45:56] [Neil Ravitz] One of the challenges I see is that there are a lot of shared accountability for performance in value programs (departments, hospitals, post acute, therapy, etc). Shared accountability can be tricky, how is Penn Med thinking about that challenge?

[2021-10-07 12:46:06] [Bob Weidner] Penn Medicine at Home is on board with the ADC exponentially expanding with the patients having a greater acuity level.

[2021-10-07 12:46:21] [David Weinstein] Can you talk about how we get our payor partners supporting and buying into this across the board; won't there will be huge challenges with some payors operating in this value based model vs other payors who are staying in a more FFS model - how will that present challenges for us to shift our care model?

[2021-10-07 12:47:13] [Jeremy Souder] Nurses, social workers, physical therapists, pharmacists, patient care techs, registration personnel!

[2021-10-07 12:49:56] [Rich Wender] Can you comment on the goal of striving for equity in health outcomes for all people and how that relates to value based care? (I suspect the answer isn't simple.)

[2021-10-07 12:52:22] [Sean Looby] Is there a period where the health system has to proactively take a revenue/financial hit as we increase focus on value and related investments but before the revenue it generates off-sets the FFS revenue we are giving up by better management and prevention? Or if pursued at a an appropriate pace is that not an obstacle?

[2021-10-07 12:53:24] [Rich Wender] Good answer!

[2021-10-07 12:54:11] [Dave] Roy... any thoughts on taking on a full risk contract. We already do this for UPHS/Penn U. employees with our self-insured plan. Would this be a "case study" on whether we can benefit from this?

[2021-10-07 12:54:16] [Jenny Bencardino] It is time for compassionate leadership to take on.

Covid19 has taught us that what matters most is not producing wealth, but strategically using wealth for the betterment of the world.

[2021-10-07 12:54:59] [Gretchen Kolb] In case you need it. . . Matthew.Press@penndmedicine.upenn.edu

[2021-10-07 12:56:27] [garrison] Thank you for all the information

[2021-10-07 12:56:49] [Gretchen Kolb] Focus on Value Based Care!

[2021-10-07 12:56:52] [Matt Press] so many good questions!

[2021-10-07 12:57:00] [Elizabeth Howell] Great discussion. Thank you!



[2021-10-07 12:57:11] [Gretchen Kolb] As a reminder: The recording for this session, other resources and presentations are available via Lead Strong site at:

<https://www.med.upenn.edu/uphscovid19education/lead-strong.html>. You can also download the event series to your outlook calendar from the website.

[2021-10-07 12:57:19] [Jeremy Souder] Thanks all!

[2021-10-07 12:57:20] [Jenny Bencardino] Amazing panel and discussion. Thank you for sharing your insights and knowledge

[2021-10-07 12:57:21] [Rich Wender] Thanks team!

[2021-10-07 12:57:23] [Gretchen Kolb] We value your feedback. Please complete this brief survey to let us know how we could improve these sessions.

<https://survey.pennmedicine.org/s3/Lead-Strong-Lunch-with-Leaders>

[2021-10-07 12:57:23] [Anne Krajewski] Thank you!

[2021-10-07 12:57:26] [Jeff Millstein] fantastic discussion!

[2021-10-07 12:57:26] [Craig Loundas] Preview on next

show....<https://www.inquirer.com/opinion/commentary/telemedicine-pennsylvania-tom-wolf-emergency-measures-20211006.html>

[2021-10-07 12:57:27] [Barbara Todd] thank you

[2021-10-07 12:57:30] [Kim] Thanks great session!

[2021-10-07 12:58:25] [Gretchen Kolb] Are you employees feeling tired? Consider using the Cindy to thank the panel

- Thank you for the great insight and tips. Truly.

Reset Interview Guide: <https://www.med.upenn.edu/uphscovid19education/assets/user-content/documents/leading/planning-for-and-conducting-a-reset-interview-interactive.pdf>

[2021-10-07 12:58:50] [Cathy O] Thank you!

[2021-10-07 12:58:51] [Mercia Dona] Thanks for great conversation.

[2021-10-07 12:58:58] [Caitlyn Manning] You rock Cindy and team!

[2021-10-07 12:59:05] [M. Yoho] Many thanks!!

[2021-10-07 12:59:21] [Cristine Hutchinson] thanks!

[2021-10-07 12:59:26] [Larissa ] Thanks all. Great talk

[2021-10-07 13:00:16] [Greta] Reset Interview Guide:

<https://www.med.upenn.edu/uphscovid19education/assets/user-content/documents/leading/planning-for-and-conducting-a-reset-interview-interactive.pdf>

PRIVATE CHAT

MODERATOR GROUP CHAT

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