



EVENT NAME

Lead Strong LIVEcast: Lunch with Leaders

EVENT DATE: THURSDAY, 5 NOVEMBER 2020

EVENT BY: MTP 4

EVENT CHAT

[2020-11-05 11:59:05] [Gretchen Kolb] We will get started in just a minute, thanks for joining us!

[2020-11-05 12:01:13] [Gretchen Kolb] We love hearing from you. Please use the chat function to add your comments and feedback.

[2020-11-05 12:02:37] [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>

[2020-11-05 12:03:48] [Beth Johnston] amazing!

[2020-11-05 12:04:25] [Gretchen Kolb] Cobalt: <https://www.penncobalt.com/in-the-studio>

[2020-11-05 12:05:17] [Gretchen Kolb] Leadership tool (including leading a virtual team)

https://rise.articulate.com/share/eHQwuSY_yLceprZsD4CQ2OnAra_A3-y4#/

[2020-11-05 12:05:19] [Tami Montroy] I participated in one of Thea Gallagher's sessions. It was VERY good and VERY well done!!!

[2020-11-05 12:05:35] [Gretchen Kolb] #Tami- agree, she is excellent!

[2020-11-05 12:21:58] [sheila kempf] so very true and we really appreciated it. the support from the system kept us alive.

[2020-11-05 12:22:38] [Gretchen Kolb] What questions/comments do you have for Keith?

[2020-11-05 12:24:17] [Bobby Goodacre] Hi Keith, how much effect has the transition to telemedicine had on the bottom line? Are insurers still valuing these virtual visits as much as in-person?

[2020-11-05 12:24:38] [Lindsay Kirker] Do you think the health system can continue to weather the storm if we go through another major surge this fall/winter?

[2020-11-05 12:24:45] [sheila kempf] what keeps you awake at night in terms of our financial health as health care reimbursement changes

[2020-11-05 12:27:11] [Bobby Goodacre] Thanks Keith!

[2020-11-05 12:28:02] [Gretchen Kolb] Chat from Q&A: Have our revenues rebounded in FY21? Where are our volumes as compared to pre Covid?

[2020-11-05 12:28:36] [Linley Grandison] What are the key actions that the team took to dramatically turn around our operating margin in FY'05? I heard something about prior to that the health system was investing heavily in the acquisition of primary care practices - is this correct? As you think about the future, will Penn remain solely focused on Tertiary and Quaternary care....how has being now a system that encompasses regional players changed your thinking (or not)

[2020-11-05 12:28:49] [Sean Looby] How do you balance holding entity/department/business units financially accountable and responsible for their P&Ls without hindering making the best decisions across entities/at the health system level?

[2020-11-05 12:28:57] [Manuj Agarwal] How are we planning for re-emergence of COVID this Fall/Winter?

[2020-11-05 12:31:56] [Nadav Schwartz] Reducing healthcare costs often leads to reduced revenue. How do we balance the competing pressures as we try to promote value-based and efficient care?

[2020-11-05 12:35:31] [Beth Johnston] Penn Medicine at Home was a real hero during the pandemic. What did we learn, that should become the 'new normal'? What future innovations do you anticipate?

[2020-11-05 12:38:26] [Garry] How will a Biden presidency differ re healthcare/hospitals/homecare

[2020-11-05 12:38:38] [Gretchen Kolb] How do you align your strategies and priorities with budgeting? Has that been impacted by COVID? If so how?

[2020-11-05 12:38:54] [Gretchen Kolb] What are 3 tips you keep in mind while budgeting?

[2020-11-05 12:39:13] [Manuj Agarwal] Penn Medicine at Home deserves more press. The papers suggested Jefferson cared for more COVID patients but didn't take into account what we did for our outpatients

[2020-11-05 12:41:23] [Rich Wender] Aligning with enterprise goals relates increasingly to promoting health - in all respects - in the communities we serve. Care at home is a part of that - but there is much more. Learning to align around building healthy communities can be a great shared goal that prepares us for a changing future

[2020-11-05 12:47:32] [Reina Fleury] Thank you for that advise, Beth. Sometimes, people feel uncomfortable asking questions.

[2020-11-05 12:48:27] [Reina Fleury] Thanks, Keith! I ask Gui a lot of questions.

[2020-11-05 12:48:57] [Gretchen Kolb] How do you incorporate financial principles with your team?

[2020-11-05 12:50:03] [Steve Buzzard] Understand the whole and identify the "levers" you can directly influence.

[2020-11-05 12:50:34] [Kia Newman] Can anyone take this training program or do you need to be in a specific role? Or pre- req's need for the course.

[2020-11-05 12:50:56] [Gretchen Kolb] Training will be an eLearning, available for all and required for new managers.

[2020-11-05 12:51:06] [Rich Wender] Transparency is a valuable tool. Asking clinical teams to increase RVU generation is not as effective as helping them understand where we stand. How we got there. And sharing ideas for the road out.

[2020-11-05 12:51:14] [Reina Fleury] Looking forward to this course.

[2020-11-05 12:51:21] [Manuj Agarwal] can physician leaders/medical directors take this course as well?

[2020-11-05 12:51:35] [Gretchen Kolb] Will be out early 2021!

[2020-11-05 12:51:41] [Linley Grandison] Sounds amazing!

[2020-11-05 12:51:42] [Kia Newman] Great thank you!

[2020-11-05 12:51:50] [Jen Rader] This is going to be an amazing course!

[2020-11-05 12:52:08] [Barbara] Is this a series of webinars or a single day?

[2020-11-05 12:52:15] [Gretchen Kolb] We have been reviewing the first modules and it is amazing!

[2020-11-05 12:53:30] [Gretchen Kolb] Will be a self paced module, with 4 "chapters" you can watch all at once or separately. We will release once all are complete since they build in each other. Overall length should be ~90 minutes

[2020-11-05 12:53:52] [Barbara] Great! Thanks.

[2020-11-05 12:54:31] [Gretchen Kolb] After that we will develop separate modules to dig into budgeting, understanding your balance sheet, looking at trends, etc

[2020-11-05 12:54:32] [Barbara] Wharton has a finance class for non-financial managers this spring. Do you have any thoughts about the value of that class?

[2020-11-05 12:54:57] [Rich Wender] I like that. Share the Good. The Bad. And the Ugly. Then dig deep on diagnosis and share ideas.

[2020-11-05 12:55:07] [Gretchen Kolb] Anyone else what to share their last minute tips?

[2020-11-05 12:55:52] [Gretchen Kolb] @Barbara, not familiar with that one, but please feel free to share via email

[2020-11-05 12:56:05] [Crystal Mills] Excellent presentation. Thank you all!

[2020-11-05 12:56:20] [Rich Wender] Keep asking questions. Even the same question over and over till you understand what's happening financially.

[2020-11-05 12:56:38] [cs] Our team posts the budgets results for our department each month on our huddle board.

[2020-11-05 12:57:02] [Gretchen Kolb] Recording for this and other sessions at Lead strong website: <https://www.med.upenn.edu/uphscovid19education/lead-strong.html>

[2020-11-05 12:57:12] [Rich Wender] Solutions are two sided - new ways to be more efficient. AND new ways to generate more revenue

[2020-11-05 12:57:41] [Kim Hills] Excellent - looking forward to the more in-depth course that will be offered next year! Thank you.

[2020-11-05 12:57:42] [Barb] Thank you Beth, Joan and Keith for your leadership and a great session today!

[2020-11-05 12:57:48] [Rich Wender] THANKS for the presentation.

[2020-11-05 12:57:57] [Donna] Thank you for this. It was very helpful!



[2020-11-05 12:58:01] [Sherine Koshy] Great Advice and Content Today! Thank you very much
[2020-11-05 12:58:03] [Gretchen Kolb] Check out the leadership pathways to address some of your other common challenges:
<https://pennpointplus.uphs.upenn.edu/sites/PMA/leadershiptools/SitePages/Landing.aspx>
[2020-11-05 12:58:10] [Regina Haines] thank you! appreciate you all!
[2020-11-05 12:58:23] [John Felicetti] Excellent presentation! Thank you
[2020-11-05 12:58:36] [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/s3/10-22-Lead-Strong-Lunch-with-Leaders-Financial-acumen>
[2020-11-05 12:58:37] [GLynam] These sessions are super insightful and engaging! Thank you for continuing to offer all of these nuggets of knowledge!
[2020-11-05 12:58:44] [Noelle Banks] Thank you for yoday
[2020-11-05 12:58:45] [sheila kempf] thank you
[2020-11-05 12:58:51] [Gretchen Kolb] Thanks for joining us!
[2020-11-05 12:59:09] [Joanne Amand] Thank you!
[2020-11-05 12:59:10] [Cristine Hutchinson] thanks!
[2020-11-05 12:59:16] [kristen] thanks this was great!
[2020-11-05 12:59:17] [Carlotta Johnston-Pugh] Thank You for this information..
[2020-11-05 12:59:20] [Monica] this has been terrific! thank you!
[2020-11-05 12:59:22] [Brandon Grant] Thanks Cindy!
[2020-11-05 12:59:33] [James Flaherty] Thank-you
[2020-11-05 12:59:34] [Richard Kriska] Thanks
[2020-11-05 13:00:56] [kathleen montone] thank you!
