ACAP Leadership Academy

Leadership Academy Webinar #1:
The COVID-19 Pandemic and Its Impact on SNHP Staff, Members, Providers and Activities

May 13, 2020 / Time: 3:30pm-5:00pm ET (12:30pm-2:00pm PT)

ZOOM REGISTRATION LINK HERE

If you have problems before or during the Zoom session, contact Ezra Dulit-Greenberg at EDulit-Greenberg@communityplans.net

Purpose and Objectives:

- Provide an opportunity for participants to reconnect after a long break and one filled with uncertainty/change by sharing experiences on the COVID-19 impacts through small discussion groups.
- Learn how a plan leader mobilized her plan to meet the challenges of the pandemic and her thoughts on the future.
- Focus on the challenges created by the pandemic, provide an opportunity for selected participants to present what they have learned from their plan about how their plan responded to the pandemic: operational, clinical, and financial challenges and solutions; future considerations.

Time	Topic	Presenter	Comments
3:15 - 3:30 pm ET	Participants sign on to webinar: **Please sign in 15 minutes prior to official start of webinar.**	ACAP webinar administrator	
3:30 – 3:35 pm ET (5 mins)	**Welcome and introductions** Roll call Review of agenda for webinar Any general webinar instructions necessary ACAP COVID-19 Resources	Meg Murray, ACAP Enrique Martinez-Vidal, ACAP Ezra Dulit-Greenberg, ACAP Asfiya Mariam, ACAP Advisors: Gretchen Brown, Kathy Kuhmerker, Tina Nye	

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Time	Topic	Presenter	Comments
3:35 – 4:05 pm ET (30 mins)	**Reconnecting After an Unexpected Break: Discussion & Report-Out** ▪ Introduction of "An Unexpected Break" ▪ Academy participants do round robin discussion focusing on three questions (15 minutes): • What have been your biggest personal or professional challenges as a result of the COVID- 19 pandemic? • What important lessons have you learned about yourself, your family and/or your organization as a result of the pandemic and your response(s) to it? • What examples of good leadership have you seen in your plan in response to the pandemic? ▪ Report out (15 minutes or 4 minutes/breakout group)	Enrique Martinez Vidal Leadership Academy Participants Kathy Kuhmerker will facilitate the report out.	Four break-out groups will be assigned beforehand. Timer will be set for 14 minutes and then 1 minute to leave the break-out session. Breakout session leader and note-taker participants will be assigned by ACAP prior to the meeting. Note-taker will do the report-out.
4:05 – 4:20 pm ET (15 min)	**Leading a Plan Through the COVID-19 Pandemic…So Far**	Enrique Martinez-Vidal **Leanne Berge, Esq,** Chief Executive Officer, Community Health Plan of Washington	
4:20 – 4:30 pm ET (10 min)	**Q&A with Plan Leader**	Kathy Kuhmerker, Advisor **Leanne Berge, Esq.** Leadership Academy Participants	
4:30 – 4:40 pm ET (7 min presentation/ 3 min Q&A)	**CASE STUDY 1: Examination of provider and clinical issues specific to the plan's approach to addressing COVID-19**	Gretchen Brown, Advisor **Felecia Garner,** Behavioral Health Medical Director, Community Health Choice (TX)	

4:40 – 4:50 pm ET (7 min presentation/ 3 min Q&A)	**CASE STUDY 2: Examination of communications/member-related issues specific to the plan's approach to addressing COVID-19**	Gretchen Brown, Advisor **Tricia Grayson,** Director of Communications and Marketing, AmeriHealth Caritas Louisiana (LA)	
4:50-5:00 pm ET (7 min presentation/ 3 min Q&A)	**CASE STUDY 3: Examination of plan and provider financial issues specific to the plan's approach to addressing COVID-19**	Gretchen Brown, Advisor **Cortney Ware,** Sr. Finance Director, Banner University Health Plans (AZ)	
5:00 pm ET	**Wrap up** Next Webinar Session: ▪ Social Determinants of Health ▪ Wednesday, June 17, 2020 ▪ 3:30-5:00pm ET/12:30-2:00 PT Evaluation Adjourn	Enrique Martinez-Vidal	