

Monday 12 February 2024

Pre-Conference Sessions **10 am**

1. **Are We There Yet? The Enlisted Perspective (CE)**

- *Presenter(s): MCPO Troy Brown*
- *CMSgt Tanya Y Johnson, DHA Senior Enlisted Leader*

This panel discusses the evolving role of Senior Enlisted Leaders (SELs) and how they could best be leveraged as the complexity throughout individual Service and Multi-Service organizations has increased throughout the Military Health System (MHS). Opportunities to harness and utilize the SELs influence have been captured over the past few years with expanded professional military education, executive medicine courses, and new doctrine at both the Service and Joint levels. To emphasize the importance of SELs, past experiences in Military Medicine leadership roles have been analyzed with key insights and best practices highlighted. Key areas of focus are leading with and without authorities, decision making, mission command, building relationships, and support to the MHS Directors and/or Commanders. Successful SELs recognize that mission command greatly depends on understanding, intent and trust, which helps ensure a common understanding throughout the force by communicating with all staff members (i.e., military, civilians and contractors) across the organization. Building relationships has become more critical in our complex MHS environment and SELs possess the ability to establish, leverage and foster relationships to grow and maintain trust to harmonize staff as they work together to provide the best care for our Warfighters and their families. As an asset and champion for the MHS, SELs can be a “directed telescope” by providing a grounded “down and in” perspective, while remaining keenly aware of the “up and out” of the organization. Focusing on the “Why” and highlighting the “How to” of the mission, the SEL can be a problem-solver at all levels of the force to shape mission requirements and influence positive change and partnerships across the MHS.

2. **Politics and Turf Battles: Addressing the Human Toll of Change**

This program session has been developed and is presented locally by NCHE. The American College of Healthcare Executives has awarded 1.5 ACHE In Person Education Credits to this program. **1.5 hours F2F ACHE /3 CE/CME) *Pre-registration required**

- *Moderator: Colonel Brady Reed, USAR, Retired, Strategic Account Manager, The Arbinger Institute*
- *MG (Ret) Dr. Jeff Clark, USA, (Moderator), Primary & Community Care Officer New Mexico Human Services Department*
- *RADM (Ret) Terry Moulton, USN, Special Advisor to the CEO, TriWest Healthcare Alliance*
- *Colonel (Ret) Dr. Ryung Suh, USA, Chief of Staff, VHA*
- *Captain (Ret) Dr. Mike Malanoski, USN, Deputy Director, DHA*

Embarking on the journey of transformation within healthcare isn’t just challenging—it’s an intricate

dance of human dynamics where every step counts. When initiatives falter, we're quick to point at the usual suspects: politics, turf wars, and resistance to change. Yet, these are mere symptoms of a deeper issue, one that is keeping your organization from meaningful transformation. This will be a 2-part program:

Session 1: Uncovering the Hidden Resistance to Change

- In Session #1 we'll explore an often-hidden resistance to change and strategies to navigate large scale change more successfully.

Session 2: Panel: Dealing with Politics, Turf battles, and Resistance to Change

- In Session #2 we'll hear firsthand how executive leaders have dealt with or currently dealing with significant change. What successes and failures have they experienced and what have they learned as a result for the benefit of future leaders?

Course Objectives for 1.5hrs of F2F credit provided by ACHE:

- Understand the hidden root of resistance to change in people and organizations
- Identify group personas or "boxes" and how other groups respond to them
- Learn use new tools to plan for change in a way that both minimizes the potential for group resistance and maximizes the potential for healthier relationships
- Learn from experts how they experienced and navigated change in the context of mergers, high-reliability, and talent.

3. Acupuncture Certification Training Tier One: Battlefield Acupuncture (CE)

*Pre-registration required. Course is limited to (30) participants.

Instructors:

- *Col (ret) Lewis Hofmann, MD, FAAFP*
- *Dr. Arnyce Pock*
- *Dr. Laura Taylor*
- *Dr. Erik Koda*
- *Dr. Jeff Leggit*

Students will learn how to help patients with a diverse array of acute and chronic pain conditions, regardless of cause, duration, or severity. It can be utilized in the inpatient setting, in outpatient clinics, in the emergency department, and in deployed and battlefield environments.

Opening Ceremonies and Plenary

2pm – 5pm

Welcome

- *AMSUS Executive Director and CEO BG John Cho, MC USA (Ret)*
- *AMSUS Board Chairman MG Philip Volpe, MC USA (Ret)*
- *Honorary Meeting Co-Chair, Dr. Lester Martinez-Lopez, Assistant Secretary of Defense for Health Affairs*

Beyond Duty: Empowering, Honoring and Taking Care of Those Who Serve our Nation (CE)

- *Dr. Lester Martinez-Lopez, Assistant Secretary of Defense for Health Affairs*
- *LTG Telita Crosland, Director, DHA*
- *Dr. Jonathan Woodson, President, USU*
- *MG (Ret) Dr. Philip Volpe, AMSUS Board Chairman*

The Military Health System (MHS) is one of America’s largest and most complex healthcare institutions, and the world’s preeminent military healthcare delivery operation. In addition to providing health services to approximately 9.6 million beneficiaries, the MHS provides support for operating forces engaged in planning for, or conducting, military operations, including support during conflict or in the conduct of other military activities related to countering threats to U.S. national security. The MHS supports the National Defense Strategy by providing a Medically Ready Force, a Ready Medical Force, and improving the health of all those entrusted to its care through a unique and complex health system that includes healthcare delivery, a global private sector healthcare network, self-managed and contracted medical education services for both enlisted and officers, public health, and medical research and development. The opening plenary session, “Beyond Duty: Empowering, Honoring and Taking Care of Those Who Serve our Nation,” includes individual presentations from the Assistant Secretary of Defense for Health Affairs (ASD(HA)), the Defense Health Agency (DHA) Director, the Uniformed Services University (USU) President, and the AMSUS Board Chairman.