

# What's Right in Health Care®

Denver, CO / August 10 – 11, 2021

All times are in Mountain Time MT / Eligible for 15+ CE Credits via Live and On Demand Content

## Day 1: August 10

6:30 – 8:00 a.m. Registration Open & Networking Breakfast

### GENERAL SESSION

#### Welcome & Conference Kick-Off

#### What's Next in Healthcare: Reflecting on the Past 20 Years of Good to Great

8:00 – 9:30 a.m. Craig Deao, MHA, Managing Director and Speaker, Huron

9:30 – 9:45 a.m. BREAK

### BREAKOUT SESSIONS

9:45 – 10:45 a.m.

Organization Transformation (Colorado Ballroom A)	Organization Transformation (Colorado B)	Care Evolution (Colorado C)	Patient & Consumer (Colorado D)
<p><b>Driving Transformative Business Results Through Cultural Change and Leadership Development</b></p> <p>CenterWell Senior Primary Care (Humana)</p>	<p><b>Supply Chain Transformation: Driving Increased Value</b></p> <p>Bon Secours Mercy Health</p>	<p><b>Putting the Patient First: Optimizing A Collaborative Approach to Treating the Behavioral Health Patient</b></p> <p>Ascension Michigan</p>	<p><b>Agility and Accountability in Crisis: A Healthcare System's Response to the COVID-19 Pandemic</b></p> <p>The Christ Hospital</p>

10:45 – 11:00 a.m. BREAK

### GENERAL SESSION

#### Building Healthier Communities: The Future Role of Public Health

11:00 – noon  
Walter B. Davis, CEO Nevada Health Centers  
Michael Richards, MD, MPA. Senior Vice Chancellor for Clinical Affairs, UNM Health System

12:00 – 1:30 pm

LUNCH AND NETWORKING

**BREAKOUT SESSIONS**

1:30 – 2:30 p.m.

<b>Business Operations</b> (Colorado Ballroom A)	<b>Leadership Fundamentals</b> (Colorado B)	<b>Care Evolution</b> (Colorado C)	<b>Patient &amp; Consumer</b> (Colorado D)
<b>*Revenue Cycle Modernization: The Case for Change</b>  Banner Health	<b>Diversity, Equity, and Inclusion: Building an Inclusive Work Climate</b>  Huron	<b>Aligning Care Spaces, Providers, and Resources to Improve ED Productivity and Patient Experience</b>  St. Tammany Health System	<b>*Fast, Furious and Formative: How to Change a Culture with What You Have</b>  Ascension St. Agnes

2:30 – 2:45 p.m.

BREAK

**BREAKOUT SESSIONS**

2:45 – 3:45 p.m.

<b>Care Evolution</b> (Colorado Ballroom A)	<b>Leadership Fundamentals</b> (Colorado B)	<b>Business Operations</b> (Colorado C)	<b>Patient &amp; Consumer</b> (Colorado D)
<b>* Multi-Disciplinary Strategy to Reduce LOS &amp; Optimize Capacity: Leveraging a Team's Intellectual Capital</b>  UC Davis Health	<b>Innovating Employee Attraction and Retention: Creating a New and Better Normal</b>  Huron	<b>Proud in the Cloud - The Workday Deployment at The University of Kansas Health System</b>  The University of Kansas Health System	<b>*Sustaining Results in Community Health: Get Your Fly Wheel Turning!</b>  Choptank Community Health System

3:45 – 4:00 p.m.

BREAK

**GENERAL SESSION**

4:00 – 5:15 p.m.

**Turning Less into More**

Raphael Rakowski, Executive Chairman, Medically Home

6:00 – 8:00 p.m.

**Networking Reception**

**Day 2: August 11**

6:30 – 8:00 a.m.      Networking Breakfast

**Connect to Purpose: How Golden Valley Memorial Healthcare Helped Kids Return to School Safely During COVID**

**GENERAL SESSION**

**Advancing Equity and Dismantling Structural Racism: The Fierce Urgency of Now**

8:00 – 9:30 a.m.

Crystal Wiley Cené, MD, MPH, System Executive Director of Health Equity, UNC Health, Associate Professor, Division of General Medicine and Clinical Epidemiology, UNC School of Medicine

**Promoting Equity in North Carolina**

A Moderated Q&A with Dr. Cené and Wesley Burks, MD, CEO, UNC Health, Dean, UNC School of Medicine

9:30 – 9:45 a.m.      BREAK

	Organization Transformation (Colorado Ballroom A)	Organization Transformation (Colorado B)	Business Operations (Colorado C)	Patient & Consumer (Colorado D)
<b>BREAKOUT SESSIONS</b>				
9:45 – 10:45 a.m.	<p><b>*Leaders Developing Leaders: A Pathway to Sustained Performance</b></p> <p>Memorial Hermann Healthcare</p>	<p><b>Organizational Transformation through Evidence-Based Leadership<sup>SM</sup></b></p> <p>AllHealth Network</p>	<p><b>Driving Efficiencies with Automation &amp; Upskilling Business Office Staff</b></p> <p>VA Revenue Operations</p>	<p><b>*Re-engineering the Patient Discharge Process for Better Results</b></p> <p>Kadlec</p>

10:45 – 11:00 a.m.      BREAK

**GENERAL SESSION**

**The Future of Healthcare: A Conversation with Wright Lassiter III, President and CEO of Henry Ford Health System and Chairman Elect of the American Hospital Association**

11:00 a.m. – noon

noon – 1:30 p.m.      LUNCH

	Organization Transformation (Colorado Ballroom A)	Patient & Consumer (Colorado B)	Leadership Fundamentals (Colorado C)	Organization Transformation (Colorado D)
<b>BREAKOUT SESSIONS</b> 1:30 – 2:30 p.m.	<p><b>*Panel Discussion: Advancing Our Mission with Culture, People and Accountability</b></p> <p>El Paso VA Health Care System &amp; Tennessee Valley VA Healthcare System</p>	<p><b>Driving Success Through Accountability: Leader Rounding and Discharge Phone Calls</b></p> <p>Advent Health Central Texas</p>	<p><b>Driving Performance: Critical Conversations that Matter</b></p> <p>Huron</p>	<p><b>*Compliance or Commitment: Employee Rounding for Resilience and the Impact it has on HCAHPS Performance and Quality of Care</b></p> <p>Cooper University Health Care</p>
<b>2:30 – 2:45 p.m.</b>	BREAK			
	Organization Transformation (Colorado Ballroom A)	Patient & Consumer (Colorado B)	Leadership Fundamentals (Colorado C)	Organization Transformation (Colorado D)
<b>BREAKOUT SESSIONS</b> 2:45 – 3:45 p.m.	<p><b>* Cultural Transformation for All Settings: Community Specialty and Rural Hospitals</b></p> <p>UPMC</p>	<p><b>What’s for Dinner? Finding Substantive Answers to Subjective Survey Questions</b></p> <p>Compass One</p>	<p><b>Leading with Compassion: Creating a Compassionate and Caring Culture</b></p> <p>Huron</p>	<p><b>*Moving a Top-Performing Organization to a Higher Level</b></p> <p>Peterson Health</p>
<b>3:45 – 4:00 p.m.</b>	BREAK			
<b>GENERAL SESSION</b> 4:00 – 5:00 p.m.	<b>Freddie, Moments &amp;The Power of “No”!</b>			
	Rich Bluni, RN, Huron Senior Director, Speaker and Author			
5:00 p.m.	<b>Conference Adjourned</b>			

\*All sessions with this indicator will be available for virtual attendees plus recorded and available for all attendees OnDemand for 30-days post conference.

For the most up-to-date agenda or to register, visit [www.whatsrightinhealthcare.com](http://www.whatsrightinhealthcare.com)