

What's Right in Health Care®

Chicago | Aug. 14-16, 2023

All times are in Central Time (CT) | Eligible for up to 14 continuing education (CE) credits via livestream and on-demand content.

Day 1: Monday, Aug. 14

11 a.m. - 1 p.m. Onsite Registration Open

GENERAL SESSION

Conference Kickoff

1 - 2:30 p.m.

Humbitious: How to Lead for High Performance

Amer Kaissi, Ph.D., Speaker, Executive Coach, Author, and Professor of Healthcare Administration, Trinity University

2:30 - 2:45 p.m.

BREAK

CONCURRENT BREAKOUT SESSIONS

2:45 - 3:45 p.m.

Leadership Excellence	Operational Excellence	Patient Excellence	Financial Excellence
<i>Chicago Ballroom E</i>	<i>Grand Ballroom Salon 1&2</i>	<i>Chicago Ballroom FGH</i>	<i>Chicago Ballroom D</i>
<i>Forward Bound: Emerging Leaders Shaping Tomorrow</i>	<i>* Driving Effective Change Management and Leadership for a Successful EHR Installation</i>	<i>Improving HCAHPS Through Consistency, Alignment, and Accountability</i>	<i>* Excellence Unveiled: Leveraging the Baldrige Process for Leadership, Innovation, and Mission-driven Success</i>
Arnprior Regional Health	St. Jude Children's Research Hospital	Faith Regional Health Services	White Memorial Hospital

3:45 - 4 p.m.

BREAK

GENERAL SESSION

Serving Patients Connect to Purpose – Nicole Sok, R.N., Faith Regional Health Services

4 - 5:15 p.m.

Enhancing the Health of Every Community

Dr. Alisahah Jackson, President, Lloyd H. Dean Institute for Humankindness & Health Justice, CommonSpirit

Takeaways and Closing Remarks

6 - 8 p.m.

Welcome Reception: The Chicago Sports Museum

Day Two Kickoff

GENERAL SESSION

Serving the Community Connect to Purpose – Tom Sullivan, CEO Finance and Administration, Heywood Hospital

8 - 9:15 a.m.

In Shock

Dr. Rana Awdish, Director, Pulmonary Hypertension Program Henry Ford Hospital and Medical Director of Care Experience, Henry Ford Health System

9:15 - 9:45 a.m.

BREAK

CONCURRENT BREAKOUT SESSIONS

9:45 - 10:45 a.m.

Leadership Excellence	Operational Excellence	Leadership Excellence	Patient Excellence
<i>Grand Ballroom Salon 1&2</i>	<i>Chicago Ballroom E</i>	<i>Chicago Ballroom FGH</i>	<i>Chicago Ballroom D</i>
<i>* Stop Overcomplicating Things – Get Back to Basics</i>	<i>Revenue Cycle Reimagined: Automation and Technology Solutions to Improve Your Organization</i>	<i>Navigating the Engagement Journey: Insights from the Good, the Bad, and the Ugly</i>	<i>* Innovative Care Delivery Models and The Impact on Social Determinants Of Health</i>
UPMC	Adventist Health, Cleveland Clinic, Veterans Health Administration	Marshfield Clinic Health System	Johnson & Johnson

10:45 - 11:15 a.m.

BREAK

Excellence in Healthcare: Beyond the Award

2023 Excellence in Healthcare Award Winners Panel Discussion

GENERAL SESSION

11:15 a.m. - 12:15 p.m.

- Employee Engagement: Cindy Burger, VP and Chief Experience Officer, Dayton Children's Hospital
- Patient Experience: Tamara Kam, Director of Patient Experience, Overlake Medical Center & Clinics
- Process Improvement: Jeffrey O'Brien, Chief Operating Officer, Dartmouth Health
- Innovation: Darren Malinoski, MD, FACS, Chief Clinical Transformation Officer, Dean's Office, School of Medicine, Oregon Health & Science University (OHSU)

12:15 - 1:30 p.m.

GENERAL LUNCH AND EXECUTIVE PRIVATE LUNCH (by invitation only)

	Leadership Excellence	Operational Excellence	Patient Excellence	Financial Excellence
CONCURRENT BREAKOUT SESSIONS	<i>Grand Ballroom Salon 1&2</i>	<i>Chicago Ballroom E</i>	<i>Chicago Ballroom D</i>	<i>Chicago Ballroom FGH</i>
	<p><i>* The Right Leader, Right Now: Developing an Effective Executive Recruitment and Retention Strategy</i></p> <p>Nevada Health Centers, Florida Community Health Centers, and Beaufort-Jasper-Hampton Comprehensive Health Services</p>	<p><i>Hospital at Home: Optimizing Capacity Management Strategies</i></p> <p>Oregon Health Sciences University (OHSU)</p>	<p><i>* Introducing a Holistic Post-Acute Care Strategy to Improve Capacity and Access to Care</i></p> <p>Dartmouth Health</p>	<p><i>Achieving Results in a Change Fatigued Environment: Strategies for Success</i></p> <p>Jefferson Health</p>

1:30 - 2:30 p.m.

2:30 - 3 p.m.

BREAK

GENERAL SESSION

3 - 4:30 p.m.

Why Employees Stay: What's New, What's Not, One Year Later
Jennifer Miller, Principal, Huron

Inspired Excellence: A Hero's Journey Through The Nine Principles®
Rich Bluni, R.N., Senior Director, Author, and Speaker, Huron

Takeaways and Closing Remarks

Day 3: Wednesday, Aug. 16

Day Three Welcome and Kickoff

GENERAL SESSION

8 - 9:15 a.m.

Excellent Performance Connect to Purpose
Jackie Frombach, System Chief Nurse Executive, Marshfield Clinic Health System

Find Your Finish
Kyle and Brent Pease, four-time Ironman Triathletes

9:15 - 9:45 a.m.

BREAK

CONCURRENT	Leadership Excellence	Operational Excellence	Operational Excellence
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BREAKOUT SESSIONS 9:45 - 10:45 a.m.	<i>Grand Ballroom Salon 1&2</i> * <i>Driving Strategy into Action: Stamford Health's Consumer Experience and Access Journey</i> Stamford Health	<i>Chicago Ballroom E</i> <i>Driving Patient Loyalty: Harnessing the Power of Both Insights and Analytics</i> ChenMed	<i>Chicago Ballroom D</i> * <i>Riding the Rounding Rollercoaster: Empowering Leadership and Driving Organizational Transformation</i> RWJBarnabas Health
10:45 - 11:15 a.m.	BREAK		
CONCURRENT BREAKOUT SESSIONS 11:15 a.m. - 12:15 p.m.	Leadership Excellence <i>Grand Ballroom Salon 1&2</i> * <i>Improving Staff Engagement Through Leadership Development</i> OU Health Physicians	Patient Excellence <i>Chicago Ballroom E</i> <i>Revolutionizing Patient Acquisition: Change Management Strategies for Hospital-at-Home</i> Saint Luke's Health System	Digital Excellence <i>Chicago Ballroom D</i> * <i>Leveraging Technology for Improved Healthcare Delivery: Virtual Nursing and Other Innovative Technologies</i> Trinity Health Michigan
12:15 - 1:30 p.m.	GENERAL LUNCH AND PRIVATE RECOGNITION LUNCH (by invitation only)		
CONCURRENT BREAKOUT SESSIONS 1:30 - 2:30 p.m.	Leadership Excellence <i>Chicago Ballroom D</i> * <i>Taking the LEAP: Focused Urgency for Workforce Engagement</i> Cheshire Medical Center	Leadership Excellence <i>Chicago Ballroom E</i> <i>Ask An Expert</i> Huron Experts Q&A Panel	Digital Excellence <i>Grand Ballroom Salon 1&2</i> * <i>Enhancing Patient Outcomes: Empowering Dyad Clinical Leadership with AI</i> Mon Health (Vandalia Health)
2:30 - 2:45 p.m.	BREAK		
GENERAL SESSION 2:45 – 3:45 p.m.	Journey to Excellence Wright Lassiter III, CEO, CommonSpirit and Immediate Past Chair, American Hospital Association Takeaways and Closing Remarks		
3:45 p.m.	Conference Adjourned		

*** All breakout sessions with this indicator will be available for virtual livestream attendees in addition to the general sessions**

Continue your learning journey! As a conference registrant, you will be able to re-watch all general session keynote presentation recordings on-demand. In addition, enjoy exclusive access to the **Huron Learning Digital Platform*** to level up your conference experience. We've selected courses that complement the topics in our action-packed conference agenda so you can continue your learning for 30 days post conference. Content includes eight courses and offers continuing education credits.

*The Huron Learning Digital Platform has a large library of courses approved for continuing education credits, and offers curriculum pathways that are simple, efficient, and focused on learning that translates into action. With various features and capabilities, Huron will work with you to customize the learning experience, making it accessible and effective for you and your team. [Click here](#) to learn more about what we offer.

KEYNOTE SESSION DESCRIPTIONS

Humbitious: How to Lead for High Performance – Amer Kaissi, a national speaker, executive coach, award-winning book author, and professor of healthcare administration at Trinity University, will present the research that suggests leaders who combine humility with ambition can lead themselves, their teams and their organizations into high performance.

Enhancing the Health of Every Community – Dr. Alisahah Jackson, President, Lloyd H. Dean Institute for Humankindness & Health Justice at CommonSpirit, will share advanced research and programs that are addressing health disparities in communities across the country.

Why Employees Stay: What's New, What's Not, One Year Later – Huron Principal, Jennifer Miller, will update us on what we reported last year, sharing why healthcare employees remain happy and engaged.

In Shock – Dr. Rana Awdish, Medical Director of Care Experience at Henry Ford Health System, will share her deeply moving journey from death to recovery, and how facing death made her a better doctor.

Excellence in Healthcare: Beyond the Award – Hear from our 2023 Excellence in Healthcare Award Winners as they discuss how they've achieved and sustained results within the topics of Innovation, Patient Experience, Employee Engagement and Process Improvement.

Inspired Excellence: A Hero's Journey Through The Nine Principles® – One of Huron's most sought after speakers, Rich Bluni, R.N., will delve into the Nine Principles that build leadership skills to improve all aspects of the work organizations are doing and create consistent, mission-focused behaviors.

Find Your Finish – Brothers, Kyle and Brent Pease, will inspire you to find your finish. Together, they will push you towards limitless achievement with their motivating story.

Journey to Excellence – Wright Lassiter III, CEO at CommonSpirit, will guide your thinking with his inspiring presentation on overcoming healthcare challenges to achieve excellence.

BREAKOUT SESSION DESCRIPTIONS AND LEARNING OBJECTIVES

Arnprior Regional Health *Forward Bound: Emerging Leaders Shaping Tomorrow*

Join us for an informative session as we delve into Arnprior Regional Health's highly regarded Emerging Leaders Program. Gain valuable insights into the process of identifying and nominating emerging leaders, explore the criteria used for their selection, and uncover the comprehensive work plans they follow for success. Additionally, we will discuss the validation tools employed to ensure the effectiveness of the program. Don't miss this opportunity to learn about Arnprior Regional Health's exceptional approach to cultivating and nurturing emerging leaders. Learning Objectives:

1. Identify how to select and nominate emerging leaders.
2. Discuss course curriculum for emerging leaders.
3. Apply validation tools for hardwiring for success.

Chen Med *Driving Patient Loyalty: Harnessing the Power of Insights and Analytics*

Join this session to explore groundbreaking approaches in capturing the voice of patients, resulting in improved patient loyalty and retention. Discover how an innovative and disruptive healthcare provider leverages patient survey data and patient interview insights to enhance retention and loyalty among their patient population. Learning Objectives:

4. Explain how to maximize the partnership with your patient survey provider by identifying strategies to extract valuable insights and improve patient retention and loyalty.
5. Understand how patient interviews can complement and enrich the data gathered from patient surveys, enhancing the effectiveness of your patient feedback.
6. Gain actionable strategies to implement at your organization, aimed at elevating patient retention and fostering loyalty.

Cheshire Medical Center *Taking the LEAP: Focused Urgency for Workforce Engagement*

Cheshire Medical Center, a part of the Dartmouth Health system, initiated a full cultural recovery strategy in an effort to re-build after the pandemic and a critical diversion event. Amid urgent regulatory and operational mandates, Cheshire established Employee Engagement as the first priority for their future success. This session will outline how Cheshire's senior operating team was able to leverage a high-accountability framework for senior leader rounding and issue resolution. Leaders will share how, with accelerated implementation, they were able to exceed national benchmarks for pace of improvement and remain committed to engagement strategies in parallel with a significant financial turnaround. Learning Objectives:

1. Describe strategic sequencing to operationalize workforce engagement strategies.
2. Discuss approaches to integrate Senior Leaders to sponsor Issue Resolution.
3. Describe framework to align Employee Engagement to critical internal and external operational priorities.

Dartmouth Health *Introducing a Holistic Post-Acute Care Strategy to Improve Capacity and Access to Care*

Dartmouth Hitchcock Medical Center (DHMC), like other academic health systems, has faced significant capacity constraints due to growing demand for services and limited post-acute care options. Recognizing the need for a multifaceted approach, DHMC implemented a comprehensive strategy. This involved

accurately identifying patient cohorts, establishing financial and operational arrangements with post-acute and community service providers, utilizing internal resources, and advocating for patient access across their expansive service region. Join this session to gain insights into effective strategies for engaging key leaders within and beyond your organization to foster collaborative efforts and enhance patient access to care. Learning Objectives:

1. Understand how to manage a comprehensive effort to develop post-acute discharge options, increasing hospital capacity and improving patient access to care.
2. Learn strategies for engaging hospital leaders, post-acute care providers, community service providers, and other stakeholders in collaborative business arrangements.
3. Apply clinical and psychosocial data to identify specific patient cohorts that can be efficiently and effectively served in appropriate post-acute settings.

Faith Regional Health Services *Improving HCAHPS Through Consistency, Alignment, and Accountability*

Four years ago, Faith Regional set out on a quest for excellence, unaware of the challenges that lay ahead. Throughout this journey, they have experienced both triumphs and setbacks. However, by prioritizing consistency, alignment, and accountability, they have managed to attain outstanding results, placing them in the top quartile for Nurse Communication and Responsiveness of Staff domains. Join the session as Faith Regional unveil the strategies, essential elements, tools, and practices that have been instrumental in their success. Learning Objectives:

1. Explore effective strategies employed by an Executive Nurse Leader to establish and align the nursing leadership team.
2. Identify the crucial elements necessary for fostering accountability.
3. Apply the tools and practices that effectively institutionalize consistency.

Huron *Ask An Expert*

Don't miss this interactive session where you can engage with industry leaders, gain deeper understanding, and explore practical applications of the lessons learned during the conference. Come prepared with your burning questions and let our panel of experts guide you towards actionable solutions. Learning Objectives:

1. Gain in-depth knowledge and experience related to the conference content.
2. Advance your learning a step further by seeking clarification and delving deeper into specific tactics or best practices they encountered.
3. Discuss valuable insights and receive practical advice tailored to attendees' needs.

Jefferson Health *Achieving Results in a Change Fatigued Environment: Strategies for Success*

Join us for an enlightening session to explore Jefferson Health's remarkable journey of transformation. Despite facing numerous challenges, including mergers, acquisitions, system implementation, and the disruptive effects of a pandemic, Jefferson Health's Revenue Cycle undertook a bold commitment to change, resulting in substantial rewards. Discover how a people-focused approach became the catalyst for remarkable improvements in efficiency, strategic leadership, and overall revenue. Learning Objectives:

1. Understand the influential role of organizational culture in change management and identify the obstacles that hinder progress.
2. Apply the power of data and metrics to empower leaders and drive positive change within your organization.

3. Gain insights into the process of transitioning from change to sustainability, paving the way for enduring success.

Johnson & Johnson *Innovative Care Delivery Models and The Impact on Social Determinants of Health*

Join this session by Johnson & Johnson as they outline the Bridge To a Whole Healthy You program, which aims to reduce health inequities faced by community members at risk of food insecurity. Their goal is to leverage data to help providers accurately predict and connect patients to local clinical and social services, ensuring they receive the necessary support. Learning Objectives:

1. Gain an understanding of how analytics can be utilized to identify both the social and clinical risks faced by individuals and populations.
2. Engage in discussions regarding policy changes aligned with addressing social care needs and explore their impact on total cost of care and patient outcomes.
3. Discover effective ways to convene community organizations and establish strong connections to meet social care needs effectively.

Marshfield Clinic Health System *Navigating the Engagement Journey: Insights from the Good, the Bad, and the Ugly*

Not all engagement journey's go as planned and hoped. Learn the challenging journey of one health care system's engagement path that sometimes has more bad than good. In this session, participants will learn how the Marshfield Promise Engagement Journey got worse In year one. Leaders can learn not only from the good but from the bad. Listen to MCHS and lean how they reassessed their approach to focus on culture,bringing the System together as one team while working toward holding the leadership more accountable. Learning Objectives:

1. Understand the challenges faced by the Marshfield Promise Engagement Journey in year one and identify the factors that contributed to a decline in engagement.
2. Analyze the importance of learning from both successful and unsuccessful engagement initiatives and recognize the value of addressing the "bad and ugly" aspects of the journey.
3. Explore strategies for reassessing and improving engagement efforts by prioritizing organizational culture, fostering a sense of unity among teams, and implementing mechanisms to enhance leadership accountability.

Mon Health (Vandalia Health) *Enhancing Patient Outcomes: Empowering Dyad Clinical Leadership with AI*

Join this session hosted by Mon Health to discover the benefits of a dyad management and clinician structure in enhancing coordinated care, program development, and execution. Gain insights into leveraging AI data to identify patient care gaps and disparities, leading to improved health and well-being within the communities they serve. Learning Objectives:

1. Recognize the positive impact of coordinated structures involving both management and clinicians on care coordination.
2. Illustrate the patient journey and adopt a systems approach to drive improved outcomes.
3. Explore how the use of AI can enhance patient illness identification and optimize care delivery.

Oregon Health Sciences University (OHSU) *Hospital at Home: Optimizing Capacity Management Strategies*

Discover how OHSU, Oregon's academic medical center, tackled capacity challenges through innovative solutions. Their Hospital at Home unit, launched in November 2021 under the CMS Acute Hospital Care At Home program, delivers care to patients in their homes, expanding capacity beyond traditional hospital settings. Join this session to learn how OHSU addressed the scarcity of community Dialysis chairs by shifting ongoing inpatient care to the Hospital at Home unit. Explore how their guest house provides a home-like environment for out-of-town patients requiring inpatient care. Discover the addition of a dedicated Virtual Hospitalist, maximizing capacity and ensuring efficient care provision within the home setting. OHSU's Hospital at Home unit acts as a vital release valve, providing a cost-effective alternative to building new bed towers. Learning Objectives:

1. Explain Hospital at Home as a capacity management solution.
2. Discover creative strategies to include additional patient populations.
3. Understand the considerations for designing a care team to maximize capacity

OU Health Physicians *Improving Staff Engagement Through Leadership Development*

Join this session presented by OU Health Physicians to explore the critical importance of engaged, supported, and well-trained leadership in enhancing staff engagement and ultimately promoting staff retention. Discover how OU Health Physicians has embraced this principle by implementing quarterly leadership development and training sessions for physician and operational leaders. These sessions highlight evidence-based behaviors that effectively drive engagement within the organization. Learning Objectives:

1. Identify five evidence-based practices that have proven to drive employee engagement.
2. Recall the key ingredient necessary for fostering an engaged physician practice leadership team and workforce.
3. Describe at least one actionable step you can take to drive team engagement in your own professional setting.

Panel Discussion: Nevada Health Centers, Florida Community Health Centers, and Beaufort-Jasper-Hampton Comprehensive Health Services

The Right Leader, Right Now: Developing an Effective Executive Recruitment and Retention Strategy

Healthcare recruitment is fiercely competitive and volatile, posing challenges for hiring and retaining talented employees, especially as the pandemic subsides. This is evident in executive and senior leadership roles, with retirements, resignations, and job hopping to organizations offering better compensation and perks. Community health centers also face competition from larger organizations like CVS, Walmart, and Amazon, who seek expertise in reaching the communities they serve. To ensure the future viability of healthcare organizations, effective executive selection and retention strategies are crucial. In this session, four panelists will share their perspectives on successful strategies and discuss current achievements and challenges. Learning Objectives:

1. Describe the selection process and key elements for attracting and retaining top candidates.
2. Discuss approaches to recruiting diverse candidates within organizations.
3. Gain insights from a recently appointed CEOs on experiences with internal and external candidates.
4. Explore transitioning from clinical to administrative leadership roles and learn from shared insights.
5. Apply leading practices for retaining healthcare employees.

Panel Discussion: Adventist Health, Cleveland Clinic and Veterans Health Administration

Revenue Cycle Reimagined: Automation and Technology Solutions to Improve Your Organization

Gain valuable insights into the latest automation and technology capabilities within the revenue cycle in this engaging session. Listen to industry leaders as they shed light on the impact of automation programs and share their perspectives on implementing emerging technologies. Learning Objectives:

1. Explore the impact, lessons learned, and best practices of revenue cycle automation.
2. Examine the latest emerging technologies and uncover new opportunities within revenue cycle.
3. Discuss key considerations before new technology adoption and the decision-making process.

RWJBarnabas Health *Riding the Rounding Rollercoaster: Empowering Leadership and Driving Organizational Transformation*

Join this session presented by RWJBarnabas Health to explore rounding and other practical strategies that drive change, promote learning, empower leadership behavior, establish effective management systems, and solidify processes to achieve desired outcomes. Learning Objectives:

1. Learn how to conduct a comprehensive current state analysis, including anticipating challenges and identifying potential successes.
2. Discover methods for creating a unifying vision that drives cultural transformation and fosters knowledge acquisition.
3. Explore strategies to ensure all users have access to necessary tools (such as iPads), training, and resources to support their roles effectively.
4. Understand how to leverage data for actionable reporting, recognition programs, and improved patient satisfaction outcomes.

Saint Luke's health System *Revolutionizing Patient Acquisition: Change Management Strategies for Hospital-at-Home*

Join this session presented by Saint Luke's Health System to explore the transformative Hospital at Home care model, which provides patients with high-quality, comprehensive care in the comfort of their own homes. Discover how the program's well-defined admission pathways, collaboration with a Service Provider Network (SPN), and utilization of remote patient monitoring technology address the limitations of traditional care systems, resulting in improved patient outcomes and enhanced overall quality of care. Learning Objectives:

1. Recognize the benefits of a Hospital At Home program, including improved capacity management, reduced ED boarding, and efficient utilization of acute resources.
2. Understand the Hospital in Your Home program's leadership structure, hospital locations, collaboration with the Service Provider Network (SPN), and technology usage for delivering patient-centered care at home.
3. Identify the importance of change management strategies, including involving key departments and stakeholders, establishing effective communication channels, and utilizing diverse messaging methods for successful adoption of the Hospital in Your Home program.

St. Jude's Research Hospital *Driving Effective Change Management and Leadership for a Successful EHR Installation*

In this presentation by St. Jude's Children's Research Hospital delve into the critical aspects of change management and leadership initiatives that drive a successful EHR installation. Implementing a new electronic health record system requires effective change management strategies to ensure a smooth transition and maximize user adoption. Gain valuable insights, practical tips, and real experiences to guide your teams through a transformative journey. Join the session to discover the key principles, challenges, and best practices for change management and leadership in EHR installations that ultimately enhance patient care, staff experiences, and organizational efficiency. Learning Objectives:

1. Understand the critical aspects of change management in the context of implementing a new electronic health record system.
2. Learn effective strategies that drive a successful health records installation and maximize user adoption.
3. Acquire practical tips, insights, and best practices for leading teams through a transformative journey.

Stamford Health *Driving Strategy into Action: Stamford Health's Consumer Experience and Access Journey*

In this session, the COO of Stamford Health will share their successful approach in translating a high-level strategic plan into practical and effective solutions. Discover how their team achieved a differentiated consumer experience and established seamless and consistent access operations. Learning Objectives:

1. Learn how to facilitate a collaborative visioning session that aligns leadership towards common outcomes.
2. Identify strategies to enhance understanding of the consumer and patient experience journey and engage leadership in redesigning that journey.
3. Gain insights into driving operational performance improvement projects that contribute to an overall growth strategy.

Trinity Health Michigan *Leveraging Technology for Improved Healthcare Delivery: Virtual Nursing and Other Innovative Technologies*

Join this session presented by Trinity Health Michigan to explore the innovative use of technology in improving clinical quality and safety, particularly in the face of staffing challenges. Discover how various interventions, such as a virtual nursing platform, robotic retrieval and delivery system, virtual remote monitoring, radio frequency identification (RFID), scheduling application, and AI, have been implemented to address challenging hospital-acquired conditions while enhancing the care experience for both caregivers and patients. Learning Objectives:

1. Recognize the current challenges within the healthcare industry that necessitate consideration of technology solutions.
2. Identify at least one technology currently being utilized or planned for implementation in the healthcare sector.
3. Explain the rationale behind the importance of investing in technology to drive positive outcomes in healthcare.
4. Determine how your specific role can have a significant impact in advancing or improving the current state through the adoption and utilization of technology.

UPMC *Stop Overcomplicating Things – Get Back to Basics*

Struggling with employee engagement, retention, cultivating a thriving culture, and enhancing the patient experience? Feeling overwhelmed by the multitude of tools and tactics you've tried? Stop overcomplicating it and get back to the basics! Operating in forty hospitals and more than 700 doctors' offices and outpatient centers, UPMC understands the importance of building a foundation and finding consistency in implementing methodologies. This session brings together three leaders from different healthcare settings to share their tried and true to dos and lessons learned along the way. Learning Objectives:

1. Discover effective strategies to enhance employee engagement and elevate the patient experience.
2. Learn how to re-recruit and retain employees by implementing and hardwiring best practices that improve organizational culture.

White Memorial Hospital *Excellence Unveiled: Leveraging the Baldrige Process for Leadership, Innovation, and Mission-driven Success*

Discover the path to excellence, exploring how Adventist Health White Memorial, during and post pandemic, unlocked their full potential by leveraging the renowned Baldrige process. Our presenters will unveil the secrets to achieving remarkable results through effective leadership, fostering a culture of innovation, and living the organizational mission. Gain actionable insights and practical strategies that you can immediately apply to your own organization.

Whether you are a leader seeking to enhance your organization's performance, an innovator looking to foster creativity, or an advocate for mission-driven success, this session is designed to empower you with the knowledge and tools to make a lasting impact. Learning Objectives:

1. Explain the Baldrige process and the actionable steps for driving excellence.
2. Apply effective leadership skills that get results.
3. Foster creativity and cultivate an innovative culture.
4. Discover the role of the Baldrige process in the post pandemic recovery journey.