

What's Right in Health Care®

Boston | Aug. 12-14, 2025

All times are in Eastern Time Zone (ET) | Eligible for continuing education (CE) credits via livestream and on-demand content.
Virtual attendees will have access to all General Sessions and the Breakout sessions marked with an asterisk (*).

Day 1: Tuesday, Aug. 12

6:30 - 8 a.m. **Registration Open for Badge Pick Up**

7 - 8 a.m. BREAKFAST

GENERAL SESSION

Conference Kickoff

Unleash Your Curiosity: Setting the Stage

8 - 9:15 a.m.

Diana Kander, New York Times Best-Selling Author, Innovation Consultant, and Keynote Speaker

9:15 - 9:45 a.m. BREAK

CONCURRENT BREAKOUT SESSIONS

9:45 - 10:45 a.m.

*Advancing Healthcare With Smart Room Technology

UW Medicine



Financial Improvement Through Change Leadership and Revenue Cycle Excellence

Community Health System



*Enhancing Employee Engagement and Patient Experience

Crawford Memorial Hospital



10:45 - 11 a.m. BREAK

Agenda subject to change. For the most up-to-date agenda or to register, visit <https://www.huronconsultinggroup.com/events/whats-right-in-health-care>



Patient + Clinical Excellence



Operational + Financial Excellence



Leadership Excellence

<p>CONCURRENT BREAKOUT SESSIONS</p> <p>11 - noon</p>	<p>*Hospital at Home: Acute Care Improvement Strategy</p> <p>Boston Medical Center and Medically Home</p> 	<p>Revenue Cycle and Financial Performance Improvement</p> <p>Universal Health Services, Inc.</p> 	<p>*Effective Leadership for Achieving Results</p> <p>Riverside Healthcare</p> 
<p>noon - 1:15 p.m.</p>	<p>LUNCH</p>		
<p>CONCURRENT BREAKOUT SESSIONS</p> <p>1:15 - 2:15 p.m.</p>	<p>*Leveraging ERs: Strategic Solutions for Systemwide Capacity Challenges</p> <p>UNC Health and Northwell Health</p> 	<p>Improving Workforce With Revenue Cycle Transformation</p> <p>Cambridge Health Alliance</p>  	<p>*Transforming Patient Experience With Dyad Leadership</p> <p>RWJBarnabas Health</p>  
<p>2:15 - 2:45 p.m.</p>	<p>BREAK</p>		
<p>GENERAL SESSION</p> <p>2:45 - 4 p.m.</p>	<p>Excellence in Healthcare Recognition</p> <p>The Future of Healthcare: Trends, Transformation, and Innovation</p> <p>Marcus Whitney, Founding Partner, Jumpstart Health Investors</p> <p>Takeaways and Closing Remarks</p>		
<p>4 - 6 p.m.</p>	<p>Welcome Reception</p>		

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Day 2: Wednesday, Aug. 13

6:15 - 7 a.m.

Early Bird Workout Session

7 - 8 a.m.

BREAKFAST

Welcome Back and Opening Remarks

GENERAL SESSION

2025 Huron Hall of Fame Induction

8 - 9:15 a.m.

The Future of Healthcare: Care Transformation

Joanne M. Conroy, M.D., President & CEO, Dartmouth-Hitchcock Medical Center; Immediate Past Chair, American Hospital Association

9:15 - 9:45 a.m.

BREAK

CONCURRENT BREAKOUT SESSIONS

9:45 - 10:45 a.m.

***Revolutionizing Patient Billing: Doubling Estimates and Improving Transparency**
Samaritan Health Services



Boosting HR Efficiency: Workday Implementation and Change Management Success
Cincinnati Children's



***Elevating Patient and Employee Experience: Leadership Strategies for Impact**
Lawrence and Memorial Hospital



10:45 - 11 a.m.

BREAK

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**CONCURRENT
BREAKOUT
SESSIONS**

11 a.m. - noon

**Transforming Patient Access:
From Fragmented Systems to
Advanced Solutions**

Children's Hospital of Orange
County (CHOC)



***Achieving Margin
Growth Through
Clinical and Corporate
Transformation**

Westchester Medical Center Health
Network



***Innovating Workforce
Dynamics: Panel
Discussion**

ECU Health
Orlando Health
UPMC



noon - 1:15 p.m.

LUNCH

**CONCURRENT
BREAKOUT
SESSIONS**

1:15 - 2:15 p.m.

***Innovation for an Aging Nation:
Scalable, Tech-Enabled Care
Delivery**

West Health Institute



***Transforming Productivity:
Strategies and Tactics for
Operational Excellence**

Southeast Alaska Regional Health
Consortium (SEARHC)



**Systemwide
Implementation of Epic
and Workday**

CoxHealth



2:15 - 2:45 p.m.

BREAK

Connect to Purpose by Healthcare Hero

The Future of Healthcare: Intelligent Care Panel Discussion

**GENERAL
SESSION**

2:45 - 4 p.m.

- Traci d'Auguste, Chief Operating Officer, Orlando Health
- Lien Le, M.D., Vice President of Hospital Medicine and Associate Chief Medical Officer, Tampa General Hospital
- Kevin Corbin, MHA, FACHE, Associate Vice President of Operations, UNC Health
- Ryan Vega, M.D., Chief Health Officer, Vantiq

Takeaways and Closing Remarks

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Day 3: Thursday, Aug. 14

6:15 - 7 a.m.	Early Bird Workout Session
7 - 8 a.m.	BREAKFAST
GENERAL SESSION	Welcome Back and Opening Remarks
8 - 9:15 a.m.	The Future of Healthcare: Business Transformation Niyum Gandhi, CFO & Treasurer, Mass General Brigham
9:15 - 9:30 a.m.	BREAK
GENERAL SESSION	Connect to Purpose by Healthcare Hero
9:30 - 10:45 a.m.	The Future of Healthcare: Artificial Intelligence Jeff Gautney, SVP & CIO, Rush University System
10:45 - 11 a.m.	BREAK
GENERAL SESSION	The Future of Healthcare: The Next Generation of Leaders Edward M. Hundert, M.D., Associate Director, Harvard Medical School Center for Bioethics; Senior Lecturer on Global Health and Social Medicine, Harvard Medical for Health
11 a.m. – 12:15 p.m.	Unleash Your Curiosity: Reflections and Insights Diana Kander, New York Times Best-Selling Author, Innovation Consultant, and Keynote Speaker Key Takeaways and Closing Remarks
12:15 p.m.	Conference Adjourned
12:15 – 1:30 p.m.	GRAB N' GO LUNCH

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