

# Leading Through Change: Adapting for the Future of Healthcare

March 3 - 5, 2021 • Virtual Conference

\*\* The conference times are Central Standard Time (CST)

## Wednesday - March 3

9:30 – 10:00 AM Virtual lobby open for early login, testing and technical assistance

10:00 – 10:15 AM **Welcome and Opening Remarks**

10:15 - 11:00 AM **Returning to New: Leading Your People and Communities to a Better Future**  
Craig Deao, MHA, Managing Director and Speaker, Huron

11:00 – 11:10 AM Break and Transition to Your Focus Tracks

### 11:10 – 12:30 PM **CONCURRENT FOCUSED TRACKS – PLEASE ATTEND TRACK YOU REGISTERED FOR**

#### **Adapting Your Leadership**

#### **Nurse Leadership**

#### **Ambulatory Leadership**

#### **Cost Transformation**

Discover the Secret Lives of Customers

Blending the Process with the People  
Side of Change

Ambulatory Care: Current Trends  
and Future State

The Unprecedented Pressures on the  
Cost Structure of Organizations

Personal Change Journey Part 1

12:30 – 1:00 PM Lunch and Visit the Virtual Exhibitors

### 1:00 – 2:00 PM **CONCURRENT FOCUSED TRACKS – PLEASE ATTEND TRACK YOU REGISTERED FOR**

#### **Adapting Your Leadership**

#### **Nurse Leadership**

#### **Ambulatory Leadership**

#### **Cost Transformation**

The Future of Care Experience: Moving  
Beyond Satisfaction

Personal Change Journey Part 2  
Leading My Team

Health Care Consumerism in the  
Ambulatory Market

Breakouts Focus on Transforming  
your: Revenue Cycle, Pharmacy, and  
Supply Chain

2:00 – 3:00 PM Networking and Exhibit Opportunities for all Attendees

## Thursday - March 4

9:30 – 10:00 AM Virtual lobby open for early login, testing and technical assistance

10:00 – 10:10 AM **Welcome Back and Opening Remarks for Day Two**

10:10 – 10:20 AM **Connect to Purpose** by Dan Smith, MD, FACEP

10:20 - 11:15 AM **Proud but Never Satisfied: A Discussion with The University of Kansas' Journey to Excellence**  
Bob Page, President and CEO, The University of Kansas Health System and Tammy Peterman, MS, RN, FAAN, President, Kansas City Division

11:15 – 11:20 AM Break and Transition to Your Focus Tracks

11:20 – 12:30 PM **CONCURRENT FOCUSED TRACKS – PLEASE ATTEND TRACK YOU REGISTERED FOR**

### Adapting Your Leadership

Nothing Changes Until the People Change: How to Transform Organizational Cultures through Habit Change

### Nurse Leadership

Stakeholder Engagement  
Stakeholder Analysis and Action Planning

### Ambulatory Leadership

It Takes Two to Tango: The Dyad Leadership Dance-Part I

### Cost Transformation

Breakouts Focus on Transforming your: Revenue Cycle, Pharmacy, and Supply Chain

12:30 – 1:00 PM Lunch and Visit the Virtual Exhibitors

1:00 – 2:00 PM **CONCURRENT FOCUSED TRACKS – PLEASE ATTEND TRACK YOU REGISTERED FOR**

### Adapting Your Leadership

The Post-COVID Executive  
Diversity, Equity, and Inclusion

### Nurse Leadership

Communicating to Drive Change  
Change Communication & Messaging

### Ambulatory Leadership

It Takes Two to Tango: The Dyad Leadership Dance-Part 2

### Cost Transformation

Breakouts Focus on Transforming your: Revenue Cycle, Pharmacy, and Supply Chain

2:00 – 3:00 PM Networking and Exhibit Opportunities for all Attendees

## Friday - March 5

9:30 – 10:00 AM Virtual lobby open for early login, testing and technical assistance

10:00 – 10:05 AM **Welcome Back and Opening Remarks for Day Three**

**Panel Discussion: The Future of Healthcare Leadership Development**

- Christine Aucreman, VP, Enterprise Performance Management, Trinity Health
- Anthony Gigliotti, MHRM, PHR, ODCP, RCCTM, Director, Talent Management & Organizational Development, UPMC
- Stacey Parkin, MBA, Chief Patient Experience Officer, MultiCare Health System
- Kendall Stewart, MD, Vice President of Medical Affairs and CMO, Southern Ohio Medical Center

10:55 – 11:00 AM Break and Transition to Your Focus Tracks

**11:00 – 12:30 PM CONCURRENT FOCUSED TRACKS – PLEASE ATTEND TRACK YOU REGISTERED FOR**

**Adapting Your Leadership**

**Nurse Leadership**

**Ambulatory Leadership**

**Cost Transformation**

|   |                            |  |  |
|---|----------------------------|--|--|
| Time & Energy Management                | Psychological Safety       | Measuring Value and Achieving Financial Stability: | Connect the Dots: Q&A with Cost Transformation Experts Panel |
| Dynamic Communication for Dynamic Times | Prioritization Action Plan | Measuring Demand Operational Processes             |  |
| Leading the Virtual, Stressed Team      |                            | Ambulatory Staffing Optimization                   |  |
| WIRED™ for Resilience                   |                            |  |  |

12:30 – 1:00 PM Lunch and Visit the Virtual Exhibitors

**Fireside Chat: Creating a Thriving, Resilient and Winning Culture**

1:00 – 1:45 PM Robert Earley, CEO and President, JPS Health Network; Laura Kaiser, FACHE, President and CEO, SSM Health, and Debbie Ritchie, Managing Director, Huron

1:45 – 2:15 PM **Resilience: 10K Steps, The Avengers, and Luaus**  
Rich Bluni, RN, National Speaker