

# What's Right in Health Care®

## Virtual Conference Agenda – Live Stream August 11-12, 2020

\*\*All times are in Central Standard time zone      \*\*Eligible for up to 20 CE Credits via Live Stream and On-Demand Program

\*\*Eligible for up to 9.5 PXE credits via Live Stream and On-Demand Program

### DAY 1 – August 11

8:30 AM      Virtual lobby open for early login, testing and technical assistance

9:00 AM      **Welcome and Opening Remarks**

9:15 AM      **A Message from Huron | Studer Group Leadership**

Jim Gallas and Debbie Ritchie

9:30 AM      **Seeing 2020: Experimentation, Innovation, Opportunity**

Craig Deao, MHA

10:15 AM      Break and Transition into Breakout Sessions

10:30 AM      **Concurrent Breakouts**

**Cultural Transformation**

**Accelerating Success:  
How Strategic  
Communications Drive  
Positive Change**

UPMC

**Care Transformation**

**Providing Acute Care  
in the Home**

Adventist Health  
Hospital@Home

**Business Transformation**

**Leveraging People,  
Process and Technology  
in Clinical Documentation**

Advocate Aurora Health

**Executive Insights**

**Leading from the  
Future**

Innosight

11:15 AM      Transition back to General Session

11:20 AM      **10 Minutes That Count: The Power of Telehealth**

Julie O'Shaughnessy and Donna McHale

11:35 AM      **Connect to Purpose: Treating the Unsheltered Homeless**

James Withers, MD, Medical Director, Operation Safety Net, Pittsburgh Mercy Health System and Founder of The Street Medicine Institute (SMI)

11:45 AM      Break

12:00 PM      **Leading with Compassion Even During Times of Crisis**

Anthony Mazzarelli, MD, JD, MBE, Co-President & CEO, Cooper University Health Care

1:00 PM      Day One Adjourned

## DAY 2 – August 12

8:30 AM Virtual lobby open for early login, testing and technical assistance

9:00 AM **Welcome and Opening Remarks**

9:15 AM **10 Minutes That Count: Choosing Resilience Through Crisis**  
Wayne Sotile, PhD, Sotile Center for Resilience

9:25 AM Transition into Breakout Sessions

9:30 AM **Concurrent Breakouts**

**Cultural Transformation**  
**Making the Culture of High Performance a Reality: A First-Hand Guide to Getting it Right!**  
Faith Regional Health Services

**Care Transformation**  
**Quality, Safety, and High Reliability Panel Discussion**  
Tennessee Valley Veterans Affairs Healthcare System  
St. Tammany Health System  
Marin Health

**Business Transformation**  
**Moving from EHR Provider to Quality Enabler: How DaVita is Empowering Physicians with Technology to Transform Kidney Care**  
DaVita

**Executive Insights**  
**Unlock the Power of Your Strategy and People**  
Huron | Studer Group

10:15 AM Break and Transition back to General Session

### **Panel Discussion: Navigating the Challenges of 2020**

- 10:30 AM
- John Beaman, MBA, Chief Business Officer, Adventist Health
  - Kendall Stewart, MD, Vice President of Medical Affairs and CMO, Southern Ohio Medical Center
  - Tim Brierty, LFACHE, Regional President, Ascension Texas
  - Christia Hicks, Vice President of HR, Eskenazi Health
  - Lisa D. Chew, MD, MPH, Associate Medical Director, Ambulatory Care, Harborview Medical Center

11:30 AM **Leadership in Times of Crisis: Lessons from the NFL**  
Thom Mayer, MD, FACEP, FAAP, FACHE, Medical Director, NFL Players Association

12:15 PM **Recognition, Key Takeaways and Closing Remarks**

12:30 PM **Is the New Normal Really all that New?**  
Rich Bluni, RN

1:00 PM Conference Adjourned

## On-Demand Sessions:

There is tremendous value in peer-to-peer learning, and we're pleased to continue offering our attendees the opportunity to learn from others – virtually. Numerous organizations have provided insight into how they are transforming their business. Each of these sessions is available through an on-demand library for 60 days to enhance your learning and provide CE credits. A sampling of the available sessions is below:

Cultural Transformation	Care & Consumer Transformation	Business Transformation
<p><b><u>Building Strong Leadership Across a System</u></b> Baptist Memorial Healthcare</p>	<p><b><u>Rounding for Outcomes   Panel Discussion</u></b> Dallas Methodist Health System Charlton Medical Center Humber River Hospital</p>	<p><b><u>Journey to Transformation through Vision and Alignment</u></b> MultiCare Health System</p>
<p><b><u>Building a Stronger Community: Cottage Health's Approach to Population Health</u></b> Cottage Health</p>	<p><b><u>People You Know Caring for People You Love</u></b> TJ Regional Health</p>	<p><b><u>Driving to Revenue Cycle Leading Practice</u></b> TriHealth</p>
<p><b><u>Engagement Starts with Heart</u></b> Hazelden Betty Ford</p>	<p><b><u>Enhancing Overall Perioperative Patient Experience Utilizing Evidence Based Innovative Tools</u></b> Saint Barnabas Medical Center</p>	<p><b><u>Developing a Successful Physician Advisor Program</u></b> Cook Children's Medical Center</p>
<p><b><u>From Pandemic to Turbulence to Recovery Eskenazi Health &amp; the Culture of High Performance</u></b> Eskenazi Health</p>	<p><b><u>Improving All 3 Domains of Emergency Department Satisfaction (Patient, Provider &amp; Staff)</u></b> Mary Greeley Medical Center</p>	<p><b><u>Putting Data to Work: Operationalizing and Empowering Predictive Insights</u></b> Huron   Studer Group</p>
<p><b><u>Handovers, Huddles &amp; All Hands: Rethinking your Approach to Communication</u></b> Huron   Studer Group</p>	<p><b><u>The Who, The What, The How to Develop Alignment and Achieving Overall Rating of Care</u></b> Bon Secours Mercy St. Rita's Medical Center</p>	<p><b><u>The Rise of the Digital Operating Room</u></b> Huron   Studer Group</p>
<p><b><u>Making Critical Performance Conversations Easy: Feedback is a Gift</u></b> Huron   Studer Group</p>	<p><b><u>Driving Results Through Change and Chaos in the Emergency Department</u></b> Indu and Raj Soin Medical Center</p>	
	<p><b><u>Is Your ED Driven by Data or Intuition: Using Flow Simulation to Achieve Results</u></b> Huron   Studer Group</p>	

### Additional Resources Available with Registration:

- Inspiration Resources focused on self-care, resilience, gratitude, and hope.
- Online Learning Resources featuring courses on leadership development, communication, patient experience, high reliability and more!

\*\* This agenda is subject to change. Please visit [our website](#) for updates.