

What's Right in Health Care®

Denver, CO | Aug. 26-28, 2024

All times are in Mountain Time (MT) | Eligible for continuing education (CE) credits via livestream and on-demand content.

Sessions with an (*) will be available for the virtual live-stream registered attendees.

Day 1: Monday, Aug. 26

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

GENERAL SESSION Conference Kickoff

1 - 2:30 p.m. **Opening Keynote**

2:30 - 3 p.m. BREAK

CONCURRENT BREAKOUT SESSIONS	Leadership Excellence	Operational Excellence	Clinical Excellence	Patient Excellence
	<i>* Fostering Excellence: Aligning Culture, Engaging Employees, and Elevating Patient Experience</i> Peterson Health	<i>* Achieving Success Through Comprehensive Organizational Enhancements</i> UW Medicine	<i>Transforming ICU Care with Cultural and Staffing Innovations</i> Tampa General Hospital	<i>Fresh approach to Social Determinants of Health</i> UNM Health

4 - 4:30 p.m. BREAK

GENERAL SESSION **Champion Mindset: Overcoming Adversity and Tenacity During Challenging Times**
Chaunte' Lowe, Speaker, Breast Cancer Survivor, Olympic Medalist, 4X Olympian, American Record Holder, Author, Mother of Three

4:30 - 5:45 p.m. Takeaways and Closing Remarks

6 - 8 p.m. **Retro Après Ski-Themed Welcome Reception**

Day 2: Tuesday, Aug. 27

Day Two Kickoff

GENERAL SESSION

8 - 9:15 a.m.

Healthcare Hero Connect to Purpose - Keri Nasenbeny, CNO and Azmera Telahun, ACNO Care Management, Harborview Medical Center-UW Medicine

Excellence in Healthcare: Beyond the Award

2024 Excellence in Healthcare Award Winners Panel Discussion

9:15 - 9:45 a.m.

BREAK

CONCURRENT BREAKOUT SESSIONS

9:45 - 10:45 a.m.

Leadership Excellence

** Transformative Talent Strategies*

ECU Health

Operational Excellence

Innovating for Impact: Hanger Clinic's Tailored Revenue Cycle Solutions for Enhanced Patient Experience

Hanger Clinic

Clinical Excellence

** Foundation for Growth: Patient Access, Physician Engagement, Nurse Optimization*

Nemours Children's Hospital, Florida

Patient Excellence

Enhancing Patient Satisfaction through Real-time Workflow Optimization and Analytics

Compass One Healthcare

10:45 - 11:15 a.m.

BREAK

GENERAL SESSION

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

Healthcare Trends: 15 Minutes that Count (Exploring AI, Patient Experience, Work Design, and Burnout)

12:15 - 1:30 p.m.

LUNCH

CONCURRENT BREAKOUT SESSIONS

1:30 - 2:30 p.m.

Leadership Excellence

** Lifting Up the Communities We Serve: Creating a Stronger Workforce*

UPMC

Operational Excellence

** Cultural Resurgence from Tragedy to Celebration: A Total Scorecard Package Strategy*

Cheshire Medical Center

Clinical Excellence

Achieving High Quality Scores

Rush Health

Patient Excellence

Innovative Assessment: A Roadmap for Closing Care Gaps and Finding Capital to Do More

Prince George's County

2:30 - 3 p.m. BREAK

CONCURRENT BREAKOUT SESSIONS	Leadership Excellence	Clinical Excellence	Clinical Excellence	Patient Excellence
	<i>Leadership Development Panel: Insights from Top Organizations</i> Casa Pacifica, Donor Alliance, and Family HealthCare Network	<i>* Pursuing Zero Harm: An HRO journey</i> Citizens Memorial Healthcare	<i>Addressing Social Determinants of Health through Intervention Programs</i> Johnson & Johnson	<i>* Patient Experience in the ED and Beyond</i> WellStar Health System

4 – 4:15 p.m. BREAK

GENERAL SESSION ***Charting the Path to Financial Wellness***
Dominica Tallarico, B.S., M.S., FACHE, Executive Vice President and Chief Operations Officer, Allina Health

4:15 – 5:30 p.m. Takeaways and Closing Remarks

Day 3: Wednesday, Aug. 28

6:15-7 a.m. Early Bird Workout Session

7 – 8 a.m. BREAKFAST

Day Three Welcome and Kickoff

GENERAL SESSION ***Healthcare Hero Connect to Purpose:*** Sarah Hanak, CNO, Citizens Memorial Hospital

8 - 9:15 a.m. ***Reimagining Acute Hospital Care through Hospital at Home***
Dr. Richard Rothman, Regional Chief Medical Operations Officer, Cleveland Clinic Florida and Erin Bartley, Chief Operating Officer, Medically Home

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

	Leadership Excellence	Operational Excellence	Clinical Excellence	Patient Excellence
CONCURRENT BREAKOUT SESSIONS	Goal Setting Success and Enhancing Leadership Development Hawkesbury & District General Hospital	* Innovative Ways of Addressing Health Equity and Solving for Social Determinants of Health Eskenazi Health	The Future is Now: Designing the Clinic of the Future The Methodist Hospital Physician Organization	* From Turmoil to Turnaround: A Story of Resilience and Renewal Robert Wood Johnson University Hospital
9:45 – 10:45 a.m.				
10:45 - 11:15 a.m.	BREAK			
11:15 a.m. - 12:15 p.m.	Keynote Coming Soon			
12:15 - 1:30 p.m.	GENERAL LUNCH			
CONCURRENT BREAKOUT SESSIONS	Leadership Excellence	Operational Excellence	Clinical Excellence	
1:30 - 2:30 p.m.	Building a 360-Degree Patient Profile: Integrating Data for Holistic Insights Community Foundation of Northwest Indiana, Inc.	TBD	TBD	
2:30 - 2:45 p.m.	BREAK			
GENERAL SESSION	Closing Keynote: What's Your Pink Cadillac? The Transformational Power of Prioritizing Joy Ryan Cambell, Mental Health & Resilience Speaker			
2:45 – 3:45 p.m.	Takeaways and Closing Remarks			
3:45 p.m.	Conference Adjourned			

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