

NCHL

National Center for Healthcare Leadership

2023

All-Member Conference PROGRAM



LEARN | COLLABORATE | LEAD



MON - WED, NOVEMBER 13-15, 2023

Westin Chicago River North
320 N Dearborn St, Chicago, IL 60654

PRESENTED BY THE NATIONAL CENTER FOR HEALTHCARE LEADERSHIP

 WWW.NCHL.ORG/EVENTS/CONFERENCE/

NCHL ALL-MEMBER CONFERENCE



9:00 AM - 12:30 PM - Special Member Meetings

**Advanced notice and separate invitations will be sent*

DAY 1

Monday, November 13, 1:00-7:00pm



1:00 - 2:00 PM

PUSHING THE ENVELOPE - BEING THE BEST WHEN IT COUNTS

Col. Nicole Malachowski, USAF (Ret.)

Grand Ballroom ABC

Leaders across every industry and experience level share one thing in common: To be successful they need to effectively navigate moments of self-doubt, master the role of a trustworthy team player, and embrace moments of personal and professional vulnerability. Pushing your own personal “performance envelope,” at work and in life, will empower you to bring your best every day, to accomplish as much as possible with your unique skillset, and to consistently perform to a standard of excellence as individual leaders and as elite teams.



2:00 - 2:30 PM

NETWORKING AND EXHIBITOR BREAK

Grand Court



2:30 - 5:30 PM

CONCURRENT SESSIONS A

EDUCATIONAL SESSIONS, INTENSIVES, & LEARNING LABS

Various Locations

2:30 - 3:50 PM

GRAND BALLROOM ABC

2021-2022 USCIPP BENCHMARKING SURVEY RESULTS

Note: this session is limited to USCIPP members who submitted 2021-2022 survey data

Callie Lambert, Director, Research, USCIPP, National Center for Healthcare

Leadership

USCIPP

2:30 - 3:20 PM

PROMENADE A

EMBRACING VERSATILITY: ADAPTING TO DIFFERENT NEEDS IN EMERGING AND FRONTLINE LEADERSHIP DEVELOPMENT

Samantha Stone Reshes, Program Director, Northwell Health; **Kamil Kojs**, Learning and Organizational Development Educator, Northwell Health

NCAF



2:30 - 5:30 PM

CONCURRENT SESSIONS A (CONTINUED)

2:30 - 3:20 PM

PROMENADE B

SUPPORTING YOUNG LEADERS: STRUCTURING ADMINISTRATIVE FELLOWSHIPS TO FACILITATE TOTAL HUMAN DEVELOPMENT

Marissa Sandkuhler, Administrative Fellow, OhioHealth; **Abril Aguirre**, Administrative Fellow, OhioHealth

LENS/NCAF

2:30 - 3:20 PM

PROMENADE C

CONSTRUCTING A BUILT-IN AND NOT BOLT-ON DEIB STRATEGY

Cheryl Paxton-Hughes, Principal Consultant, Cornerstone OnDemand; **Mike Siano**, Sr. Principal Consultant, Cornerstone OnDemand

LENS

Session sponsored by:  **cornerstone**

3:40 - 5:00 PM

PROMENADE A

LEADING IN DIFFICULT TIMES: THE ROLE OF LEADER HUMILITY AND AMBITION IN IMPROVING ENGAGEMENT AND INNOVATION

Amer Kaissi, Executive Coach & Professor, Amer Kaissi Group & Trinity University

LENS/NCAF

3:40 - 4:30 PM

PROMENADE B

INVIGORATE: A COLLABORATIVE PROGRAM TO EMPOWER NURSING LEADERS AT CARILION CLINIC

Crystal Slusser, Leadership Consultant and Coach, Carilion Clinic; **Cory Colton**, Senior Director of Leadership Effectiveness, Carilion Clinic

LENS/NCAF

3:40 - 4:30 PM

PROMENADE C

PIONEERING A PHYSICIAN LEADERSHIP DEVELOPMENT PROGRAM AT UPMC: A SUCCESS STORY

Martina Bison-Huckaby, Manager, Physician Learning and Development, Corporate Services, UPMC; **Heather Reading**, Director, Human Resources, UPMC

LENS

NCHL ALL-MEMBER CONFERENCE



DAY 1

Monday, November 13, 1:00-7:00pm

2:30 - 5:30 PM

CONCURRENT SESSIONS A (CONTINUED)

4:00 - 5:30 PM

GRAND BALLROOM ABC

VISA CONSIDERATIONS FOR INTERNATIONAL PATIENTS AND OTHER INTERNATIONAL VISITORS AT US HOSPITALS

María del Carmen Rodríguez, Community Relations Specialist, Public Engagement Division, OCPE, US Citizenship and Immigration Services; **Leah Rogal**, Senior Advisor, Office of Policy and Strategy, United States Citizenship and Immigration Services; **Laura Stein**, Deputy Director, Visa Services, Office of Domestic Operations, Bureau of Consular Affairs, Department of State

USCIPP

4:40 - 5:30 PM

EXECUTIVE ROOM

EMPOWERING LEADERSHIP CULTURE WITH PSYCHOLOGICAL SAFETY

Joe Adams, Director, Leadership Development, OhioHealth; **Alice Wheeler**, Vice President, Talent Management & Organizational Effectiveness, OhioHealth

LENS

4:40 - 5:30 PM

PROMENADE B

THE WELLNESS SPECTRUM | DEVELOPING A WELLNESS PROGRAM FOR ALL HEALTHCARE WORKERS

Eve Poczatek, Director, Strategic Initiatives, Rush

LENS/NCAF


4:40 - 5:30 PM

PROMENADE C

SOCIAL DETERMINANTS OF HEALTH: FOOD INSECURITY SOLUTIONS IN HEALTHCARE SETTINGS

Afaf Qasem, Director of Health Promotion, Tallahassee Memorial HealthCare; **Anne Leach**, Director of Clinical and Community Nutrition, Sodexo Healthcare

LENS

Session sponsored by: 



5:30 - 7:00 PM

WELCOME RECEPTION

Grand Court

Visit and network with sponsors, speakers, and other attendees while enjoying drinks and light hors d'oeuvres as the first day of the conference comes to a close.

NCHL ALL-MEMBER CONFERENCE



DAY 2

Tuesday, November 14, 7:45am-4:30pm



8:00 - 9:00 AM **PREMIER PROGRAM BREAKFASTS**

Grand Court

Join attendees from one of NCHL's premier programs: US Cooperative for International Patient Programs (**USCIPP**); Leadership Excellence Networks (**LENS**); and the National Council for Administrative Fellowships (**NCAF/GEHM**) for a light breakfast and networking. Breakfast is open to all attendees.

USCIPP PROGRAM
LENS, NCAF/GEHM PROGRAMS

GRAND BALLROOM ABC
PROMENADE AB



9:00 - 11:00 AM **CONCURRENT SESSIONS B** **EDUCATIONAL SESSIONS, INTENSIVES, & LEARNING LABS**

Various Locations

9:00 - 9:50 AM

GRAND BALLROOM A

WELCOME HOME: MAYO CLINIC'S FRONT DOOR EXPERIENCE

Alan Janssen, *Operations Manager, General Internal Medicine, Mayo Clinic*;
Jenny Ranzenberger, *International Operations Supervisor, General Internal Medicine, Mayo Clinic*

USCIPP

9:00 - 9:50 AM

GRAND BALLROOM B

YOUR HIDDEN CENTERS OF EXCELLENCE: THE CHALLENGE OF RECOGNIZING MEDICAL EXPERTISE IN LARGE ORGANIZATIONS

John Sotos, MD, *CEO, Expertscape*; **Milly Valverde**, *Director, Destination Medicine, Global Health Care, The Ohio State University James Cancer Hospital*;
Brendan McAdams, *Cofounder, Expertscape*

USCIPP

9:00 - 9:50 AM

GRAND BALLROOM C

FOSTERING CULTURE ACROSS INTERNATIONAL ASSETS AND MARKETS

Travis Laird, *Executive Director, International Operations, Cleveland Clinic*

USCIPP

9:00 - 9:50 AM

PROMENADE AB

THE PATH TO NET ZERO: ENGAGING HEALTHCARE LEADERS ON ENVIRONMENTAL SUSTAINABILITY USING SIMULATIONS

Andrew Garman, *Professor, Rush University*

NCAF/LENS

NCHL ALL-MEMBER CONFERENCE



DAY 2

Tuesday, November 14, 7:45am-4:30pm

9:00 - 11:00 AM

CONCURRENT SESSIONS B (CONTINUED)

9:00 - 9:50 AM

PROMENADE C

UNLEASHING POTENTIAL: JOURNEY MAP FOR DRIVING A HIGH-IMPACT COACHING CULTURE IN HEALTHCARE

Darelyn 'DJ' Mitsch, CEO, Healthcare Coaching Institute by Pyramid Resource Group;
Bryant Murphy, Professor Anesthesiology, Associate Dean of Faculty Affairs & Leadership Development, University of North Carolina at Chapel Hill School of Medicine

LENS/NCAF

10:10 - 11:00 AM

GRAND BALLROOM A

TRANSITIONS OF CARE: BEST PRACTICES VERSUS REALITIES FOR INTERNATIONAL PATIENTS

Brian Jack, MD, Professor of Family Medicine, Director, Boston University Center for Health Systems Design and Implementation, Boston University School of Medicine; **Gabriella V. West**, Vice President of International Services and Global Operations, Broward Health

USCIPP

10:10 - 11:00 AM

GRAND BALLROOM B

INTEGRATION AND TRANSFORMATION OF AN INTERNATIONAL ACADEMIC MEDICAL CENTER IN KAZAKHSTAN

Sandy Giammona, Vice President, International Clinical Operations and Managing Director, Kazakhstan, UPMC International; **Matthew Harinstein, MD**, Associate Professor of Medicine, University of Pittsburgh School of Medicine, and Senior Vice President, Chief Operating Officer, Associate Chief Medical Officer, UPMC International

USCIPP

10:10 - 11:00 AM

GRAND BALLROOM C

SUCCESSFUL NAVIGATION OF THE INTERNATIONAL PAYMENT EXPERIENCE

Kathryn Cook, Vice President, Operations, Sunbelt Health Partners; **Veronica Crystal Young**, Vendor Manager, Patient Financial Services, Cedars-Sinai Health System; **Ashraf Kabil**, Executive Director, Finance, Cedars-Sinai Health System; **Jonelle Wimbush, Sr.** Financial Supervisor, Cedars-Sinai Health System; **Victoria Napoli**, Cross Border Growth and Strategy Lead, Healthcare, Flywire

USCIPP

Session sponsored by: 

NCHL ALL-MEMBER CONFERENCE



DAY 2

Tuesday, November 14, 7:45am-4:30pm

9:00 - 11:00 AM

CONCURRENT SESSIONS B (CONTINUED)

10:10 - 11:00 AM

PROMENADE AB

PRACTICAL INSIGHTS FOR IMPLEMENTING DIGITAL TRANSFORMATION IN HEALTHCARE ORGANIZATIONS

Julie Weissman, Business Marketing Partner, Philips; **Rob Nelson**, VP & Head of Healthcare Transformation, RCG Global Services; **Michelle Soto**, VP, Client Research, MD Analytics
USCIPP/LENS/NCAF

10:10 - 11:00 AM

PROMENADE C

YOU CAN'T AFFORD NOT TO BE A KEEPR!

Tim Olaore, Director, Adventist Health
NCAF



11:00 - 11:30 AM

NETWORKING AND EXHIBITOR BREAK

Grand Court



11:30 - 1:30 PM - LUNCH & PANEL SESSION

STRATEGIC PARTNERSHIPS, DIVERSIFICATION, AND TALENT RETENTION: HOW HOSPITAL CEOS ARE LEADING BOTH LOCALLY AND GLOBALLY IN A TIME OF UNPRECEDENTED CHANGE

Grand Ballroom ABC

Panelists:

Tom Priselac, CEO, Cedars-Sinai

Richard "Chip" Davis, CEO, Rochester Regional Health

Moderated By:

Michelle Hood, EVP and COO, American Hospital Association

Session Sponsored by:



1:30 - 2:00 PM

NETWORKING AND EXHIBITOR BREAK

Grand Court

NCHL ALL-MEMBER CONFERENCE



DAY 2

Tuesday, November 14, 7:45am-4:30pm

2:00 - 4:30 PM

CONCURRENT SESSIONS C

2:00 - 2:50 PM

GRAND BALLROOM A

HEALTHCARE WITHOUT BORDERS: CREATING A SHARED DECISION-MAKING MODEL

Lindsey Kreutzer, Program Director, International Health, Northwestern Medicine; **Rebecca Rodriguez**, Lead International Coordinator, International Health, Northwestern Medicine; **Gloria Frank**, Lead International Coordinator, International Health, Northwestern Medicine
USCIPP

2:00 - 2:50 PM

GRAND BALLROOM B

LOOKING FURTHER AROUND THE CORNER: THE FUTURE FOR US MEDICAL SERVICES EXPORTS

Irving Stackpole, President, Stackpole & Associates
USCIPP

2:00 - 2:50 PM

GRAND BALLROOM C

INTERNATIONAL PATIENT AND FAMILY ADVISORY COUNCIL: ENGAGING ALL CULTURES AND LANGUAGES

Nicole Skelly, Senior Program Manager, Global Services, Children's National Hospital; **Kathleen (Katie) Cummins**, MSN, CPNP, Advanced Practice Clinical Manager, Global Services, Children's National Hospital
USCIPP

2:00 - 3:15 PM

PROMENADE A

ACCELERATING IMPACT: BUILDING A FEEDBACK-CENTRIC CULTURE

Joe Mazzenga, Managing Partner, Furst Group & NuBrick Partners; **Barbara Wadsworth**, DNP, Executive Vice President and Chief Operating Officer, Main Line Health
LENS/NCAF

2:00 - 3:15 PM

PROMENADE C

INCLUSIVE AND EQUITABLE BY DESIGN: HOW TO EMBED DEIB INTO YOUR HEALTHCARE ORGANIZATION'S DNA

Nenuca Syquia, CEO and Founder, Better Organizations by Design
LENS/NCAF

3:20 - 4:30 PM

GRAND BALLROOM A

GLOBAL PERSPECTIVES ON THE PATIENT JOURNEY: A PANEL DISCUSSION ON THE INTERNATIONAL PATIENT EXPERIENCE

Duaa Hammada, PhD, Director of Service Excellence, Global Patient Services, Cleveland Clinic; **Yadira Nunez**, Executive Director, Global Health, Children's Hospital Los Angeles
USCIPP

NCHL ALL-MEMBER CONFERENCE



DAY 2

Tuesday, November 14, 7:45am-4:30pm

2:00 - 4:30 PM

CONCURRENT SESSIONS C (CONTINUED)

3:20 - 4:30 PM

GRAND BALLROOM BC

EXPLORING THE GLOBAL INSURANCE LANDSCAPE: EXPERT INSIGHTS FROM THE INTERNATIONAL INSURANCE INDUSTRY

Philip Brun, CEO, US Networks and Administrative Services, UHC Global Solutions;
Margaret Ball, Director, Provider Relations, VIP Universal Medical Insurance Group (VUMI);
Elizabeth Ziemba, JD, President, Medical Tourism Training, Inc.

USCIPP

3:30 - 4:20 PM

PROMENADE A

MAKING HEALTH EQUITY ACTIONABLE FOR HEALTHCARE EMPLOYERS

James S. Williams Jr, VP, Diversity, Equity and Inclusion and Urban Health Initiative, UChicago Medicine; **Sheena Singh**, SVP, Health Benefits Solutions, National Healthcare Industry Practice, AON; **Robert Simpson**, Director, Diversity Solutions, AON; **Nikki Sumpter**, Executive Vice President, Chief Administrative Officer, Atlantic Health

LENS/NCAF

Session sponsored by: **AON**

2:00 - 3:15 PM

PROMENADE B

UNLEASHING THE POWER OF COACHING IN YOUR ORGANIZATION

Cynthia Zito, Organizational Effectiveness Consultant, Henry Ford Health System; **Cory McCann**, AVP Leadership and Organizational Development, Intermountain Healthcare; **Julie Robbins**, Associate Clinical Professor, The Ohio State University

LENS/NCAF

3:30 - 4:20 PM

PROMENADE C

CREATING A STRATEGIC TALENT PIPELINE THROUGH EFFECTIVE WORKFORCE DEVELOPMENT INITIATIVES

Jarvis Racine, Vice President Strategic Partnerships, Workforce Development, and Government Affairs, Herzing University; **Michele Smith**, Director, Workforce & Team Member Development, Human Resources, Advocate Aurora Health; **Jackson Canfield**, AVP, Academic Strategy & Engagement, HCA Healthcare; **Ricky Rodriguez**, Corporate AVP, Academic Partnerships, HCA Healthcare

LENS/NCAF

Session sponsored by: **HERZING**
— UNIVERSITY —

NCHL ALL-MEMBER CONFERENCE



DAY 3

Wednesday, November 15, 8:00-11:30am



8:00 - 9:00 AM
CONTINENTAL BREAKFAST
Promenade ABC



9:00 - 10:15 AM
YES, AND: LEADING IS AN IMPROVISED ART
KELLY LEONARD

Grand Ballroom ABC

Kelly Leonard has spent 30-plus years working with generations of the most talented comedy superstars in North America. He also authored the best-selling business book, "Yes, And." In this interactive keynote, he will share the stories, science, and practices that have helped hundreds of thousands of leaders become more successful, agile and resilient through applied improvisation.



10:15 - 10:30 AM
SPONSOR RAFFLE
Grand Ballroom ABC



10:30 - 11:30 AM
THE JOINT COMMISSION: NEW DIRECTIONS - THE HELP AGENDA
JONATHAN B. PERLIN, MD, PHD, MSHA, MACP, FACMI

President and CEO, The Joint Commission Enterprise
Grand Ballroom ABC

Dr. Jonathan B. Perlin will discuss opportunities to advance safety and quality in **national** and **international** healthcare. Dr. Perlin will highlight The Joint Commission's HELP Agenda, which provides a roadmap for the organization's areas of focus including health equity, environmental sustainability, the responsible use of health data, reducing workforce burden, and preventing workplace violence. Additionally, he will speak to the crucial role of leadership and governance in advancing safety and quality, and training and inspiring the healthcare leaders of tomorrow. Together, Dr. Perlin believes healthcare can achieve a shared vision that "all people always experience the safest, highest quality, best-value healthcare across all settings."



WE HOPE YOU ENJOYED THE ALL-MEMBER CONFERENCE!

Do you have feedback on this year's event? Submit an event a quick event evaluation between 11/14-11/30 by scanning the QR code below or respond to the evaluation email after the event. **The 2023 event evaluation closes on 11/30.**



Thank you, sponsors!



Here's to all champions of the common good.

Impactful leaders don't wait for change to happen. They shape the future with strategies for improving systems and solutions that meet their communities' needs. The employees and physicians of CommonSpirit Health® applaud the important work of the National Center for Healthcare Leadership, and support their efforts to advance healthcare leadership and organizational excellence through inclusivity and collaboration.

Hello humankindness®

Session Descriptions and Speaker Bios

In an effort to reduce waste, NCHL did not print session descriptions or speaker bios. However, you can find both online by scanning this QR code with your cell phone.

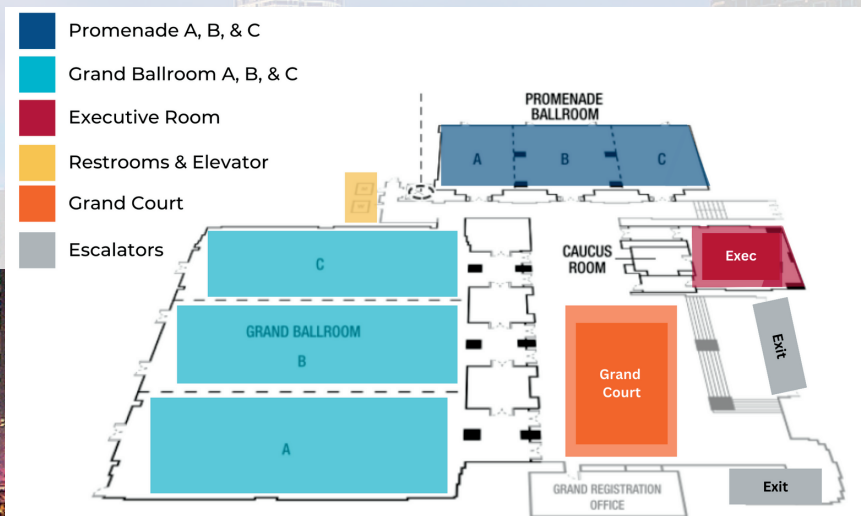
Virtual Session Descriptions & Speaker Bios



MISSION NCHL is dedicated to advancing healthcare leadership and organizational excellence by building diverse, inclusive, and collaborative relationships in the US and abroad.

VALUE NCHL is widely recognized as the premier source for evidence-based healthcare leadership practices, cultivating communities for peer collaboration across organizations, and collectively developing industry models and benchmarks to improve healthcare.

Westin Chicago River North River Level II Layout



NCHL

National Center for Healthcare Leadership

National Center for Healthcare Leadership
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