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/
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
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

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: sodexo

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.
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

9:00 – 11:00 AM
CONCURRENT SESSIONS B
EDUCATIONAL SESSIONS, INTENSIVES, & LEARNING LABS
Various Locations

9:00 – 9:50 AM
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

9:00 – 9:50 AM
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

9:00 – 9:50 AM
FOSTERING CULTURE ACROSS INTERNATIONAL ASSETS AND MARKETS
Travis Laird, Executive Director, International Operations, Cleveland Clinic

9:00 – 9:50 AM
THE PATH TO NET ZERO: ENGAGING HEALTHCARE LEADERS ON ENVIRONMENTAL SUSTAINABILITY USING SIMULATIONS
Andrew Garman, Professor, Rush University
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: flywire
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:
American Hospital Association
Advancing Health in America

1:30 - 2:00 PM
NETWORKING AND EXHIBITOR BREAK
Grand Court
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

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

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

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

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

3:20 - 4:30 PM
GRAND BALLROOM A
GLOBAL PERSPECTIVES ON THE PATIENT JOURNEY: A PANEL DISCUSSION ON THE INTERNATIONAL PATIENT EXPERIENCE
Duaa Hammoda, PhD, Director of Service Excellence, Global Patient Services, Cleveland Clinic; Yadira Nunez, Executive Director, Global Health, Children's Hospital Los Angeles
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.

3:30 - 4:20 PM
PROMENDADE 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

2:00 - 3:15 PM
PROMENDADE 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

3:30 - 4:20 PM
PROMENDADE 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
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.
Presenting Sponsor

Thank you, sponsors!

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

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®
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.