DAY 1

Monday, November 13, 1:00pm–7:30pm

1:00 - 2:00 PM
OPENING KEYNOTE

Col. Nicole Malachowski, USAF (Ret.)

Grand Ballroom ABC

First Woman Thunderbird Pilot, Combat Veteran, Fighter Squadron Commander, White House Fellow & Adviser, and Indomitable Spirit

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

Each concurrent session has been identified to align with the work and scope of at least one of NCHL’s premiers. All breakout sessions can be viewed in more detail starting on page five (5).

5:30 - 7:30 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-4:00pm

7:45 - 9:00 AM
PREMIER PROGRAM BREAKFASTS
Grand Court
Join the program breakfast that most closely aligns with your work or interests. These program breakfasts are open to all attendees.

9:00 - 11:00 AM
CONCURRENT SESSIONS B
EDUCATIONAL SESSIONS, INTENSIVES, & LEARNING LABS
Various Locations
Each concurrent session has been identified to align with the work and scope of at least one of NCHL’s premiers. All breakout sessions can be viewed in more detail starting on page five (5).

11:00 - 11:30 AM
NETWORKING AND EXHIBITOR BREAK
Grand Court

11:30 - 1:15 PM
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

Moderated By:
Michelle Hood, EVP and COO, American Hospital Association

Session Sponsored by:
American Hospital Association
Advancing Health in America
1:30 - 4:15 PM
CONCURRENT SESSIONS C
EDUCATIONAL SESSIONS, INTENSIVES, & LEARNING LABS
Various Locations
Each concurrent session has been identified to align with the work and scope of at least one of NCHL's premiers. All breakout sessions can be viewed in more detail starting on page five (5).

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

9:00 - 10:15 AM
MORNING KEYNOTE
KELLY LEONARD
Grand Ballroom ABC
Vice President of Creative Strategy, Innovation, and Business Development, The Second City

10:30 - 11:30 AM
CLOSING KEYNOTE
DR. JONATHAN PERLIN, MD, PHD
Grand Ballroom ABC
President and CEO, The Joint Commission Enterprise
Session Types

**Educational Session**: Educational sessions provide an opportunity to share successful strategies with a broad audience. Some sessions may include panel-style presentations or discussion to increase inter-organizational learning. These sessions are 50 minutes with time reserved for attendee interaction.

**Learning Lab**: Learning labs will facilitate small group learnings on a training and organizational development initiative. Learning labs are 50 minutes and will share resources and outcomes of the training or initiative and help attendees understand how they might scale and implement a similar training within their own organizations.

**Intensive**: Intensive sessions will focus on leaders who are leveraging metrics, data driven programming, futuristic innovation, and paving the way for the future will be given priority. These sessions will include opportunities for participants to engage in smaller groups for 75-90 minutes.

**Monday, November 13, 2023**

**Concurrent Sessions A**

2:30 – 3:20 PM

**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*

Educational Session | NCAF

**Supporting Young Leaders: Structuring Administrative Fellowships to Facilitate Total Human Development**

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

Educational Session | NCAF, LENS

**Creating a Strategic Talent Pipeline Through Effective Workforce Development Initiatives**

*Jarvis Racine, Vice President Strategic Partnerships, Workforce Development and Government Affairs, Herzing*

Educational Session | LENS
<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Presentators</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>2:30 - 3:50 PM</td>
<td>2021-2022 USCIPP Benchmarking Survey Results (Limited to USCIPP members who submitted 2021-2022 survey data)</td>
<td>Callie Lambert, Director, Research, NCHL</td>
<td>USCIPP</td>
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<tr>
<td>3:40 - 4:30 PM</td>
<td>Pioneering a Physician Leadership Development Program at UPMC: A Success Story</td>
<td>Martina Bison-Huckaby, Manager, Physician Learning and Development, Corporate Services, UPMC; Heather Reading, Director, Human Resources, UPMC</td>
<td>LENS</td>
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<td></td>
<td>INVIGORATE: A Collaborative Program to Empower Nursing leaders at Carilion Clinic</td>
<td>Crystal Slusser, Leadership Consultant and Coach, Carilion Clinic; Cory Colton, Senior Director of Leadership Effectiveness, Carilion Clinic</td>
<td>NCAF, LENS</td>
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<td></td>
<td>Constructing a Built-In and Not Bolt-On DEIB Strategy</td>
<td>Cheryl Paxton-Hughes, Principal Consultant, Cornerstone OnDemand; Mike Siano, Sr. Principal Consultant, Cornerstone OnDemand</td>
<td>LENS</td>
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<tr>
<td>3:40 - 5:00 PM</td>
<td>Leading in Difficult Times: The Role of Leader Humility and Ambition in Improving Engagement and Innovation</td>
<td>Amer Kaissi, Executive Coach &amp; Professor, Amer Kaissi Group &amp; Trinity University</td>
<td>NCAF, LENS</td>
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<tr>
<td>4:00 - 5:30 PM</td>
<td>Visa Considerations for International Patients and Other International Visitors at US Hospitals</td>
<td>Department of State</td>
<td>USCIPP</td>
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</tbody>
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4:40 - 5:30 PM

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
Educational Session | LENS

Empowering Leadership Culture with Psychological Safety
Joe Adams, Director, Leadership Development, OhioHealth; Alice Wheeler, Vice President, Talent Management, OhioHealth
Learning Lab | LENS

The Wellness Spectrum | Developing a Wellness Program for all Healthcare Workers
Eve Poczatek, Director, Strategic Initiatives, Rush
Educational Session | NCAF, LENS

Tuesday, November 14, 2023

Concurrent Sessions B
9:00 - 9:50 AM

The Path to Net Zero: Engaging Healthcare Leaders on Environmental Sustainability Using Simulations
Andrew Garman, Professor, Rush
Educational Session | NCAF, LENS

Unleashing Potential: A Framework for Immersing a Coaching Culture in Healthcare Organizations
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
Learning Lab | NCAF, LENS
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
Educational Session | USCIPP

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
Educational Session | USCIPP

Fostering Culture Across International Assets and Markets
Travis Laird, Executive Director, International Operations, Cleveland Clinic
Educational Session | USCIPP

10:00 - 10:50 AM
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
Educational Session | USCIPP

Integration and Transformation of an International Academic Medical Center in Kazakhstan
Santa (Sandra) 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
Educational Session | USCIPP
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
Educational Session | USCIPP

10:10 AM - 11:00 AM
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
Educational Session | USCIPP, LENS, NCAF

You Can't Afford Not To Be a KEEP'R!
Tim Olaore, Director, Adventist Health
Educational Session | NCAF

Concurrent Sessions C
1:30 - 2:20 PM
Healthcare Without Borders: Creating a Shared Decision-Making Model
Lindsey Kreutzer, Program Director, Northwestern Medicine; Rebecca Rodriguez, Lead International Coordinator, International Health, Northwestern Medicine; Gloria Frank, Lead International Coordinator, International Health, Northwestern Medicine
Educational Session | USCIPP

Looking Further Around the Corner: The Future for US Medical Services Exports
Irving Stackpole, President, Stackpole & Associates
Educational Session | USCIPP

International Patient and Family Advisory Council: Engaging all Cultures and Languages
Nicole Skelly, Senior Program Manager, Children's National Hospital; Kathleen Cummins, CPNP, Advanced Practice Clinical Manager, Children's National Hospital
Educational Session | USCIPP
### 1:45 - 3:00 PM

<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Elevate Your Leadership Team’s Impact</strong></td>
<td>Joe Mazzenga, Managing Partner, FurstGroup</td>
<td>Intensive</td>
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<tr>
<td><strong>State of Administrative Fellowships: Historical &amp; Future Trends in Benchmarking</strong></td>
<td>Jen Kvasnicka, Manager, NCHL; Callie Lambert, Research Director, NCHL</td>
<td>Intensive</td>
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<td><strong>Inclusive and Equitable by Design: How to Embed DEIB into Your Healthcare Organization’s DNA</strong></td>
<td>Nenuca Syquia, CEO and Founder, Better Organizations by Design</td>
<td>Intensive</td>
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### 2:40 - 4:00 PM

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<tr>
<td><strong>Optimizing the Human Experience within Global Patient Services</strong></td>
<td>Duaa Hammoda, PhD, Director of Service Excellence, Cleveland Clinic; Yadira Nunez, Executive Director, Global Health, Children’s Hospital Los Angeles</td>
<td>Intensive</td>
</tr>
<tr>
<td><strong>International Insurance Panel: Bridging Payors and Providers</strong></td>
<td>Andres Caballero, MD, Regional Manager, Central America Medical Contracting, Bupa; 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.</td>
<td>Intensive</td>
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### 3:10 - 4:00 PM

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<tr>
<td><strong>Making Health Equity Actionable for Healthcare Employers</strong></td>
<td>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</td>
<td>Educational Session</td>
</tr>
</tbody>
</table>
Leveraging Leadership Competencies to Foster Well-being

Aubrey Wiete, Consultant, Talent Management, Cincinnati Children's Hospital;
Jamilah Hackworth, Associate Professor, Adolescent and Transition Medicine, Cincinnati Children's Hospital & University of Cincinnati College of Medicine
Educational Session | LENS

Unleashing the Power of Coaching in Your Organization

Cynthia Zito, Organizational Effectiveness Consultant, Henry Ford Health System;
Tammy Bidelow, Intermountain Healthcare; Julie Robbins, Associate Clinical Professor, The Ohio State University
Educational Session | NCAF, LENS