

# AGENDA

Future of Healthcare

# Healthcare Think Tank

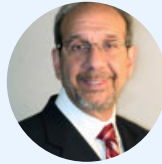
## SPEAKERS



**Jordan Tannenbaum**  
MD  
CIO/CMIO  
Saint Peter's  
HealthCare System



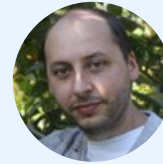
**Linda Kulhanek**  
CFO South Region  
CommonSpirit  
Health



**Walid Michelen**  
Chief Medical Officer  
ArchCare



**Andy Draper**  
CIO (Continental  
Division)  
HCA



**Janos Hajagos**  
Chief of Data  
Analytics  
Stony Brook  
Medicine



**Marvin O'Quinn**  
President & COO  
Former  
CommonSpirit  
Health



**Benjamin Goldsteen**  
CEO  
North Star Outcomes



**Bob Clougherty**  
Ph.D.  
CIO  
Drew University



**Christopher LaCoe**  
DBA  
VP Virtual Health  
Penn State Health



**Cindy Buchman**  
VP Strategic Planning  
& Operating Services  
Good Shepherd  
Rehabilitation  
Network



**Tom Cushing**  
Principal Advisor IT  
Strategy &  
Application Solutions  
Northwell Health



**Maxine Legall**  
Chief Diversity,  
Equity & Inclusion  
(former)  
The Jewish Board



**Oleg Rivkin**  
CEO  
Select Specialty  
Hospital



**Geeta Nastasi**  
CNIO  
Northwell Health



**Burl Stamp**  
President  
Stamp&Chase



**Mauvareen Beverley**  
President  
Mauvreen Beverley  
MD



**Daniel Lowe**  
Chief Medical  
Unit/Medical Director  
Start Treatment and  
Recovery Centers



**Avijit Chatterjee**  
Ph.D  
Head of AI/ML  
MSKCC



**Brian Dill**  
Digital Health  
Informatics Executive  
Baxter International  
Inc.



**Tiffany Morrison**  
VP Operations  
Cinqcare



**Bob Burgin**  
CEO  
Amplifire eLearning



**Zane Zumbahlen**  
Former CHRO  
Cancer Treatment  
Centers of America



**Jelena Rudela**  
Assistant VP  
Maimonides Medical  
Center



**Mike Berger**  
Chief Data &  
Analytics Officer  
Mount Sinai Health  
Partners



**Tim Swope**  
CISO  
Catholic Health  
System



**Michael Chirico**  
CISO  
Saint Peter's  
HealthCare System



**Michael Czumak**  
CISO  
Memorial Sloan  
Kettering Cancer  
Center



**Trevor Fink**  
Senior Observability  
Engineer  
AppDynamics



**Sheldon Pink**  
VP Revenue Cycle  
Luminis Health



**Michael Gross**  
Manager,  
Cybersecurity  
Intelligence  
Cleveland Clinic



**Paul Haser MD**  
Chief Division of  
Vascular Surgery  
One Brooklyn Health



**Mike Berger**  
Chief Data &  
Analytics Officer  
Mount Sinai Health  
Partners

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**September 12, 2023**

Eastern Time

**Registration**

**9:30 AM-10:00 AM**

**Morning Networking**

**10:00 AM-10:30 AM**

**Opening Remarks**

**10:30 AM-10:35 AM**

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## FIRESIDE CHAT

10:35 AM-11:10 AM

### Challenges & Some Easy Wins

Healthcare executives have had more sleepless nights in recent times. Underpayments from Medicare and Medicaid to hospitals continue to increase. Clinicians and their hospitals continue to see an increase in providing uncompensated care. Diagnostic errors are increasing. Physicians and care givers are reporting they are burned out, and looking at alternative career options. While the challenges are numerous there have been some wins. We'll discuss the strategies and technologies that are showing a favorable ROI.

#### CHAIR



**Oleg Rivkin**  
CEO  
Select Specialty  
Hospital

#### PANELISTS



**Sheldon Pink**  
VP Revenue Cycle  
Luminis Health

## PANEL

11:15 AM-12:00 PM

### Diagnostic Tools to Improve Healthcare Outcomes for All

Getting the right diagnosis is a key aspect of health care—it provides an explanation of a patient's health problem and informs subsequent health care decisions. Unfortunately, diagnostic errors stem from a wide variety of causes including inadequate collaboration and communication various stakeholders. Generative artificial Intelligence and data science applications can help combat and prevent some of the common errors. Our panel will discuss how they've implemented these tools for the benefit of their clinicians, hospitals and patients.

#### CHAIR



**Tom Cushing**  
Principal Advisor IT  
Strategy &  
Application Solutions  
Northwell Health

#### PANELISTS



**Bob Clougherty**  
Ph.D.  
CIO  
Drew University



**Geeta Nastasi**  
CNIO  
Northwell Health

## Lunch & Disruptor Showcase

12:00 PM-1:10 PM

## DISRUPTOR

12:35 PM-12:50 PM

# Adaptive E-Learning: Proven Cognitive Science Applied to Workforce Capacity & Development

During a time of tremendous cost pressures, increasing nurse and staffing shortages, and patient safety declines, health systems are striving to improve patient outcomes and clinical proficiency. Health system leaders need a better, more efficient way to train that respects learners' time and expertise by teaching them only what they need to know. Legacy training is often costly and fails to find and fix misinformation and knowledge gaps that directly contribute to adverse outcomes for health systems and the patients who rely on top-tier care.

In this session, we'll explore how recent cognitive science discoveries have been applied to make learning stick, allowing individuals to learn faster, commit knowledge to long-term memory, and perform better. Amplifire has applied this unique model to healthcare, disrupting traditional learning and developing a collaborative model with over 20 health systems. Health system collaborators are achieving material reductions in training time and costs, including reduced training time, better patient outcomes, and more proficient and satisfied clinicians and staff.

## PANELISTS



**Bob Burgin**  
CEO  
Amplifire eLearning

## LUNCH & DISRUPTOR SHOWCASE

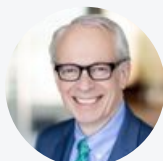
12:55 PM-1:10 PM

# Frontline Leaders: Linchpins to Improving Engagement and Reducing Turnover

Higher staff turnover is a problem for everyone in healthcare, especially frontline leaders. They bear the brunt of the burden of interviewing candidates, onboarding new recruits, and figuring out how to fill staffing gaps every day. The rub: they also hold the keys to engaging and retaining the staff they recruit.

In this session, we'll explore practical strategies for developing frontline leaders as they strive to engage and retain staff, especially nurses and medical professionals. We'll also emphasize the role of senior leadership in supporting frontline leaders' efforts to re-build a workforce culture that helps all members of the care team be at their best.

## PANELISTS



**Burl Stamp**  
President  
Stamp&Chase

## PANEL

1:15 PM-2:00 PM

# Hospital At Home: Are We Asking The Right

## Questions

Should hospitals reconsider how and where they deliver care to patients? Some are seeing the hospital-at-home model as a promising approach to improve value. What is the ROI on hospital-at-home, and specifically for patients who need acute-level care? Does this care delivery model reduce costs, improve outcomes and enhance the patient experience?

### CHAIR



**Christopher LaCoe**  
DBA  
VP Virtual Health  
Penn State Health

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Mount Sinai Health  
Partners



**Cindy Buchman**  
VP Strategic Planning  
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Good Shepherd  
Rehabilitation  
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**Walid Michelen**  
Chief Medical Officer  
ArchCare

## PANEL

2:05 PM-2:50 PM

### Delivering a Seamless Digital Healthcare Experience with Full Stack Observability

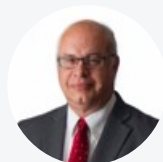
Digital transformation impacts every aspect of care delivery, from the administrative centers, to the hospital campuses and primary care clinics where patients are seen. As new capabilities are added, some services must migrate to a cloud-first or hybrid cloud model based on business requirements. Ensuring uptime, availability and fidelity of patient and provider experience becomes increasingly more difficult in such a dynamic environment. Learn how Full-Stack Observability to ease the burden and demystify your applications and technology stack, whether on-prem, in the cloud, or both

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Ph.D.  
CIO  
Drew University

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Recovery Centers



**Trevor Fink**  
Senior Observability  
Engineer  
AppDynamics

## Networking Break

2:50 PM-3:10 PM

## PANEL

3:10 PM-3:55 PM

### Improving Employee Retention by Using Data & Analytics

The cost of attrition in critical categories is increasing, in fiscal and qualitative metrics. How can we use data and analytics to improve employee retention? What tools are there that impact the employee experience? Which recruitment channels should be prioritized to attract the most talented professionals? What trainings can provide real-time numbers on the effectiveness of employee training?

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**Benjamin Goldsteen**  
CEO  
North Star Outcomes

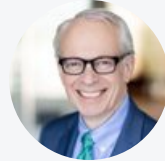
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### FIRESIDE CHAT

4:00 PM-4:35 PM

## Multigeneration & Multicultural Team Management

Successfully being able to manage teams of professionals who straddle multiple generations and cultures is of extreme importance in clinical settings. Healthcare leaders must think differently and challenge each other to see past generational stereotypes and recognize everyone's seat at the table. How do you recognize the need to plan differently and find opportunities to personalize the employee experience?

#### CHAIR



**Maxine Legall**  
Chief Diversity,  
Equity & Inclusion  
(former)  
The Jewish Board

#### PANELISTS



**Tiffany Morrison**  
VP Operations  
Cinqcare



**Mauvareen Beverley**  
President  
Mauvreen Beverley  
MD

## Closing Remarks & Raffle Giveaway

4:35 PM-4:40 PM

## Cocktail Hour

4:40 PM-5:40 PM

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