

# AGENDA

## Future of Healthcare

# Healthcare Think Tank

## SPEAKERS



**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.**  
COO  
CampusWorks



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



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



**Tom Cushing RN**  
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**  
CNO  
Northwell Health



**Burl Stamp**  
President  
Stamp&Chase



**Mauvareen Beverley**  
President  
Mauvareen Beverley  
MD



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



**Avijit Chatterjee Ph.D.**  
Head of AVML  
MSKCC



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



**Tiffany Sturdivant**  
 Director, Regional Needs  
 Assessment and  
 Planning  
 United Hospital Fund  
 New York



**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**  
 CSO  
 Catholic Health  
 System



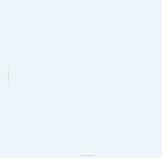
**Michael Chirico**  
 CSO  
 Saint Peter's  
 HealthCare System



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



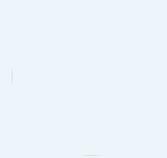
**Trevor Fink**  
 Senior Observability  
 Engineer  
 AppDynamics



**Sheldon Pink**  
 VP Revenue Cycle  
 Former  
 Luminis Health



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



**Paul Haser MD**  
 Chief Medical &  
 Research Officer  
 One Brooklyn Health



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



**Michael Gross**  
 CEO  
 Engrossed Advisory

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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**

**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.

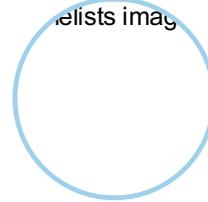
## PANELISTS



Chair

**Oleg Rivkin**  
CEO

Select Specialty Hospital



Speaker

**Sheldon Pink**  
VP Revenue Cycle  
Former  
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.

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



Speaker

**Bob Clougherty Ph.D.**  
CIO  
CampusWorks



Speaker

**Geeta Nastasi**  
CNIO  
Northwell Health

## Lunch & Disruptor Showcase

12:00 PM-1:10 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



Speaker

**Bob Burgin**  
CEO

Amplifire eLearning

## 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



Speaker

**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?

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



Speaker

**Cindy Buchman**  
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Good Shepherd  
Rehabilitation Network



Speaker

**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 dymistify your applications and technology stack, whether on-prem, in the cloud, or both

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



Speaker

**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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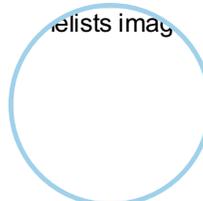
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FIRESIDE CHAT

**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?

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



Speaker

**Tiffany Sturdivant**  
**Director, Regional  
Needs Assessment  
and Planning**  
United Hospital Fund  
New York



Speaker

**Mauvreen 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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