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2023 Conference Session Titles & Descriptions Ordered by Session Date

This document is a compilation of all presentations from the 2023 All-Member Conference. Descriptions were provided by session speakers. Additionally, you can find the PDF copy of each presentation hyperlinked in the title. If a presentation has not yet been made available, you will see an asterisk () after the presentation title. The version of the presentation hyperlinked was submitted in October 2023. There may be slight differences in the presentation presented at the conference if the presenters have made changes between submission to NCHL and the event.*

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Monday, November 13	
Pushing the Envelope – Being the Best When It Counts*	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.
2021-2022 USCIPP Benchmarking Survey Results (Available Post-Conference to specific USCIPP Members)*	Join our exclusive survey benchmarking session to learn more about the results of the 2021-2022 USCIPP Benchmarking Survey and year-over-year trends. Exclusively available to USCIPP members who submitted their survey data for the stated period, this session provides comprehensive insights into the international healthcare industry's trends and performance benchmarks. Explore a wealth of data-driven findings encompassing patient care, operational efficiency, quality metrics, and more. This session will guide you through a comparative analysis, highlighting industry best practices and opportunities for improvement. This session offers a unique opportunity to learn from fellow USCIPP members, sharing experiences, successes, and challenges in a collaborative environment. Gain actionable insights to enhance your organization's strategies and outcomes. As we delve into the survey results, you'll gain a deeper understanding of the evolving international healthcare landscape and position your institution for continued success. Don't miss out – harness the power of benchmarking and network with your peers.
Constructing a Built-In and Not Bolt-On DEIB Strategy	Participants will self-assess and benchmark their organization during this workshop against Cornerstone’s DEIB Maturity Model. We will discuss building a DEIB strategy embedded in the organization’s policies, processes, systems, and structures and being part of the strategy instead of bolted onto the strategy. Participants will work with peers to discuss solutions to overcoming barriers and challenges within their organizations and best practices.
Embracing Versatility: Adapting to Different Needs in Emerging and Frontline Leadership Development	<p>Healthcare leadership is inherently diverse. Within the initial distinction of clinical and non-clinical roles, leaders also have a myriad of backgrounds, experiences, skill sets, and schedules. Our emerging and front-line leader programming seeks to adapt to the differing needs of these leaders and emphasize other considerations including wellness, peer networking, and diversity, equity, inclusion, and belonging.</p> <p>We will discuss practical strategies and best practices for tailoring leadership development programs to cater to the differing needs of their learners. Organizations can nurture and empower emerging and frontline leaders, creating a stronger and more resilient leadership pipeline.</p>

<p>Supporting Young Leaders: Structuring Administrative Fellowships to Facilitate Total Human Development</p>	<p>OhioHealth’s Administrative Fellowship program continues to evolve and produce graduates that are equipped for leadership roles in the healthcare industry. In this session, we will highlight how the fellowship program's structure provides young leaders with a holistic development opportunity through project-based and managerial roles, formal mentorship and coaching, curriculum with a focus on self-management, and exposure to a Fellowship Executive Governance Committee (FEGC). Attendees will learn how to structure a program to recruit top talent, connect to the organizational learning strategy, and engage executives to provide visibility into the fellowship, furthering collective opportunities for exposure and post-fellowship advancement.</p>
<p>INVIGORATE: A Collaborative Program to Empower Nursing leaders at Carilion Clinic</p>	<p>In partnership between Nursing Administration and our Institute for Leadership Effectiveness, Carilion Clinic responded to the needs of our current nursing leaders post-COVID. Increasing leader effectiveness correlates to positive changes in organizational metrics such as team engagement, accountability, productivity, quality, and overall improved retention.</p> <p>Utilizing a variety of resources, we created a 5-month tailored professional development program, called INVIGORATE: Nursing Leadership Empowerment Program. The goal of this program was to meet the needs of our nursing leaders and enhance leadership skills in the areas of: Fostering Engagement & Motivation, Well-being, Accountability, Coaching Mindset, and Workplace Civility.</p>
<p>Leading in Difficult Times: The Role of Leader Humility and Ambition in Improving Engagement and Innovation</p>	<p>In leadership, humility is not a weakness. It is a strength, and it can be a superpower when combined with ambition. Building on his experience as an executive coach, research from organizational and sport teams, and stories of successful (and not-so-successful) leaders in business & government, Amer shows why self-aware, appreciative, open-minded, and ambitious leaders can lead their teams and organizations to high performance, and why self-centered ones can only have short-term success. He shares the latest research showing the direct connection between humbitiousness and employee engagement and innovation. He provides specific take-home behaviors for leaders to implement immediately and transform the way they lead.</p>
<p>Pioneering a Physician Leadership Development Program at UPMC: A Success Story</p>	<p>This session will provide a look at the journey from concept inception to successful implementation, of how UPMC developed the first internal leadership development program for physicians. Through internal surveys, UPMC recognized that physicians wanted professional growth and development opportunities. In 2018 UPMC hired individuals dedicated to the creation of a leadership program for physicians, now branded Physician Leadership Essentials. Until then, physicians were left to seek development outside. As of May 2023, the program boasts 250 alumni, 132 current participants, 100% favorability, a 92% retention rate and 196 projects from 21 cohorts. This commitment has fostered a culture of growth and development for physicians across UPMC.</p>

<p>Visa Considerations for International Patients and Other International Visitors at US Hospitals</p> <p>Department of State Presentation</p>	<p>Navigating the intricacies of the US healthcare system as an international individual involves not only medical considerations but also visa-related complexities. Whether you're seeking medical treatment, accompanying a loved one, or an international employee within the healthcare sector, understanding the visa landscape is paramount. In this session, representatives from the United States Department of State and the United States Citizenship and Immigration Services will delve into the spectrum of US visa options and discuss the requisite documentation, application procedures, and potential hurdles to anticipate. Furthermore, our speakers will discuss how hospitals can collaborate with patients, visitors, and employees to ensure a seamless experience that aligns with the nuances of US visa regulations. Whether you're a patient, a family member, a healthcare professional, or an international employee, this session will provide valuable insights, enabling you to adeptly navigate the crossroads of healthcare and US visas.</p>
<p>Empowering Leadership Culture with Psychological Safety</p>	<p>Creating environments that enable employees to feel psychologically safe improves retention, engagement, productivity, and innovation. OhioHealth is enhancing its culture by developing leaders with a mindset to prioritize the psychological safety of the members they lead. This learning lab will define the critical parameters of psychological safety and how to intentionally create the environment for it. We will highlight how Building Trust, Empowerment and Establishing Healthy Boundaries impact the ability to create a psychological safe environment. The session will include interactive topics and learning activities for attendees to self-assess and discuss their strengths and opportunities, then create an action plan to move forward.</p>
<p>Social Determinants of Health: Food Insecurity Solutions in Healthcare Settings</p>	<p>Beginning in 2024, Centers for Medicare and Medicaid (CMS) is requiring the reporting collection on five domains of social determinants of health (SDoH), one of which is food insecurity. Screening for food insecurity can address health disparities and inequities in communities with the ability to capture and close gaps associated with SDoH. Hospitals need the necessary tools to support the demand and infrastructure required to not only meet the requirement of CMS, but also ensure that the patient is receiving resources and high-quality care. This presentation will focus on food insecurity solutions in the healthcare setting and the impact it can have on a patient's overall health.</p>
<p>The Wellness Spectrum Developing a Wellness Program for all Healthcare Workers</p>	<p>Stress and burnout are at an all-time high in healthcare, but addressing those challenges is challenging. Healthcare workers are affected by a variety of issues, ranging from communication to the EHR to individual psychosocial needs. Providing first-hand experience, including the victories, the losses, and the "to-be-determined", Poczatek shares how RUSH has taken on this challenge over the past four years and how it plans for the post-pandemic future.</p>

Tuesday, November 14	
Fostering Culture Across International Assets and Markets	This session is intended for culture carriers and seekers looking to advance their knowledge of fostering culture across international assets and markets. The speaker will share his unique career journey and insights into how the Cleveland Clinic leverages their 100+ year legacy of providing world-class, high-quality, safe and compassionate care to grow internationally.
The Path to Net Zero: Engaging healthcare leaders on environmental sustainability using simulations	Many world leaders now describe climate change as the “number one issue facing humanity” today and are calling for aggressive reductions of greenhouse gas emissions (GGE). Success in these efforts will require a deeper understanding of healthcare’s role and responsibility to lead by example in addressing its own emissions. This session will demonstrate a highly engaging approach to leadership development using computer-based simulations. Learners take the roles of senior executives tasked with reducing their hospital’s carbon emissions by 50% within seven years, while simultaneously balancing considerations about finances, patient experience, employee engagement and hospital reputation.
Unleashing Potential: Journey Map for Driving a High Impact Coaching Culture in Healthcare	Immerse yourself in the healthcare leadership transformation journey in this hands-on workshop that equips healthcare leaders with the framework needed to build and implement an effective coaching skills training program. Discover evidence-based methods that empower leaders, drive innovation, and enhances patient care. Key takeaways include a step-by-step guide to creating the program, strategies for embedding coaching throughout, and tools for monitoring progress and measuring impact. Through engaging discussions and real-life examples, learn how to adopt their strategies for continuous learning and development, enhancing job satisfaction, and retaining talented healthcare professionals in your organization.
Welcome Home: Mayo Clinic's Front Door Experience	Patients want to feel at home when they travel across international borders to receive health care. This session will describe how Mayo Clinic implemented a care model that provided patients with a clinical “home”. This care model involves all patient itineraries starting in General Internal Medicine, with the internist physician serving as the patient’s care coordinator. They manage the patient’s various needs and coordinate referrals to specialists when needed. The audience will learn how implementing this care model will improve the patient’s and their sponsor’s satisfaction, physician satisfaction, as well as improve communication with the patients care team.
Your Hidden Centers of Excellence: The Challenge of Recognizing Medical Expertise in Large Organizations	Referral hospitals generally organize their services around organ systems (heart, brain, blood, etc.) But, their most marketable practitioners often specialize in a single disease and attract international patients seeking expertise in that disease (e.g. heart failure, Parkinson disease, lung cancer). Marketers need efficient, reliable tools that identify the hidden single-disease specialists inside their large hospital and provide a factual underpinning for confidently advertising these experts. This session reviews how to identify your hidden experts and the various channels you can leverage to enable your hospital to maximize your inherent strengths.

<p>Integration and Transformation of an International Academic Medical Center in Kazakhstan</p>	<p>Academic Medical Centers (AMCs) are recognized as vital components of the American health care system, generally differentiated from non-academic hospital by their tri-partite mission of clinical care, education, and research. A medical center and its affiliated university in Kazakhstan aim to create a world-class AMC, the first of its kind in the entire country and region. The latest effort of a respected American AMC is to work with leaders in Kazakhstan to transform a renowned medical center in becoming the leader in the advancement and modernization of healthcare in Kazakhstan, supported by developing the first integrated AMC, which will serve as the model and “gold standard” for high quality, efficient and cost-effective patient care.</p>
<p>Practical Insights for Implementing Digital Transformation in Healthcare Organizations</p>	<p>When it comes to digital transformation, leaders are grappling with the immense possibilities and transformations that have emerged, reshaping the most basic processes and business models in healthcare. This session aims to shed light on the role of digital transformation in revolutionizing the healthcare landscape, particularly in shaping the patient’s journey. Through an interview and panel discussion format, we will explore perspectives from experts on the emerging market in medical technology. We will address key topic areas: the impact of data, new products, technology, and services as change agents and disruptors. It will delve into the market research methods employed to drive provider and patient engagement, and a seamless experience.</p>
<p>Successful Navigation of the International Payment Experience</p>	<p>A panel discussion sharing best practices and bridging the disconnect between International and Revenue Cycle Departments related to international patient services reimbursement. We will share the financial value and improved patient experience attained when the two departments collaborate on processes from pre- to post-patient treatment.</p>
<p>Transitions of Care: Best Practices Versus Realities for International Patients</p>	<p>Gaps in transitions of care at the time of discharge result in adverse consequences to patients & providers including hospital readmissions, poor clinical outcomes, & negative patient experiences costing US hospital \$15-20 billion annually. Research shows that preventing readmission improves the quality of care for patients and the financial wellbeing of hospitals. Project RED (Re-engineered Discharge) offers best practices ready to be adopted by hospitals. Unplanned admissions of international patients’ present challenges to case management, especially discharge planning. Planned care for international patients requires additional clinical and logistical expertise for a smooth transition of care to another destination.</p>

<p>You Can't Afford Not To Be a KEEPR!</p>	<p>Clap your hands and stomp your feet to this new vibe that will help create teams that are INSPIRED to stay!</p> <p>Many will agree that there's real operational and financial pain associated with high turnover and low retention. What many fail to appreciate is that folks are forming perspectives before they even join the organization that can contribute to those retention metrics.</p> <p>So, what's the solution? As leaders, it starts with recognizing how to be a KEEPR and position yourself as the brand of choice for earlier careerists and be an organization your teams can't imagine leaving.</p> <p>For early careerists, it's about defining your professional brand as a KEEPR so that there's near perfect alignment between you and the organization you choose to join.</p>
<p>Strategic Partnerships, Diversification, and Talent Retention: How Hospital CEOs are Leading both Locally and Globally in a Time of Unprecedented Change*</p>	<p>Today's hospital CEOs are faced with many challenges,</p>
<p>Accelerating Impact: Building a Feedback-Centric Culture</p>	<p>In an era of complexity and volatility, feedback accelerates leadership, teamwork, and organizational success. This workshop provides strategies for reshaping feedback and fostering a culture of openness by implementing two actionable tools for daily leadership growth and development.</p> <ul style="list-style-type: none"> • Conquer Feedback Apprehension – Learn techniques to help your team confidently give and receive feedback. • Turn Insight into Action – Gain actionable tools for seamlessly integrating feedback into your organization's culture. • Cultivate a Feedback Language – Foster candid and respectful communication within your team by increasing the frequency and value of feedback. • Magnify Impact – Transform feedback into a consistent practice for driving individual and team growth.
<p>Healthcare Without Borders: Creating a Shared Decision-Making Model</p>	<p>This session will focus on an upstream, 'preventative' ethics program created by Northwestern Medicine in partnership with our hospital ethics team. This process allows us to understand patient decision-making preferences early and set expectations. The session will include examples of patient cases that led us to look for an upstream approach, the process we utilized to form the program, and outcomes from the first year.</p>

<p>Inclusive and Equitable by Design: How to Embed DEIB into Your Healthcare Organization's DNA</p>	<p>Creating more inclusive, diverse organizations is a priority for most companies. We establish training programs, stand up councils, and lay out roadmaps for change. But what if we could accelerate results by folding equity, inclusion and belonging into our organization's design to make them an inextricable part of how we work?</p> <p>In this session, you'll learn a proven, fresh framework for how truly effective organizations run and how that intersects with the concepts of DEIB. Whether you work at a healthcare start-up or a company with a rich history, you'll walk away inspired and enlightened on how your organization can achieve success on multiple fronts.</p>
<p>International Patient and Family Advisory Council: Engaging all Cultures and Languages</p>	<p>Patient and Family Advisory Councils (PFAC) partner patients and families with members of the healthcare team to provide guidance on how to improve the patient and family experience. Nearly all US hospitals have PFACs although they do not cater to the international patient population. Common barriers include language and cultural challenges, time differences, unique patient journeys and a lack of understanding of the role of a PFAC member. Although there are challenges, the Global Service Division of Children's National Hospital recognized the importance of hearing the voice of our international patients and families and invested in the development of an International PFAC.</p>
<p>Looking Further Around the Corner: The Future for US Medical Services Exports</p>	<p>In a prior article, my co-authors and I attempted to "look around the corner" of the pandemic, at the future of US medical services exports (medical travel). How accurate were these predictions? Upheavals in the labor markets, contractions in both supply and demand, and nascent yet profound shifts in the intermediation of US hospital financial markets are not surprising. Will US-based hospitals retreat further from medical services exports? How successful are the medical service transplants (i.e., offshoring operations, or brand rentals) by US hospitals to other marketplace areas? These, and related questions are essential (key takeaways) for personal, professional and organizational navigation in the intermediate and long-term.</p>
<p>Exploring the Global Insurance Landscape: Expert Insights from the International Insurance Industry*</p>	<p>In the rapidly evolving landscape of international patient care, understanding the intricacies of medical insurance is paramount for hospital leaders. Join us for an enlightening session that delves into the nuances of international medical insurance within the context of US-based hospitals' international patient programs. As hospital leaders responsible for fostering exceptional patient experiences, this session provides a tailored opportunity to unravel the complexities of international medical insurance systems. Industry experts will demystify the variegated world of insurance plans, coverage options, and regulatory frameworks that underpin cross-border patient care.</p>

<p>Global Perspectives on the Patient Journey: A Panel Discussion on the International Patient Experience</p>	<p>Join us for an engaging two-part panel discussion on enhancing the international patient experience. During the first part of the panel discussion, our esteemed speakers will delve into various aspects of the international patient experience, including cultural considerations, language barriers, logistical challenges, and the importance of personalized care. They will share their experiences, success stories, and innovative approaches to ensure international patients feel welcomed and supported and receive high-quality healthcare services. This second part of the panel will discuss the benefits of implementing a patient experience survey explicitly customized for the unique needs of international patients. The Outcome provides data-driven decisions, benchmarking, and comparison and helps continuous improvement in operation.</p>
<p>Creating a Strategic Talent Pipeline Through Effective Workforce Development Initiatives*</p>	<p>Hear from industry leaders on ways to grow, develop, and retain talent by moving employees into new opportunities and high need roles. By developing and creating a strategic talent pipeline, healthcare systems can effectively counteract staffing trends while managing human capital to best maximize resources including retaining employees long term.</p>
<p>Making Health Equity Actionable for Healthcare Employers</p>	<p>In this session we will highlight how health systems across the country are taking action on driving equity within their communities and for their employees. We will learn about how healthcare organizations, like University of Chicago Medicine are tackling social determinants of health, working to build trust within their communities, and creating greater access to meaningful health outcomes and employment. In addition, we will learn about tools that can be used to identify health disparities and the strategies to address them through the delivery system, vendor/community partners, and engagement tactics.</p>
<p>Unleashing the Power of Coaching in Your Organization</p>	<p>Presenters from academia and practice will share insights about the role of coaching in developing health care leaders at all levels. Examples of how their three different organizations have incorporated leader and physician development coaching, development of leaders as coaches, and group coaching practices. Challenges, benefits, and positive effects of these initiatives will be shared. Participants will practice— a powerful “coach approach” that participants can adopt immediately to strengthen their own leadership, relationships, and impact. Facilitators will engage participants to consider how they might introduce and/or strengthen the role of coaching in their organizations and pathways for developing their own coaching competency.</p>

Wednesday, November 15

Yes, And: Leading is an Improvised Art*

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.

The Joint Commission: New Directions – The HELP Agenda*

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.