

Updated 10/12/23

NCHL

National Center for Healthcare Leadership

2023

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/](http://www.nchl.org/events/conference/)



9:00 AM - 12:30 PM - Tentative Hold for Special Meetings

**Advanced notice and separate invitations will be sent*

DAY 1

Monday, November 13, 1:00-7:30pm



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

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.



7:45 - 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. 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 - 1:30 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 Health

Moderated By:

Michelle Hood, EVP and COO, American Hospital Association

Session Sponsored by:





DAY 2

Tuesday, November 14, 7:45am-4:30pm



1:30 - 2:00 PM

NETWORKING AND EXHIBITOR BREAK

Grand Court



2:00 - 4:30 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).

DAY 3

Wednesday, November 15, 8:00-11:30am



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.



10:30 - 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](#)

Constructing a Built-In and Not Bolt-On DEIB Strategy

Cheryl Paxton-Hughes, *Principal Consultant, Cornerstone OnDemand*; **Mike Siano**,
Sr. Principal Consultant, Cornerstone OnDemand
Learning Lab | [LENS](#)

This session is sponsored by:



2:30- 3:50 PM

2021-2022 USCIPP Benchmarking Survey Results

(Note this session is limited to USCIPP members who submitted 2021-2022 survey data)

Callie Lambert, *Director, Research, NCHL*
Intensive | [USCIPP](#)

3:40 - 4:30 PM

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*
Educational Session | [LENS](#)

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*
Educational Session | [NCAF](#), [LENS](#)

3:40 - 5:00 PM

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*
Intensive | [NCAF](#), [LENS](#)

4:00 - 5:30 PM

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, US Citizenship and Immigration Services Department of State*; **Leah Rogal**, *Senior Advisor, Office of Policy and Strategy, United States Citizenship and Immigration Services*
Intensive | [USCIPP](#)

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](#)

This session is sponsored by:



Empowering Leadership Culture with Psychological Safety

Joe Adams, *Director, Leadership Development, OhioHealth*; **Alice Wheeler**, *Vice President, Talent Management & Organizational Effectiveness, 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: 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*
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*; **Brendan McAdams**, *Co-Founder, Expertscape*
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

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*

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*; **Victoria Napoli**, *MBA, Cross Border Growth and Strategy Lead, Healthcare, Flywire*

Educational Session | [USCIPP](#)

This session is sponsored by:



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 KEEPR!

Tim Olaore, *Director, Adventist Health*

Educational Session | [NCAF](#)

Concurrent Sessions C

2:00 - 2:50 PM

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*

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, Global Services, Children's National Hospital*;

Kathleen (Katie) Cummins, MSN, CPNP, *Advanced Practice Clinical Manager, Global Services, Children's National Hospital*

Educational Session | [USCIPP](#)

2:00 - 3:15 PM

Accelerating Impact: Building a Feedback-Centric Culture

Joe Mazzenga, *Managing Partner, FurstGroup & NuBrick Partners*, **Barbara**

Wadsworth, DNP, *Executive Vice President and Chief Operating Officer, Main Line Health*

Intensive | [LENS](#)

Inclusive and Equitable by Design: How to Embed DEIB into Your Healthcare Organization's DNA

Nenuca Syquia, *CEO and Founder, Better Organizations by Design*

Intensive | [NCAF](#), [LENS](#)

3:20 - 4:30 PM

Global Perspectives on the Patient Journey: A Panel Discussion on the International Patient Experience

Duaa Hammada, PhD, *Director of Service Excellence, Global Patient Services, Cleveland Clinic*; **Yadira Nunez**, *Executive Director, Global Health, Children's Hospital Los Angeles*

Intensive | [USCIPP](#)

Exploring the Global Insurance Landscape: Expert Insights from the International Insurance Industry

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.*

Intensive | [USCIPP](#)

3:30 - 4:20 PM

Making Health Equity Actionable for Healthcare Employers

James S. Williams Jr, VP, *Diversity, Equity and Inclusion and Urban Health Initiative, UChicago Medicine*; **Nikki Sumpter**, *Executive Vice President, Chief Administrative Officer, Atlantic Health*; **Sheena Singh, SVP**, *Health Benefits Solutions, National Healthcare Industry Practice, AON*; **Robert Simpson**, *Director, Diversity Solutions, AON*

Educational Session | [LENS](#)

This session is sponsored by:



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, Director, Workforce & Team Member Development, Human Resources, Advocate Aurora Health; **Jackson Canfield**, AVP, Academic Strategy & Engagement, HCA Healthcare; **Rickey Rodriguez**, Corporate AVP, Academic Partnerships, HCA Healthcare
Educational Session | [NCAF](#), [LENS](#)

This session is sponsored by:



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
Educational Session | [NCAF](#), [LENS](#)