



Healthcare IT
Institute.

Healthcare IT Institute

**ALIGNING STRATEGY, INNOVATION AND
TECHNOLOGY TO EFFECTIVELY IMPACT
THE CARE CONTINUUM**

**JUNE 11TH - 13TH, 2023
THE LANGHAM HUNTINGTON, PASADENA, CA**

PROGRAM AGENDA



IPMI

International Performance
Management Institute.

Agenda At-A-Glance

11:30AM - 12:45PM	REGISTRATION
12:45PM - 1:00PM	CHAIRPERSON'S OPENING REMARKS
1:00PM - 1:45PM	THE CIO AS LEADER, INFLUENCER, STRATEGIST
1:45PM - 2:15PM	HEALTHCARE IT: SATISFYING NEEDS OR PROVIDING LUXURY?
2:15PM - 2:30PM	TRANSITION BREAK
2:30PM - 3:15PM	THINK TANK SESSIONS
3:15PM - 3:45PM	STRATEGIES TO ENABLE DATA DRIVEN HEALTHCARE
3:45PM - 5:15PM	BUSINESS MEETINGS
5:15PM - 5:45PM	HEALTHCARE IOT: THE NEED FOR BETTER AUTOMATION AND ORCHESTRATION
5:45PM - 6:30PM	SURVIVING OR THRIVING: NEW MODELS, NEW RISKS, NEW OPPORTUNITIES
6:30PM - 8:30PM	COCKTAIL RECEPTION & DINNER

7:30AM - 10:00AM	BREAKFAST & BUSINESS MEETINGS
10:00AM - 10:30AM	HITAC UPDATES AND HEALTH SYSTEM OPPORTUNITIES
10:30AM - 11:15AM	HEALTH IT TALKS
11:15AM - 11:45AM	NEW AND EMERGING CYBERSECURITY FUNDING OPPORTUNITIES IN HEALTHCARE
11:45AM - 12:30PM	THINK TANK SESSIONS
12:30PM - 1:30PM	NETWORKING LUNCH
1:30PM - 2:00PM	DRIVING BUSINESS OUTCOMES BY ALIGNING RESOURCES TO MEET STRATEGIC GOALS
2:00PM - 2:30PM	EXECUTIVES' BEST PRACTICES ON THE EVOLVING HEALTHCARE THREAT LANDSCAPE
2:30PM - 3:00PM	PRIORITIZING EXPERIENCE AND PERSONALIZATION WITHIN YOUR HEALTH SYSTEM'S DIGITAL ACCESS STRATEGY
3:00PM - 4:00PM	BUSINESS MEETINGS
4:00PM - 4:30PM	BUSINESS CONTINUITY: AN ESSENTIAL PIECE TO THE OVERALL EMERGENCY MANAGEMENT PUZZLE
4:30PM - 5:00PM	ENABLING A NEW ERA OF PATIENT CARE BY SECURING CONNECTED MEDICAL DEVICES
5:00PM - 5:15PM	BREAK
5:15PM - 5:45PM	THE IMPORTANCE OF CYBERSECURITY IN PROTECTING PATIENT SAFETY
5:45PM - 6:30PM	LEVERAGING INNOVATIVE TECHNOLOGY TO ENHANCE EFFICIENCY OF CARE, IMPROVE CLINICIAN WORKLOAD, AND ADVANCE THE PATIENT EXPERIENCE
6:30PM - 8:30PM	COCKTAIL RECEPTION, DINNER & ENTERTAINMENT

7:30AM - 10:00AM	BREAKFAST & BUSINESS MEETINGS
10:00AM - 10:45AM	WHEN ORGANIZATIONS COME TOGETHER: KEY CONSIDERATIONS AND LESSONS LEARNED
10:45AM - 11:30AM	ENHANCING THE IT-CLINICIAN RELATIONSHIP TO IMPACT OUTCOMES, SATISFACTION, AND THE BOTTOM LINE
11:30AM - 11:45AM	CLOSING REMARKS



CONFERENCE
SESSION



BUSINESS
MEETING



ROUNDTABLE
SESSION



MEAL
FUNCTION



PANEL
DISCUSSION



HEALTH IT
TALKS



THINK TANK

Featured Speakers



Aaron Neinstein
VP, DIGITAL HEALTH,
UCSF HEALTH (CA)



Shahidul Mannan
CHIEF DATA OFFICER,
BON SECOURS MERCY HEALTH (OH)



Claude Pirtle
CHIEF MEDICAL INFORMATICS OFFICER,
WALMART HEALTH & WELLNESS (AK)



Sarah Richardson
SVP & CIO,
TIVITY HEALTH (TN)



Craig Richardville
CHIEF DIGITAL AND INFORMATION OFFICER,
INTERMOUNTAIN HEALTHCARE (UT)



Patrick Woodard
CHIEF HEALTH CARE INFORMATION OFFICER,
MONUMENT HEALTH (SD)

SUNDAY, JUNE 11TH, 2023

11:30AM - 12:45PM

REGISTRATION

12:45PM - 1:00PM

CHAIRPERSON'S OPENING REMARKS

Sean Donahue
SENIOR SOLUTIONS &
PRODUCT DIRECTOR,
NUTANIX



1:00PM - 1:45PM



THE CIO AS LEADER, INFLUENCER, STRATEGIST

Tracy Donegan
CHIEF INFORMATION &
INNOVATION OFFICER,
MLK COMMUNITY
HEALTHCARE (CA)



Sarah Richardson
SVP & CIO,
TIVITY HEALTH (TN)



Craig Richardville
CHIEF DIGITAL AND
INFORMATION
OFFICER,
INTERMOUNTAIN
HEALTHCARE (UT)



The effects of the pandemic continue to transform many aspects of our society and will likely do so for years to come. And that is certainly true for the health care system. Over the past couple of years, surveys indicate that nearly 75 percent of health care companies are rapidly expanding their digital operations, like cloud computing and advanced data analytics. This, of course, makes sense given the increase in virtual and remote care which some estimate may make up nearly 20 percent of all care in the future.

As health care organizations grapple with responding to the so-called triple-demic and adapting their operations to continue to fulfill other aspects of their care mission, they must also begin to define and prepare for the future of care amid economic, regulatory, and social uncertainties. IT Executives in hospitals and health systems across the US are in an increasingly critical position to influence the competitiveness and sustainability of their organizations. This panel of CIOs will challenge you to consider some of the following significant issues in this interactive panel discussion.

- What might the post-pandemic landscape look like?
- What are the opportunities to revolutionize care?
- How can CIOs optimize their roles as leaders, influencers, and strategists?
- How can IT address the challenges and opportunities of the next normal?

1:45PM - 2:15PM



HEALTHCARE IT: SATISFYING NEEDS OR PROVIDING LUXURY?

Kurt Telep
HEALTHCARE FIELD
CTO,
NUTANIX



Patients want the same experience from a large healthcare organization as their CAH (critical access hospital.) How can organizations of all sizes make technical advancements a reality? Are those updated IT processes possible or even needed? How can you provide a 'luxury experience' at a 'needs cost'?

This session will discuss these topics with current experts who have answered the riddle themselves. Topics will include:

- Telehealth and cost savings with virtual care
- Security; is 'good enough' really good enough?
- Consumerism beyond the patient portal
- Mergers and acquisitions and their impact on IT
- Hospital of the future via the cloud

2:15PM - 2:30PM

TRANSITION BREAK

SUNDAY, JUNE 11TH, 2023

2:30PM - 3:15PM



THINK TANK SESSION

Sonny Hyare, MD
CEO,
REMEDI HEALTH
SOLUTIONS



Rajeeb Khatua
MD, COO,
REMEDI HEALTH
SOLUTIONS



Sarai Schubert
CHIEF OPERATIONS
OFFICER,
IPRO



Russell Teague
VP, ADVISORY SERVICES,
FORTIFIED HEALTH
SECURITY



THE FUTURE OF HEALTH DATA: SWAMPS, OCEANS, OR HIGHWAYS

As patient populations continue to rise, health systems are experiencing an increasing number of limitations. Staff shortages, disparate patient data, and a rapidly changing digital environment all put pressure on health systems to act fast. The greatest, most powerful opportunity for healthcare lies in the way that it utilizes its data. Healthcare data could be the key to changing the way we diagnose and treat patients. Interoperability, AI, and data storage all require a significant investment, but more importantly they require healthcare leaders to change the way they think about the future of healthcare. In this focus group, we will engage in a discussion surrounding the ways that we see the future of data impacting healthcare around the globe.

YOU CAN'T PROTECT WHAT YOU CAN'T SEE

Data continues to grow at a rapid pace adding to the challenges of protecting PII/PHI or Sensitive information. Hospitals and health systems need to be ready to easily audit, govern and remediate, moving from a reactive to a proactive stance in their risk management frameworks, and for IT Teams, there is more pressure to serve the Legal and Compliance teams with information they need, which requires additional time and resources.

In this session, you will learn new technologies that can be applied to do more with less, and ultimately empower your stakeholders, while elevating your security measures and reducing risk.

HEALTHCARE CYBERSECURITY TRANSFORMATION - PAST, CURRENT, AND FUTURE

The healthcare cybersecurity landscape has changed dramatically over the past two years. Executive and IT teams now face new hurdles entering 2023. Regulatory and cyber insurance requirements are advancing the need for a higher level of cybersecurity planning, execution, and reporting. In response, many organizations are undergoing a "healthcare cybersecurity transformation" seeking to bring transparency, interoperability, and a more robust security posture to bear.

This session explores the cybersecurity journey of a real healthcare organization, and a discussion of some of the tools and services used across multiple programs and at various stages of project delivery. Some examples include vulnerability threat management, dark web services, incident response, threat intelligence, and assessment programs. We will uncover some "easy" wins other healthcare organizations can quickly take advantage of and the more difficult organization-wide decisions we've encountered along the way.

Examples of topics to be covered:

- Today's threat landscape and evolving threat actors targeting healthcare
- Discuss major threat vectors, like Vendors and Supply Chain Risk, and Medical Device Risk
- Healthcare Cybersecurity Trends and Predictions

SUNDAY, JUNE 11TH, 2023

3:15PM - 3:45PM



STRATEGIES TO ENABLE DATA DRIVEN HEALTHCARE

Shahidul Mannan
CHIEF DATA OFFICER,
BON SECOURS MERCY
HEALTH (OH)



Healthcare is an information-intensive sector; as such data plays a crucial role in clinical, operational, and organizational decisions. With petabytes of data potentially generated weekly to monthly, taking advantage of the data goldmine and focusing on data-driven initiatives would allow health systems to transform to positively impact people, technology, and processes.

While there are a range of experiences and different levels of maturity between health systems, the reality is that the future will be heavily data driven. As such there are a variety of ways that healthcare organizations can become more data driven to execute their overall strategy. In this dynamic session, Shahidul Mannan, Chief Data Officer at Bon Secours Mercy Health, will share some ideas to leverage data to achieve organizational objectives.

- From strategy to evangelism to adoption: becoming more data driven across the system by shifting paradigms, building frameworks, developing culture
- Driving innovation in diagnostics and precision medicine to advance patient care
- Leveraging data to drive down costs and impact operational efficiency
- Enabling data driven applications to the whole system to improve service levels
- Thinking outside the box: maximizing internal skill sets and incubating new capabilities to drive innovation from within
- Addressing investment challenges to enable execution

3:45PM - 5:15PM



BUSINESS MEETINGS

5:15PM - 5:45PM



HEALTHCARE IOT: THE NEED FOR BETTER AUTOMATION AND ORCHESTRATION

David Loor
DIRECTOR,
INFORMATION
SECURITY & RISK
MONITORING,
USC KECK MEDICINE
(CA)



Richard Staynings
CHIEF SECURITY
STRATEGIST,
CYLERA



IoT and OT now make up most IP connected endpoints at hospitals worldwide, yet few of these devices are owned and managed by IT or IS. While visibility into these areas is improving for security, risk, and compliance teams, often the result is one of increased liability since officers are now fully aware of missing patches and security vulnerabilities. Yet they have limited ability to affect change in patching and management processes, or to remediate risks. With limited staffing and tight budgets persisting from the Covid pivot, what can CIOs and CISOs do to fully, rather than partially, address these risks?

This session will critically examine the state of IoT and OT security across healthcare industry and how AI and ML are facilitating greater levels of automation and orchestration. Securing healthcare IoT / OT is no longer the expensive hurdle it once was, nor do solutions provide only marginal return on investment, leaving CIOs and CISO to carry the bag at the end of the day.

The session will examine how Keck Medicine of USC dealt with rising IoT security vulnerabilities and tight budgetary constraints that restricted its ability to hire large numbers of additional staff to track down and remedy risks. It will examine how Keck approached the problem and leveraged Digital Twin and AI based technologies to automate and orchestrate remediation and achieve compliance.

SUNDAY, JUNE 11TH, 2023

This engaging session will provide an opportunity to:

- Evaluate the almost exponential growth of connected devices in our hospitals and clinics and consider the implications this presents for data integrity, resiliency, and patient safety
- Gain a better understanding of the changing enterprise and cybersecurity risks of new disruptive health technologies that foster improvements in value-based care
- Learn about new technologies and approaches that may be useful to manage new disruptive health technologies while reducing overall enterprise cybersecurity risk and patient safety concerns. Understand how other healthcare providers are dealing with this growing problem

5:45PM - 6:30PM



SURVIVING OR THRIVING: NEW MODELS, NEW RISKS, NEW OPPORTUNITIES

Moderator: Patrick Woodard
CHIEF HEALTH CARE INFORMATION OFFICER, MONUMENT HEALTH (SD)



Neil Gomes
SVP, CHIEF DIGITAL OFFICER, AMERIHEALTH CARITAS (PA)



The US health care delivery system is in the midst of an evolution that has been accelerated by the COVID pandemic. Innovations in value-based care models, telemedicine, remote monitoring, and point-of-care (POC) clinical management tools have been contributing to this steady transformation.

As the players in the health care industry become increasingly more complex and the reimbursement environment has grown more difficult to manage, traditional healthcare providers are forced to adapt in order to compete, or even survive.

From deeper commitments to value-based care, shifting sites of care accelerated by the pandemic, and the importance of enabling technologies, this panel of forward thinkers will explore:

- What are the areas that are ripe for transformation from a business model perspective?
- What are the technology needs that underpin transformation?
- What is the right kind of governance and framework that need to be put around technology to effectively execute business model transformation?

6:30PM - 8:30PM



COCKTAIL RECEPTION & DINNER

MONDAY, JUNE 12TH, 2023

7:30AM - 10:00AM



BREAKFAST & BUSINESS MEETINGS

10:00AM - 10:30AM



HITAC UPDATES AND HEALTH SYSTEM OPPORTUNITIES

Aaron Neinstein
VP, DIGITAL HEALTH,
UCSF HEALTH (CA)



Established in the 21st Century Cures Act, the Health Information Technology Advisory Committee (HITAC) recommends to the National Coordinator for Health Information Technology, policies, standards, implementation specifications, and certification criteria, relating to the implementation of a nationwide health information technology infrastructure, nationally and locally, that advances the electronic access, exchange, and use of patient medical information.

As one of the few health system representatives on the Committee, Aaron Neinstein, VP, Digital Health at UCSF Health, has unique insights into these recommendations and will provide an overview of what hospital and health system CIOs can expect from the Federal Government over the coming months and years, as well as how their input can further the goals of the HITAC.

10:30AM - 11:15AM



HEALTH IT TALKS

Justin Marron
CEO,
STRATEGIC VENUE
PARTNERS



CELLULAR WIRELESS CONNECTIVITY IN HEALTHCARE

Is poor connectivity costing your hospital top level patient care?
Or causing your staff members to lose crucial time?

Approximately 80% of all mobile traffic originates indoors, while over 70% of commercial buildings [including hospitals] have insufficient mobile coverage indoors.

Healthcare providers increasingly rely on modern telecommunication solutions to deliver quality care for providers, staff, and patients. As technology and public needs advance, investing in telecommunication solutions as a Managed Service, is key to long-term stability and operations. Distributed Antenna Systems (or DAS) for hospitals have emerged as the best way to improve connectivity.

This Health IT Talk will highlight key reasons why DAS is best for the healthcare industry.

THE TRANSFORMATION OF HEALTHCARE - IT'S ALL ABOUT THE DATA!

John Sohner
MANAGING DIRECTOR,
BPS TECHNOLOGIES



HIPAA schooled us on important lessons about how we interact with healthcare data, but it was Covid that forced us to collectively go to data grad school.

Understanding where healthcare data lives and how we interact with this massive amount of information helps to improve quality of care, allow interoperability between disparate systems, and mitigate downstream information bottlenecks, which ultimately leads to more efficient revenue cycles.

Join us for this informative session where we will look at:

- Understanding the systems where data lives
- Best practices to unlock that data and deliver world class care
- How efficient access to data can transform a healthcare system

Rob Turner
STRATEGIC SALES
DIRECTOR,
OPENTEXT



MONDAY, JUNE 12TH, 2023

Kaushik Gune
HEAD OF HEALTHCARE
US,
HUMA THERAPEUTICS



THE NEED FOR SIMPLE, SCALABLE VIRTUAL PATIENT CARE ACROSS THE HEALTHCARE CONTINUUM

Digital Health continues to be a top industry buzzword. As the noise gets louder, the solutions get more complex and often, less scalable.

As patients enter the healthcare system at varying demographic levels, it becomes clear that what is right for the 27.2% of patients with multiple chronic conditions in suburban areas may not be the same for patients living in rural America without access to a smartphone. The compliant patient who wants to own their healthcare journey requires a different solution from the patient who only sees their PCP once a year for a routine physical.

The approach to deploying digital health solutions in healthcare, must include a platform approach that allows health systems to address the needs of all their patients, regardless of demographic disparities. In this session, Kaushik Gune of Huma Therapeutics will demonstrate how the Huma platform provides a solution to this complex issue with its ability to screen, assess, collect, and monitor patients across the care continuum in one simple, easy to use, scalable solution.

11:15AM - 11:45AM



NEW AND EMERGING CYBERSECURITY FUNDING OPPORTUNITIES IN HEALTHCARE

Kate Pierce
SENIOR VIRTUAL
INFORMATION
SECURITY OFFICER
(VISO) & EXECUTIVE
DIRECTOR, SUBSIDY
PROGRAM,
FORTIFIED HEALTH
SECURITY



Russell Teague
VP, ADVISORY SERVICES,
FORTIFIED HEALTH
SECURITY



A stronger cybersecurity posture in 2023 and beyond is a goal for most healthcare organizations; however, many can't find the resources to improve. Healthcare organizations are facing increased cyberattacks, cyber insurance changes, and regulatory obligations in recent years that have strained their IT teams to breaking point. Despite a desire to implement more robust cybersecurity, relief in the form of newer tools, processes, services, or headcount is often restricted by budgets.

Several funding possibilities, including some from government agencies, are available to aid in healthcare cybersecurity initiatives. Even as we see healthcare budgets decline, many healthcare organizations are unaware of, or unable to access, these vital funds. The emphasis on healthcare cybersecurity becoming part of hospitals' critical infrastructure is opening the door for these new funding programs. These emerging strategies for securing funding can be game changers for many organizations.

This session will highlight these programs and explore how these funds can be used to better shore up healthcare cybersecurity. The resulting buildup of cybersecurity thanks to these programs should lead to better patient care, increased cybersecurity, and help alleviate financial pressures on healthcare organizations.

Some critical topics we will explore include:

- Overview of the current cybersecurity healthcare landscape
- Ways healthcare organizations can use funding programs to improve their cybersecurity posture
- Steps to get started

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11:45AM - 12:30PM



THINK TANK SESSIONS

John Kravitz
VP, STRATEGIC
BUSINESS
DEVELOPMENT,
HEALTHCARE,
WORKDAY



PLATFORMS ARE HORRIBLE... LONG LIVE PLATFORMS

Perceptions of 'platforms' have shifted regularly over the years, as monolithic systems gave way to standalone best of breed approaches. Now, modern SaaS solutions offer the potential for core integrated enterprise functionality combined with extensibility to integrate processes across applications, creating the backbone for strategic technology rationalization and consolidation.

This interactive discussion will discuss how you are approaching simplification and centralization, goals for this consolidation, and key considerations when evaluating. We'll also discuss the use of open APIs, artificial intelligence/machine learning, predictive analytics, and other technologies to support a new type of platform.

Chad Holmes
SECURITY EVANGELIST,
CYNERIO



ACTIVE ATTACKS ON HEALTHCARE: EXAMPLES, PROTECTIONS AND LESSONS LEARNED

In recent years, healthcare environments have become a prime target for cybercriminals due to underfunding, a lack of expertise, and lagging cybersecurity practices. Recent studies such as "The Insecurity of Connected Devices in Healthcare 2022" have clarified the threat landscape, with far higher levels of attacks, repeat attacks, ransomware payments, and adverse patient outcomes than previously thought.

Join healthcare cybersecurity and hospital leaders they discuss recent studies, share first-hand experiences, and most importantly, share techniques and technologies being used to reduce the impacts of cyberattacks. This interactive session will:

- Provide insight to the breadth, depth, and cost of healthcare-focused cyberattacks
- Extend the discussion beyond finances to impacts on patients and care
- Enable discussion between attendees to learn from peers
- Introduce modern techniques to supplement traditional security investment

Todd Felker
EXECUTIVE
HEALTHCARE
STRATEGIST,
CROWDSTRIKE



ZEN AND THE ART OF ZERO TRUST IN HEALTHCARE

A leading facet of cyber-attacks is stolen credentials, which is followed by privilege escalation – and healthcare data is a valuable target.

This Think Tank session will dive into Zero Trust and how it can protect application workloads, identities, endpoints, and adaptive controls in order to protect healthcare data and patient outcomes in the modern era of cybersecurity and adversarial risk.

- How AI and ML factors into adaptive controls
- Learn how to overcome challenges with adoptions from industry peers
- Come up with concrete examples on how to begin and evolve a Zero Trust journey in a clinical environment

12:30PM - 1:30PM



NETWORKING LUNCH

MONDAY, JUNE 12TH, 2023

1:30PM - 2:00PM



DRIVING BUSINESS OUTCOMES BY ALIGNING RESOURCES TO MEET STRATEGIC GOALS

Moderator: Cherice Wicker
DIRECTOR, TECHNOLOGY WORKFLOWS SOLUTION CONSULTING, SERVICENOW



Ryan Ashline
CHIEF IS ARCHITECT, LOMA LINDA UNIVERSITY HEALTH (CA)



Melanie Hanson
EXECUTIVE DIRECTOR, STRATEGIC SERVICES, LOMA LINDA UNIVERSITY HEALTH (CA)



With healthcare organizations facing increasing costs, declining reimbursement, and an uncertain environment, time, resources, people, and tools are all limited. In determining which investments to pursue and which to abandon, healthcare leaders must ensure that initiatives align strongly with strategic objectives.

Strategic Portfolio Management (SPM) empowers organizations to drive business outcomes by aligning their strategy with their investments and initiatives, enabling them to plan, deliver, track, and demonstrate value.

In this session, Loma Linda University Health will share their journey with Strategic Portfolio Management and will highlight how they have:

- Created strategically aligned intake and governance processes
- Evolved agile and hybrid project management practices
- Established clear resource management methodologies

2:00PM - 2:30PM



EXECUTIVES' BEST PRACTICES ON THE EVOLVING HEALTHCARE THREAT LANDSCAPE

Troy Ament
CISO, FORTINET



With an increase in threat vectors across the healthcare ecosystem comes the increased need for a sound yet dynamic cybersecurity program. Healthcare executives must take a proactive approach in ensuring cybersecurity risk is considered at every step, even in times of rapid disruption.

- Ransomware operational impacts
- Managing third parties and holding them to cybersecurity standards
- Quantifying, measuring, and communicating risk across the organization
- Upskilling your cybersecurity teams to stay ahead of emerging threats

2:30PM - 3:00PM



PRIORITIZING EXPERIENCE AND PERSONALIZATION WITHIN YOUR HEALTH SYSTEM'S DIGITAL ACCESS STRATEGY

Morgan Minogue
PRINCIPAL, PATIENT ACCESS + EXPERIENCE TRANSFORMATION, TEGRIA



Kirk Reyerson
SENIOR MANAGING CONSULTANT, DIGITAL ENGAGEMENT - STRATEGY & PLANNING, TEGRIA



It's been said in so many ways—experience to engagement, and consumerism to digital—but at the heart of it all is empowering patients to access and manage care on their own terms.

Building on the 2022 presentation and theme that showcased partnership and client advances in Experience, this year's session will provide insights into specific advances in consumer, market insights, personas, and new digital experience partners within the conversational AI space.

- Why is Experience important?
 - .Shifts in consumer behavior
 - Realities of access and experience
 - Understanding the patient journey
 - Prioritizing Experience and viewing it as a system

MONDAY, JUNE 12TH, 2023

3:00PM - 4:00PM



BUSINESS MEETINGS

- Identifying key partnerships
- Realigning objectives and strategies to focus on Experience and Personalization as the actual strategy goal of your future Engagement Center

4:00PM - 4:30PM



BUSINESS CONTINUITY: AN ESSENTIAL PIECE TO THE OVERALL EMERGENCY MANAGEMENT PUZZLE

Tracy Hall
BUSINESS CONTINUITY
PLANNING TEAM
LEADER,
WOLF & CO ADVISORY
GROUP



Michael Keighley
DIRECTOR,
INFORMATION
SYSTEMS,
MAINEGENERAL
HEALTH (ME)



The steady rise in widespread natural disasters, increase in cyber-attacks, and the 2022 updated requirements from the Joint Commission surrounding Emergency Management all have hospitals paying closer attention to the details of their response and recovery plans more than ever before. The focus on availability of critical systems that support the management of records is at an all-time high and the need for solid Business Continuity Plans is essential to patient care.

However, healthcare organizations often find it challenging to figure out where to begin, as there are many pieces to the preparedness puzzle. This session will focus on key elements to developing a thorough Business Continuity Plan and will explain how it fits into the overall organizational Emergency Management program. Tracy Hall, Wolf & Co's Business Continuity Planning Team Leader will lead this discussion and will be joined by Michael Keighley, Director of Information Systems at MaineGeneral Health, who will provide his insights into recognizing the importance of this critical piece of the hospital's overall resiliency.

4:30PM - 5:00PM



ENABLING A NEW ERA OF PATIENT CARE BY SECURING CONNECTED MEDICAL DEVICES

Tapan Mehta
GLOBAL LEADER,
HEALTHCARE STRATEGY
& SOLUTIONS,
PALO ALTO NETWORKS



Healthcare providers around the world are reimagining the patient experience with the use of smart medical devices. While these devices are providing breakthrough improvements in patient outcomes, your role as the security hero/heroine requires protecting those efforts from new threat vectors and vulnerable assets from attacks and exploits.

In this session, Tapan Mehta, Global Leader, Healthcare Strategy & Solutions for Palo Alto Networks will share the latest industry research and explore how to ensure your smartest devices can also be your safest devices.

5:00PM - 5:15PM



BREAK

5:15PM - 5:45PM



THE IMPORTANCE OF CYBERSECURITY IN PROTECTING PATIENT SAFETY

Ryan Witt
INDUSTRIES SOLUTIONS
AND STRATEGY LEADER,
PROOFPOINT



Health care organizations continually face evolving cyberthreats that can put patient safety at risk.

Aligning cybersecurity and patient safety initiatives not only will help your organization protect patient safety and privacy but will also ensure continuity of effective delivery of high-quality care by mitigating disruptions that can have a negative impact on clinical outcomes.

This session will provide a 12-month exploration of shifting cybersecurity threats and what they mean for Health IT & Security Leaders and their organization's ability to effectively care for their patients.

MONDAY, JUNE 12TH, 2023

5:45PM - 6:30PM



LEVERAGING INNOVATIVE TECHNOLOGY TO ENHANCE EFFICIENCY OF CARE, IMPROVE CLINICIAN WORKLOAD, AND ADVANCE THE PATIENT EXPERIENCE

Moderator:
Stephanie Lahr
PRESIDENT,
ARTISIGHT



Charity Darnell
VP & CHIEF CLINICAL
INFORMATICS OFFICER,
COOK CHILDREN'S (TX)



Ray Lowe
SVP & CIO,
ALTAMED (CA)



Reid Stephan
VP & CIO,
ST LUKE'S HEALTH
SYSTEM (ID)



According to a 2021 Beryl Institute report, 84 percent of healthcare leaders say that their organization's patient experience efforts have an impact on clinical outcomes, while 64 percent of healthcare organizations identify improving the patient experience as one of their three top priorities. Given the drive towards value-based care and enhanced effectiveness of patient care, hospitals are increasingly focused on modernizing patient rooms and improving the facilities' technology infrastructure to move the needle on patient experience. As an added dimension, hospitals and health systems are spending time on this as it has become apparent that workforce challenges such as burnout and lack of engagement have created an imperative to invest in initiatives that change how the staff view their work, and increase levels of happiness and engagement.

This panel of forward-thinking health IT executives will share their insights and lessons learned from modernizing and updating physical spaces to enhance efficiencies of care, improve clinician workloads, and advance the patient experience.

- Rethinking the patient experience to shift existing paradigms of patient care
- Meeting patients where they are and enhancing their sense of agency
- Embedding technology within the walls, workflows and across the patient journey
- Automating labor-intensive tasks and removing time consuming tasks from clinicians' workload
- Overcoming resistance to video monitoring

6:30PM - 8:30PM



COCKTAIL RECEPTION, DINNER & ENTERTAINMENT

TUESDAY, JUNE 13TH, 2023

7:30AM - 10:00AM



BREAKFAST & BUSINESS MEETINGS

10:00AM - 10:45AM



WHEN ORGANIZATIONS COME TOGETHER: KEY CONSIDERATIONS AND LESSONS LEARNED

Moderator: Sarah Richardson
SVP & CIO,
TIVITY HEALTH (TN)



Josh Goode
CIO,
SCAN HEALTH PLAN



Ray Lowe
SVP & CIO,
ALTAMED (CA)



Simon Nazarian
CIO,
OPTUM HEALTH - CARE
DELIVERY (CA)



Mergers and Acquisitions (M&A) have always been a proven framework for rapid business growth, with benefits ranging from a larger consumer base, new operational capabilities, and extra brand equity instead of nurturing them in-house. Aside from leaping over regulatory hurdles and ensuring the deal negotiations are conducted effectively, creating strategic combinations require thousands of worker-hours to integrate systems, processes, and workforces, and more importantly, time to understand how well varying cultures will work together.

Many leaders tend to underestimate the importance of IT integration in mergers and acquisitions. This is a major oversight because the costs and complexities of IT integration in M&A can stall operational plans and dramatically increase the timeline of the project. As healthcare organizations deal with M&A activity, they should pay close attention to IT issues. A smooth IT integration is an important step toward a successful merger or acquisition. This requires organizations to establish strategic plans that set up the integration of data, cloud platforms and personnel and address security concerns, among other elements.

This interactive session will provide some key lessons learned from recent combinations and will:

- Describe the role of change management and clarity of approach for strategic combinations
- Focus on the establishment of coordinating mechanisms to advance work
- Explore relationship building in tough times to help build the direction of virtuous intent

10:45AM - 11:30AM



ENHANCING THE IT-CLINICIAN RELATIONSHIP TO IMPACT OUTCOMES, SATISFACTION, AND THE BOTTOM LINE

Moderator: Patrick Woodard
CHIEF HEALTHCARE
INFORMATION
OFFICER,
MONUMENT HEALTH
(SD)



- Technology is ubiquitous in healthcare settings. The HITECH Act of 2009 leveraged approximately \$30 billion in incentives for the adoption and meaningful use of EHRs to expand the use of technology to improve decision support systems and impact the quality of care.
- Numerous surveys and studies point to evidence that physician engagement has a substantial impact on physician productivity and satisfaction, and ultimately revenue.

Given these two facts, it is imperative that health IT executives continue to nurture the relationship with physicians, both those employed within the organization, as well as the independent physicians who refer patients to systems.

TUESDAY, JUNE 13TH, 2023

Zafar Chaudry
SVP & CDIO,
SEATTLE CHILDREN'S
(WA)



Claude Pirtle
CHIEF MEDICAL
INFORMATICS OFFICER,
WALMART HEALTH &
WELLNESS (AR)



Neal Patel
CIO FOR HEALTH IT,
VANDERBILT
UNIVERSITY MEDICAL
CENTER (TN)



11:30AM - 11:45AM

This panel session, featuring both technology and clinical perspectives, will share best practices and lessons learned and will invite the audience to weigh in on the success factors for this critical relationship to survive.

- How do you expand your viewpoint to others within the organization?
- What should non-clinicians know about working with clinicians?
- What are some effective techniques for engaging physicians, particularly independent physicians?
- How to provide a seamless experience for the patient
- How can you create aligned incentives for organizations and independent physicians, and if you can't, how can you still optimize the relationship?

CLOSING REMARKS



VENUE

JUNE 11TH - 13TH, 2023

The Langham Huntington, Pasadena, CA

Enjoy The Langham Huntington's 23 acres of lush greenery — with classic architecture and landscape designed by the same key figures as the nearby Huntington Library, Art Museum and Botanical Gardens. Step away from the world and rejuvenate your mind, body and soul. We offer comprehensive range of wellness activities that restore, refresh and renew, including a fully-equipped fitness studio, award-winning spa, outdoor swimming pool and tennis. Step away from the world and rejuvenate your mind, body and soul. We offer comprehensive range of wellness activities that restore, refresh and renew, including a fully-equipped fitness studio, award-winning spa, outdoor swimming pool and tennis.

REGISTRATION INCLUDES:

- 2 nights' accommodation at the Resort
- All group meals and cocktail receptions for the duration of the Institute
- A customized itinerary highlighting the Thought Leadership Sessions, Business Meetings and Networking Functions that you have selected
- Dedicated pre-event, post-event and onsite logistics assistance by an IPMI Operations Manager
- Access to Presentation Materials post-event

