

2021 Teleconference Schedule

(updated 10-09-2021)

[Register for upcoming teleconferences](#)

[Audio and presentations from previous teleconferences](#)

January 6, 1-2 pm CT

The Commons Project's CommonPass

JP Pollak, PhD, Chief Product Officer, The Commons Project. Major airlines will soon roll out apps to check the COVID-19 test and vaccination status of passengers, likely followed by employers, college campuses, sports venues, and cruise ships. CommonPass, developed by the non-profit Commons Project, lets individuals access their lab results and vaccination records, and consent to have that information used to validate their COVID status without revealing any other underlying personal health information. Lab results and vaccination records can be accessed through existing health data systems, national or local registries or personal digital health records ([Apple Health](#) for iOS, [CommonHealth](#) for Android). The CommonPass platform assesses whether the individual's lab test results or vaccination records come from a trusted source and satisfy the health screening requirements of the country they want to enter, while the underlying health information stays in the individual's control. JP describes the process for integrating this information into the app and its rate of adoption to date.

January 13, 1-2 pm CT

Digital Care at Scale at IU Health

Emily Webber, MD, FAAP, FAMIA, CMIO, Indiana University Health. Telehealth programs and strategies grew exponentially in 2020 in response to COVID-19. Driven by the necessity of patient need, and fueled by expanded reimbursement models, telehealth has now become part of patient expectations and clinical operations. In response, IS and Informatics professionals find themselves in new models of operational support, focused on technical integration involving context, and new ways to organize strategic priorities. Dr. Webber describes the successes and challenges of using virtual care tools to provide care at increased scale.

January 14, 1-2 pm CT

COVID-19 Immunity Research at Mass General Brigham

Duane Wesemann, MD, PhD, Associate Professor of Medicine, Harvard Medical School, Associate Physician, Brigham and Women's Hospital. It is relatively well-known that the immune system produces antibodies in response to COVID-19 infection, but how long these antibody responses last continues to be unclear, and the heterogeneity of immune responses to COVID-19 makes it difficult to develop predictive models. Dr. Wesemann discusses his laboratory's efforts to understand the features that influence the magnitude and durability of the antibody response to the virus that causes COVID-19, namely, SARS-CoV-2. Emerging data suggests that there are individuals who are capable of both clearing the infection quickly and developing a durable anti-SARS-CoV-2 antibody response. Analysis of the cells that make and regulate antibody production provide clues into what may influence immune durability. Dr. Weseman discusses these findings and invites an open discussion to help advance the knowledge around meaningful treatment strategies for COVID-19 cases.

January 19, 1-2 pm CT

Predictive Models, Bias, Health Equity, and COVID-19

Michael Pencina, PhD, Vice Dean for Data Science and IT & Professor of Biostatistics and Bioinformatics, Duke University School of Medicine. Modern health systems stand to derive substantial benefit from employing algorithm-based clinical decision support (ABCDS) tools. However, adoption has been slow and recent high-profile failures have raised concerns about bias and inequity, lack of transparency and trust, as well as poor evaluation standards. Dr. Pencina discusses an objective framework for evaluation of ABCDS tools aimed at overcoming these barriers.

January 20, 1-2 pm CT

Leveraging the Power of Crowds: How Brigham and Women's Innovation Hub is taking Aim at Everyday Problems

Santosh Mohan, MMCI, CPHIMS, FHIMSS, Managing Director, Digital Health Innovation, Caroline Coy, MPH, Manager, Strategy Implementation, Brigham and Women's Hospital, and Callie Patel, MBA, Director, Healthbox. Healthcare delivery is too often saddled with cumbersome, redundant, and inefficient activities. While home to some of the world's most innovative science, medicine and digital health technology, Brigham Health, like many large institutions, has its fair share of systems and processes that are filled with too many tedious clicks or still stuck on paper in the digital age. There also exist bureaucratic processes in many institutions that discourage employees from thinking of new ways to solve these entrenched, everyday problems. The Brigham Digital Innovation Hub (iHub) made it their goal to improve the Brigham employee experience by uncovering these inefficient tasks and technologies that caregivers wrestle with, replacing them with creative digital solutions. Join Santosh, Caroline, and Callie to learn about how the iHub, in partnership with Healthbox, designed and leveraged a digital crowdsourcing approach to empower staff and foster a community of creative, insightful thinkers and "doers" to not only improve the Brigham experience but also support Brigham's Safe Care Commitment as part of COVID recovery efforts.

January 21, 1-2 pm CT

COVID-19 Seropositivity and Asymptomatic Rates in Healthcare Workers at Beaumont

Hans Keil, MBA, SVP & CIO, and Matthew Sims, MD, PhD, Director of Infectious Disease Research, Beaumont Health. Beaumont Health conducted a major study of over 20,000 employees during the height of last spring's COVID-19 surge, leveraging their IT and Lab teams, to understand the risk of exposure for frontline healthcare workers. Determining infection rate can be difficult due to the practical limits on testing and the high rate of asymptomatic individuals; however, detection of antibodies against SARS-CoV-2 may be useful for determining prior exposure to the virus and assessing mitigation strategies, such as isolation, masks, and other protective equipment. The results of this study, funded by Beaumont Health and by major donors through the Beaumont Health Foundation and published in Oxford University Press and the Infectious Diseases Society of America, showed seropositivity and symptomatic rates varies by factors such as job function and masking.

Published paper: <https://lnkd.in/eAXy6Z8>

January 26, 1-2 pm CT

UH4YOU: Building Resilience During COVID-19 and Beyond at University Hospitals

Francoise Adan, MD, ABIHM, Director of Connor Integrative Health Network, University Hospitals. Burnout and compassion fatigue are serious concerns for caregivers across the healthcare industry and we are seeing their effects now more than ever before. To respond to the additional professional and personal stressors,

losses, and challenges caused by the COVID-19 pandemic, University Hospitals (UH) developed a resilience program—UH4YOU—for the entirety of its workforce, with the Chief Human Resources Officer as the program’s executive champion. UH4YOU provides compassionate support and practical resources to all UH employees during COVID-19 and beyond. A key factor in the program’s success has been a strategic change in communication tone, including a daily Self-Care Toolbox message filled with resources, tips, and positive news designed to help employees feel uplifted and supported in this time of uncertainty. Dr. Adan shares the successes, challenges, and lessons learned during the planning and implementation of this valuable program.

January 27, 1-2 pm CT

Tampa General Hospital’s Command Center – Strategy and Outcomes

Scott Arnold, EVP & CIO, and Peter Chang, MD, VP Care Transitions and CMIO, Tampa General Hospital. Join Scott and Dr. Chang for Tampa General Hospital’s journey through the ideation and implementation of a command center. They discuss why it was conceived, who was a part of the decision to implement a command center, the processes impacted and the outcomes. Scott and Dr. Chang also discuss the technology selection process (who, what, where and why) and the functions contained inside of the command center and the connected processes. Finally, they share stories and anecdotes on what Tampa General expected the role of the command center to be and how it has turned out so far.

February 3, 1-2 pm CT

Telehealth Data Model at Intermountain

Brian Wayling, MBA, Executive Director Development & Technology, Intermountain Healthcare Telehealth Services. Intermountain has always been a leader in using data to develop healthcare standards, monitor variance and improve processes to ensure clinical and operational results. This approach has been applied to Telehealth Services consistently over the years to measure success for each program and alignment with the in-person care clinical program. Developing and supporting a data driven organization takes considerable effort and resources. Brian discusses how Intermountain Telehealth Services approaches data management and leverages business intelligence to improve care delivery within Intermountain and across the Intermountain West region.

February 4, 1-2 pm CT

Workforce Management Solutions at SCL Health

Charles Phanumphai, Applications Manager, SCL Health. SCL Health’s KAT (Kronos Access Tool) was developed between HRIS (HR Information Systems), Workforce Management Solutions (Kronos team), and Integration teams utilizing the InterSystems IRIS for Health platform. The application saves the HR department hundreds of hours each month by applying changes across position codes in bulk and allows for other friendly, more efficient, features. Charles describes the overall framework for systems integration at SCL Health, how this particular process was managed, and lessons learned along the way.

February 9, 1-2 pm CT

Payer/Provider Strategies | Bellwether Market Minneapolis - Sparking Change: A Mutually Beneficial "Virtual P&L" Model

Minneapolis has long been a “bellwether market” when it comes to managed care, and the creative partnership between the Blue Cross MN and North Memorial Health CEOs is no exception. Most recently, they’ve collaborated to align incentives and shared governance to keep patients healthy, provide more home-based services and reduce overall healthcare costs. Join **Drs. Craig Samitt, CEO, BCBS MN** and **Kevin Croston, CEO, North Memorial Health** to learn about:

- The partnership model they’ve developed and results to date,
- The creation of a “virtual P&L” to reward both parties for ensuring proactive preventive care and

- Streamlining care delivery (in-home and ambulatory settings) and addressing community-level social factors that affect population health.

This is intended as an open dialogue with our SI Member senior executives to spark creative conversations and inspire new strategies for payer provider partnering.

February 10, 1-2 pm CT

COVID-19 Community Immunity for All Initiative at Atrium Health

Scott Rissmiller, MD, EVP & Chief Physician Executive, and Kinneil Coltman, DHA, SVP, Chief Community & Social Impact Officer, Atrium Health. Atrium Health's "Community Immunity For All" collaborative has a united goal to ensure equity in access to COVID-19 vaccines, acknowledge the history of health injustice in communities of color, listen to and collaborate with partner organizations, and support individuals in making informed decisions to best protect their health and well-being. With the support of faith and community leaders and the state governor's office, "Community Immunity For All" is eliminating barriers to the COVID-19 vaccine by holding vaccination events at community partner host sites, providing appointment scheduling and transportation support, and providing culturally responsive vaccine education and resources for community members. Quoting Secretary Dr. Mandy Cohen, North Carolina Department of Health and Human Services regarding this initiative, "Community Immunity For All" is the kind of collaboration that is needed to ensure equitable access to the vaccine and stop this pandemic. Everyone needs a spot to take their shot – a spot that is trusted and accessible."

February 11, 1-2 pm CT

Data-Driven Analytics Transformation at Edward-Elmhurst Health

Raj Iyer, MBA, Chief Data & Analytics Officer, Edward-Elmhurst Health, and Ben Wolfe, PMP, Principal, Impact Advisors. Raj and Ben share the vision, roadmap, recent results, and lessons learned from Edward-Elmhurst Health's "Data-Driven" journey. Highlights include EEH's plan to optimize the foundational culture, talent and tools that enable the organization to make better and more timely clinical and business decisions.

February 16, 1-2 pm CT

Reducing Physician and Nursing Documentation During Disaster at Northwestern Medicine

Thomas Moran, MD, VP & CMIE, and Lea Ann Arnold, DNP, RN, Director Nursing Informatics, Northwestern Medicine. Join this teleconference to hear how Drs. Moran and Arnold created a single Disaster Navigator for nurses to cover admission through discharge, as well as reducing documentation for physicians and APPs through streamlined note templates. Other steps taken include reducing documentation requirement for admission & shift, pared down data points, and added efficiencies to existing activities. Also, learn about the disaster guideline created for current and future emergencies.

February 18, 1-2 pm CT

Payer and Provider Data Interoperability via the Epic Payer Platform

Spencer Collins, AVP of Application Services, NorthShore University Health System ("NorthShore"). As part of NorthShore's continued effort to drive operational efficiencies, the Epic Payer Platform was identified as a turnkey interoperability solution linking payer and provider data via a clinical data exchange. The prevalence of "manual" data-sharing activities between payers and providers is clearly representative of a legacy process of organizational interactions ripe for retooling. Moreover, there are significant opportunities that can be realized by developing a cooperative partnership between payers and providers in the realm of HEDIS measure calculation, prescription benefits, prior authorization, etc. Spencer presents

the considerations for build and deployment as well as some successes, “lessons learned” and ongoing strategy.

February 24, 1-2 pm CT

Healthcare AI/ML Confidential Computing Platform

Mary Beth Chalk, Business Development, Center for Digital Health Innovation, UCSF Innovation Ventures. Cyberattacks on healthcare data are a clear and present danger resulting in constricted access to high fidelity clinical data. At the same time, healthcare artificial intelligence (AI) algorithms utilized in care delivery must access this type of data to ensure the algorithms will perform consistently when utilized in the care delivery setting. The future of healthcare AI is highly dependent upon the development and adoption of zero trust data environments in which no trust is extended to any party and yet the parties are still able to collaborate. Confidential computing platforms and privacy preserving analytics enable data owners to maintain control of their data at all times while providing encrypted access to algorithm owners (whose models are also encrypted for their protection). Mary Beth discusses how confidential computing can be utilized to further protect healthcare data while also making it available for research and development of clinical workflow and decision support algorithms.

February 25, 1-2 pm CT

A Self-Assessment Tool for Achieving the Autonomous Pharmacy at Baptist Health

Nilesh Desai, MBA, BS, RPh, CPPS, Chief Pharmacy Officer, Baptist Health, and Ken Perez, VP, Healthcare Policy and Government Affairs, Omnicell. Overreliance on manual processes and siloed technology in pharmacy operations are among the biggest challenges facing health systems today. Furthermore, there are no standardized benchmarks available to guide pharmacy leaders in their quest to achieve improvements in areas such as safety, efficiency, regulatory compliance, financial performance, and human resource management. To fill this gap, the [Autonomous Pharmacy](#) Advisory Board, a collective of non-profit organizations, has launched a free, comprehensive self-assessment tool. This interactive tool will help health system pharmacy leaders identify areas of strength and opportunities for improvement across five dimensions. The self-assessment tool will help them develop a path forward that ultimately arrives at a fully automated, interoperable, and effective medication management system. Anonymized data collected will be used to create industry benchmarks. Nilesh and Ken share the progress of this initiative at Baptist and across the industry.

March 1, 1-2 pm CT

The Joy of Practicing Medicine at Providence

B.J. Moore, EVP & CIO, Providence, and Diana Nole, EVP & General Manager, Healthcare Division, Nuance Communications. To create a better patient experience and ease clinician burden, Providence and Nuance will discuss AI-powered solutions to assist with clinician-patient documentation and reduce digital friction across the health system. B.J. and Diana discuss the partnerships and innovations integral to enabling Providence’s mission of improving patient outcomes, reducing provider burnout, and delivering value in care delivery.

March 2, 1-2 pm CT

WEBINAR | Creative Responses to COVID-19: Automatic Vaccination Billing, Drive Up Antibody Infusions and EMR Interoperability

David Pape, VP, Technology, Palomar Health, Kurt Romeiser, Senior Clinical Informaticist, Tiger Institute Health Alliance, Prudence Myers, MHA, CPhT, Sr. Decision Support Analyst, University Physicians Revenue Integrity, Plan Administration, University of Missouri Health Care, and Dick Flanigan, SVP, Cerner. Healthcare organizations are finding creative ways to handle COVID-19 surges and vaccinate

members of the community. At the University of Missouri Health Care, in Columbia, Missouri, for example, an IT team has come up with new ways to automate billing for vaccination administration and streamline information sharing between disparate EMRs and the state through a health information exchange. Similarly, at Palomar Health in Escondido, Calif., teams have significantly expanded bed capacity and created a way to support monoclonal antibody infusions (Bamlanivimab), which can protect high-risk groups. Join representatives of these organizations and learn how IT is helping them to address the pandemic's many vexing challenges.

March 3, 1-2 pm CT

Human Centered Design and EMR Integration Yields Improved Transportation Experience

Rajiv Pramanik, MD, CMIO, Matthew White, Director of Innovation, Alison Stribling, Public Health Program Specialist, and Sara Cortez, Public Health Program Specialist, Contra Costa Health Services. Join Dr. Pramanik, Matthew and Alison to learn how they built ride share integration into Epic to reduce transportation barriers for patients needing care, and how it is helping bring patients in for COVID-19 testing and vaccinations.

March 4, 1-2 pm CT

Less Classroom "Training," More Learning at Froedtert

Stephanie Lenzner, VP, Chief Data and Analytics Officer, Froedtert & The Medical College of Wisconsin, Tom Burton, Co-Founder, Jill Terry, Chief Learning Officer, and Eric Denna, SVP, Health Catalyst. Learn how health systems such as Froedtert & The Medical College of Wisconsin are leveraging the latest learning science to significantly improve the analytics and improvement literacy of leaders, analysts, and improvement teams for less time and money.

March 10, 1-2 pm CT

WEBINAR | Payer/Provider Strategies | Bellwether Market Phoenix - Working Smarter: Redefining Payment Platforms & Partnerships

Consolidating the Phoenix healthcare market has engendered creative solutions around simplified patient payment options and price transparency...and the partnership between Blue Cross of Arizona, the Dignity Health Arizona division of CommonSpirit, HonorHealth and OODA Health has uniquely changed the paradigm between payers, patients and providers. Join **Paige Rothermel, COO, BCBS AZ, Doug Watson, CFO, Dignity AZ/CommonSpirit**, and **Paul Briggs, CFO, HonorHealth** to discuss how the OODAPay platform:

- Redefines the healthcare payment process,
- Improves the member billing experience and
- Relieves providers of patient billing responsibility.

This is intended as an open dialogue with our SI Member senior executives to spark creative conversations and inspire new strategies for payer provider partnering.

March 11, 1-2 pm CT

WEBINAR | Inclusion—Making it Real | Why is it Vital? The Immediacy of Now

Audra Bohannon, Senior Client Partner, and Norm Miles, Senior Principal, KornFerry. Given the challenges in healthcare, change is paramount. We live in a complex and diverse world that requires recognition of the power of inclusion as a key business driver to address the current state. Diversity won't make a difference without equity. Understand how diversity, equity and inclusion maximizes performance of individuals, teams and healthcare systems.

March 17, 1-2 pm CT

Increasing Flexibility, Engagement and Collaboration with Virtual Work at Providence

Greg Till, EVP & Chief People Officer, and Denise Bowen, Chief of Staff – HR, Providence. Over the past year, Providence has implemented a modern, flexible, collaborative workplace strategy, enabling over 20,000 employees to work virtually, from the location of their choice. What was initiated out of primary concern for employee well-being has accelerated an innovative workplace vision that is significantly improving employee engagement, leadership connection, productivity, and the utilization of space. In addition to reviewing lessons learned and best practices, Greg and Denise review tools to reduce potential feelings of isolation, loneliness, and burnout.

March 22, 1-2 pm CT

WEBINAR | Accelerating Digital Transformation: Applying Financial Services Lessons to Healthcare

For over five years, the financial services industry has been engaged in digital transformation; physical banks and paper systems are being replaced by networked digital ecosystems during this “open banking” era of FinTech platforms, solutions and applications. COVID-19 accelerated healthcare’s digital transformation for similar reasons: to reset customer expectations, tackle regulatory complexity, streamline operations and provide touchless ways to triage patients and deliver virtual care.

Join **Greg Carmichael, Fifth Third Bank CEO** who, as CIO, led that company’s digital transformation; and **Tina Freese Decker, Spectrum Health CEO**, who’s navigated healthcare digital transformation since its beginnings in virtual care, as they parse critical similarities and differences to accelerate positive change.

March 23, 1-2 pm CT

WEBINAR | COVID-19: What Do We Really Know about Emergence, Treatments and Vaccines?

John McConnell, Editor in Chief, The Lancet Infectious Diseases. Despite an unprecedented scientific effort, uncertainties remain in our knowledge of COVID-19. Efforts to prevent and treat the COVID-19 pandemic have been further complicated by the spread of misinformation about the disease. This teleconference attempts to untangle myth from reality in what we know about the origins of COVID-19, its treatment, and prevention through vaccination.

March 30, 1-2 pm CT

Building Healthcare’s AI-Powered Digital Front Door

Stephanie Lahr, MD, CMIO and CIO, Monument Health, and Peter Durlach, SVP, Healthcare Strategy and New Business Development, Nuance Communications. Patients want the same conveniences from healthcare organizations that they enjoy from major consumer brands. To deliver voice and digital experiences to patients across their journey, Monument Health is partnering with Nuance to build an AI-powered patient engagement platform to power their digital front door. In this teleconference, Dr. Lahr and Peter describe the strategy, technologies, and tools behind an omni-channel customer engagement platform that will transform access to, and delivery of, care in the modern age of digital medicine.

April 6, 1-2 pm CT

WEBINAR | Sharing Insight: SI Member Vaccination Efforts

Jennifer Fogel, VP & Regional Nursing Informatics Officer, Northern Light Health; Ferdinand Velasco, MD, CHIO; Joni Padden, DNP, APRN, BC, CNIO, Texas Health Resources; Joyce Oh, VP, Web/Mobile, Enterprise Data Management, ERP, and IT Business Office, Beaumont Health; and Janice Wurz, Senior Director, Strategy & Operations, Scottsdale Institute. In February, SI surveyed clinical leaders at its Member health systems

on what is working, the top challenges faced and their organizational priorities in getting vaccines into the arms of Americans. Areas of emphasis included the health system's role in the community, partnerships created and lessons learned regarding logistics, staffing, communication, supply chain, technology and clinical considerations. SI's Vaccine Collaborative continues to explore what's next in hospital vaccination efforts. Join us for a recap of the survey's findings and an update of how organizations continue to meet the needs of their communities.

April 7, 1-2 pm CT

WEBINAR | Virtual Advanced Care & Analytics Partnership at OSF

Mark Hohulin, MBA, SVP, Healthcare Analytics, and Jennifer Junis, RN, MSN, SVP, OSF OnCall, OSF Healthcare System. OSF Healthcare's Virtual Advanced Care manages those at the highest risk for hospital or emergency care by offering chronically ill patients daily virtual care from a team of clinicians. Participants use at-home monitoring equipment to report vital signs and other concerns. In partnership with Healthcare Analytics, the program uses data models to pinpoint those who need this type of care the most. They also track the program's impact on both patients and the organization. The goal of these tools is to ensure the virtual advanced care program is helping reduce costs of care while improving patients' quality of life and outcomes.

Supporting Blog Post Links: [Virtual Advanced Care model making a real impact](#); [Healthcare Analytics: Leveraging data to transform health care](#)

April 8, 1-2 pm CT

Understanding the CMS Prior Authorization Rule – Reducing Provider and Patient Burden

Viet Nguyen, MD, Technical Director for the HL7® Da Vinci Project, Stratametrics, and Rajesh Godavarthi, AVP, Technology and Interoperability, MCG Health. CMS recently issued a rule to standardize the electronic exchange of healthcare data for prior authorization. Although the rule is now on a temporary administrative hold, it is expected to be enacted soon. The rule represents a giant leap forward for interoperability and poses significant technological challenges to both payers and providers. Join Dr. Nguyen and Rajesh to learn how the rule may impact prior authorization processes and reduce the burden on providers and patients. They explore what organizations need to prepare (both clinically and technically) to comply with the upcoming FHIR API mandate and take a closer look at how prior authorization processes can be embedded within the EHR workflow.

The Rule: <https://www.cms.gov/files/document/121020-reducing-provider-and-patient-burden-cms-9123-p.pdf>

April 9, 10-10:30 am CT

WEBINAR | Late Breaking News: Osterholm Warns of COVID Surge Due to Variant B.1.1.7

Michael Osterholm, PhD, Director, Center for Infectious Disease Research and Policy at the University of Minnesota. Prominent epidemiologist, member of President Biden's COVID-19 Advisory Board and a national expert commentator on the pandemic, Dr. Osterholm has issued a warning about the U.K. variant B.1.1.7, which is rapidly spreading across the U.S. as many states opt to lift or scale back virus restrictions. "This is the perfect storm," Dr. Osterholm said on March 17th, "Here is Europe locking down and having problems containing B.1.1.7, even with vaccinations and previous infection histories. Here we are opening up as wide as we can. We are literally just walking into the mouth of the virus saying, 'Don't worry.'" Dr. Osterholm predicts that the U.S. will see a surge of B.1.1.7 cases within the next few weeks. He predicts the

variant will primarily infect children returning to in-person learning who will then spread it to their parents and other adults.

April 13, 1-2 pm CT

Virtual Health Accelerated: How can Healthcare Organizations take Advantage of the Current Momentum?

Bill Fera, MD, Principal; Urvi Shah, Senior Manager; Maulesh Shukla, Manager; and Casey Korba, Research and Policy Manager, Deloitte. The COVID-19 pandemic triggered a dramatic adoption of virtual health. A recent study examined how the healthcare system's experience in 2020 changed the practice of medicine, how consumers and clinicians are likely to use virtual health in the future, and how care delivery models might be transformed. As health systems continue to recover from the pandemic, Dr. Fera, Urvi, Maulesh, and Casey discuss how they should work to thoughtfully scale up new learnings and transition to a longer-term, enterprise-wide approach.

April 15, 3-4 pm CT

WEBINAR | Provider-Owned Health Plans: Moving Forward with Wisdom

Today's provider-sponsored health plan offerings have dwindled to major, long-time providers who've achieved critical mass... but their journey has entailed navigating changing regulatory environments, experiencing competition from industry consolidation and negotiating with inside and outside providers across the markets they serve. Yet in an environment that rewards investment in preventive services, chronic care management and bundled payments, they've also experimented with digital engagement strategies. What can today's health systems learn from these longstanding provider-owned health plans? Join **Howard Kern, CEO, Sentara; Tina Freese Decker, CEO, Spectrum Health;** and **Eric Larsen, President, The Advisory Board Company** as they share their insights and lessons learned from operating plans within a health system operating environment.

April 20, 1-2 pm CT

The Evolving Mission of the EHR: Reducing Clinician Burden While Improving Data Quality

John Lee, MD, CMIO, Allegheny Health Network, and Dale Sanders, Senior Advisor, Health Catalyst. We have reached a tipping point in the evolution of the EHR, whereby the personal and professional burden of data entry has contributed to clinician burnout, job dissatisfaction, and distraction from an effective patient-clinician relationship. Data collection is heavily weighted toward billing, reimbursement, and defensive medicine, with not enough emphasis on situational awareness, hypothesis generation, and outcomes assessment. Quality measures tend to emphasize process rather than outcome, and lack of standard clinical vocabularies, particularly for clinical orders and results, have hindered meaningful analysis. Dr. Lee and Dale explore those lessons learned from managing the clinical documentation burden during the COVID pandemic that can yield a new perspective on how EHR data quality and standardization can be improved.

April 21, 1-2 pm CT

Developing Future Ready IT Leaders

Scott Arnold, EVP & CIO, Tampa General Hospital, and Judy Kirby, CEO, Kirby Partners. Health systems are morphing into technology companies who deliver healthcare. With this major change in mindset, CIOs and the leaders who support them are now at the forefront of every critical decision made in their organization. Scott and Judy share insights, strategies and tactics CIOs can use to position themselves to support this incredible digital transformation and develop a future-ready team.

April 22, 11 am-12 pm CT

WEBINAR | Building an Operating System for Digital Care: The Making of DexCare

Marcee Chmait, Executive Director of Digital Business Development, Sara Vaezy, MHA, MPH, Chief Digital Strategy & Business Development Officer, Providence, and Derek Streat, CEO, DexCare. Despite investing billions of dollars in digital 70% of health systems have combined disparate point solutions that are disconnected and sub-optimized for consumers, providers and service lines. Pre-pandemic, Providence saw the need to build a digital relationship directly with consumers—across all care settings—and built DexCare. During the pandemic, this platform helped them manage and scale extreme shifts in venues of care. Providence has recently spun DexCare out into a separate company to enable other health systems to orchestrate digital demand and health systems capacity across all lines of care. Marcee, Sara and Derek discuss the origins of DexCare, the value of the platform in these unprecedented times and the reasoning behind the spinout.

April 27, 1-2 pm CT

Transforming Analytics Capabilities at Boulder Community Health

Jeremiah Reuter, VP, Enterprise Strategic Services, Boulder Community Health, and David Jackson, VP Advisory Services, Optum. For hospitals and health systems to achieve their growth, clinical and financial objectives, they must effectively utilize data and analytics. However, most provider organizations can agree it is challenging to get the expected value and potential out of their analytics. Recognizing that advanced analytics capabilities can support their objectives to remain independent and promote financial sustainability and growth, Boulder Community Health developed a new analytics operating model. Over the past year, they designed and implemented an operating model that aligns domain experts with executive stakeholders to enable proactive insight generation and business decision support. Jeremiah and David explain how Boulder Community Health scaled their analytics functions to support data-driven decision making, improve care management and drive growth opportunities.

April 28, 3:30-4:30 pm CT

WEBINAR | Role of Innovation and Technology in Dealing with the “New Normal” of Healthcare

Roberta Schwartz, PhD, EVP & Chief Innovation Officer; Ken Letkeman, SVP & CIO; Tesha Montgomery, RN, MHA, FACHE, VP, Operations for Physician Organization; Thomas Vernon, VP of Talent & Experience; Murat Uralkan, Director of Innovation, Houston Methodist. COVID-19 has significantly changed the healthcare industry—the way that we deliver care, approach telemedicine and automation; how we engage with our patients; and how healthcare providers adopt technology in daily operations. With support from our CEO, a leadership group named DIOP (Digital Innovation Obsessed People) created a Center for Innovation and has been focusing on implementing innovative technologies in virtual care, digital care pathways, intelligent automation and natural language processing. DIOP also spearheaded building a living laboratory, called Tech Hub. These investments have paid dividends during the COVID-19 crisis and have helped our organization navigate through the unknowns of the pandemic while continuing to provide care for our patients and support our community. Dr. Schwartz, Ken, Tesha, Tom and Murat give insights on how digital technologies were adopted, how change management issues were navigated, and the role innovation plays in shaping the “new normal” for patient care.

April 29, 1-2 pm CT

Addressing Bias to Optimize Care for Vulnerable Populations

Cheri Wilson, Education and Training Manager, Office of Diversity, Inclusion and Health Equity, Johns Hopkins Medicine, and Eve Gaus, Editorial Director, Clinical Effectiveness, Wolters Kluwer, Health. The

COVID-19 pandemic has tragically highlighted what we already know: standard healthcare delivery underserves Black, Hispanic or Latino, and Native American communities. Health systems have work to do to establish trust with vulnerable populations that have consistently suffered from lack of access to care and bias when seeking care. COVID-19 vaccine hesitancy is just one example of this. Bias can appear in clinical resources, package inserts, patient education materials, and patient resources. Join Cheri and Eve to learn what health systems and editorial teams are doing to transform the delivery of information to patients and make that information more inclusive. Specifically, Cheri and Eve discuss how communications and education materials with plain language and inclusive images can help patients of different races, health literacy levels, and physical abilities achieve a better understanding of their healthcare journey and increase their motivation to participate in it.

May 4, 1-2 pm CT

WEBINAR | Vaccination Credential Initiative: Open Source COVID Vax Standards

JP Pollak, PhD, Chief Product Officer, The Commons Project. The COVID-19 pandemic has inspired the most ambitious immunization effort in history, and along with it an immediate need to produce trustworthy digital records of vaccination. The Vaccination Credential Initiative (VCI) aims to enable individuals to access a verifiable and portable copy of their vaccination records in digital and paper form. VCI brings together healthcare organizations, technology firms, nonprofits, academia, and startups working to empower consumers to conveniently access, store, and share digital COVID-19 vaccination records. VCI and its members are committed to openness and interoperability, transparency, neutrality, privacy, flexibility, and inclusivity. JP is the Technology Co-Chair for VCI and will discuss key topics related to the initiative, standards, implementation, and rollout.

May 6, 1-2 pm CT

WEBINAR | Home Hospital Innovation at Mass General

Jared Conley, MD, PhD, MPH, Associate Director, Healthcare Transformation Lab, Massachusetts General Hospital. Advancements in healthcare technology and science are disrupting the paradigm for the most expensive hotel in town—the hospital. Further accelerated by the COVID-19 pandemic, clinicians, entrepreneurs, and policymakers are re-thinking how to enable the home as a key site of acute healthcare delivery. Navigating the digital divide while catalyzing on innovation in telemedicine, diagnostics, and remote patient monitoring technologies will be crucial in these efforts. In this session, Dr. Conley explores Mass General Hospital's experience in using technology to further enable acute hospital care at home.

May 11, 1-2 pm CT

Annual Review: Critical Trends in the Rapidly-Changing Health Delivery Market

DJ Skalsky, VP, and Mike Garzone, VP, Impact Advisors. There is no shortage of pressure that hospitals and health systems are facing today. Though COVID-19 created completely new challenges for health delivery organizations, the pandemic also exacerbated existing issues like clinician burnout and financial uncertainty for many organizations. At the same time, pressures such as increasingly sophisticated cyber threats, market disruption from non-traditional competitors, growing consumer expectations, and fallout from ongoing M&A activity have continued to evolve. During this teleconference, we review major trends in health delivery today and discuss strategic approaches that hospitals and health systems are leveraging in today's rapidly changing market.

May 18, 1-2 pm CT

Stabilizing the IV Medication Supply Chain Using Robotic-and-Labor Subscription Model

Marisol De Leon, PharmD, MBA, Director of Pharmacy Operations, and Yevgeniya Kogan, PharmD, Sterile Compounding Operations Manager, University of Maryland Medical Center. Many health systems rely on 503B pharmacies to provide the vast majority of their pre-mixed, compounded sterile products (CSP). But the 503B supply chain has become unpredictable, fraught with product shortages, price fluctuations, and outright stoppages as more 503B vendors leave the market. The disruption impacts patient care as hospital pharmacies are faced with increasing their own CSP production or recommending substitute medications. To regain control, pharmacy leaders at the University of Maryland Medical Center (UMMC) sought to insource the majority of their 503B CSP products. They use robotic technology, vendor-supplied pharmacy technicians, and in house pharmacist resources dedicated to achieving monthly CSP production quotas. Using this new, as-a-service model, UMMC has stabilized its CSP supply chain, reduced medication waste, decreased costs, and enhanced patient safety.

May 19, 1-2 pm CT

WEBINAR | Can “Not for Profit” Health Systems Create Successful Digital Health Start-Ups?

Scott Weingarten, MD, MPH, Professor of Medicine, Cedars-Sinai Health System, and Amy Compton-Phillips, MD, EVP & Chief Clinical Officer, Providence. Health systems are looking to diversify revenue sources as wages rise faster than patient care reimbursement. In response, many health systems launched or contributed to venture funds, which flooded the digital health market with cash and led to extremely high early stage company valuations. Today, some health systems have pivoted and are launching start-ups as a more efficient approach to capitalizing on their IP and diversifying revenue sources. Join Drs. Weingarten and Compton-Phillips as they share their lessons learned in this healthcare technology startup journey.

May 25, 1-2 pm CT

WEBINAR | The Current State of Interoperability

Ruben J. Nazario, MD, MBA, Principal, Clinical Informatics, Elsevier. The pandemic has accentuated many gaps in our health system and the need to facilitate information exchange in a secure fashion among health systems. This webinar takes a look at current standards for information exchange and interoperability (for example, FHIR), the value-add to health systems that embrace interoperability standards, regulations such as CMS' Interoperability and Patient Access rule, roadblocks for implementations, and security and privacy issues.

May 26, 1-2 pm CT

WEBINAR | Understanding and Successfully Combating Security Threats

Scott Gaydos, VP Product Management, Optum, and Mike Rogers, Director of Cybersecurity, Optum Technology. As healthcare organizations continue to barrel toward modernization, cyber-attacks will only continue to rise. Web-based solutions, complex environments, large volumes of data, and a shortage of specialized security staff have all contributed to a perfect storm of cybersecurity challenges. For healthcare providers, breach of cyber security can have financial, privacy and business process ramifications and come in the form of unique attacks. Scott and Mike discuss the different forms of security attacks including ransomware, data breaches, insider threat, and PHI compromises; provide examples of how they manifest and the damage and disruption that these attacks cause; and share how to defend against and mitigate these attacks and ensure your organization is not compromised.

June 2, 1-2 pm CT

WEBINAR | Harnessing the Power of Data: Truveta at Trinity Health

Marcus Shipley, MBA, SVP, Innovation and CIO, Trinity Health. Health systems have amassed an amazing amount of data, yet no one system has enough data in size or diversity to generate the level of insights required to materially improve health outcomes. That is why earlier this year, Trinity Health joined 14 other health systems in launching Truveta, an innovative healthcare data alliance. These health systems recognized the need for a data platform that will improve diagnosis and research, identify inequities in care, and support clinical trials at a scale that will inform the entire industry. With an unwavering commitment to patient privacy, cybersecurity and ethical innovation, our collective de-identified clinical data will be used to create Truveta's data platform, and deliver valuable insights to not only improve care, but to save lives. Truveta will deliver tools to researchers, biopharma and other customers who see value in using data to advance health and patient care. Join Marcus to hear about the tremendous potential in using data to improve healthcare in our country, so it is better, stronger, and more responsive to the needs of everyone.

June 8, 1-2 pm CT

WEBINAR | Expanding the Effective Use and Use Cases of AI in Healthcare

Julie Watson, MD, CMO, INTEGRIS Health, and Jason Jones, PhD, Chief Analytics and Data Science Officer, Health Catalyst. To achieve the Quadruple Aim in health and healthcare requires exceptional leadership and computers can help. Leaders need to provide organizational focus, allocate resources, and set performance targets. Computers—augmented intelligence (AI)—can help by providing data and algorithms to help us separate signal from noise in our history as well as indicate our trajectories. With computers as assistants, human judgment becomes even more important through establishing values, incorporating context, communicating, and motivating change.

Drs. Watson and Jones discuss how Integris Health leveraged data and algorithms to set organizational focus and performance targets in the process of setting Board goals and executive incentive compensation.

June 17, 1-2 pm CT

WEBINAR | Inclusion—Making it Real | Are you Ready?

Audra Bohannon, Senior Client Partner, and Norm Miles, Senior Principal, KornFerry. You know you need to do something. Not sure what to do. What are the critical requirements one must embrace if they are serious and ready to create a culture of inclusion? This webinar addresses the most significant diversity-related challenges research has identified that can disproportionately impact those under-represented and the need to gain individual commitment of all to address these inequities in a meaningful way.

June 22, 1-2 pm CT

WEBINAR | Who's Leading America's Healthcare Recovery Plan?

Joseph J. Fifer, FHFMA, CPA, President & CEO, Healthcare Financial Management Association, and Paul Keckley, PhD, Managing Editor, The Keckley Report. Join Paul Keckley and Joe Fifer as they debate what's in store for health systems in the years ahead, including their continued public health role, payer/provider incentives to improve health, consumer tech investment/ROI, the pressure to reduce total cost of care, and future scenarios for delivering primary, acute, and home care. Paul and Joe will share their perspectives on such intriguing questions as: Will mega-systems continue to grow or will FTC/DOJ block the race to scale? Where will America shop for their primary care? Why is it difficult to achieve meaningful hospital price transparency? Who will win the healthcare data battle? A day of reckoning on racial inequities is coming in healthcare and if health systems don't fix it, who will? What is a likely political solution to universal coverage? "Margin is available if you manage it differently" – who is likely to emerge as winners?

June 24, 1-2 pm CT

WEBINAR | How Geisinger is Using Data to Address Social Determinants of Health

Allison Hess, VP of Health Innovations, and Maria Welch, Innovations Program Manager, Geisinger Steele Institute for Innovation. Learn how Geisinger developed a Social Determinants of Health (SDOH) strategy to align data from patient screenings, electronic health record information, and work with community partners to develop a multisectoral approach to addressing social needs in our patients and our communities. Through these pathways and more, Geisinger is building the foundation to create tools to effectively address social determinants of health in our populations.

June 29, 1-2 pm CT

WEBINAR | EMR Optimization for Better Care, Workflow & Increased Revenue at Bon Secours Mercy Health

Justin McGoldrick, MD, Chief Clinical Research and Innovation Officer, Bon Secours Mercy Health, Brian Fengler, MD, Co-Founder and CMO, and Carol Howard, MBA, VP of Clinical Revenue Cycle Integration, EvidenceCare. A lot of physicians' time and energy is spent seeking guidelines and documenting care in the EMR, which wastes money and takes away from true patient care. Bon Secours Mercy Health is now using an EMR-integrated platform that optimizes clinical workflows to deliver better patient care, improve physicians' workflow, capture more revenue, and reduce costs. Drs. McGoldrick and Fengler share the impact these solutions have on clinical and financial teams for health systems.

July 7, 1-2 pm CT

WEBINAR | Effect of Community Health Worker-Patient Pairings on Readmissions in ACOs at Mass General Brigham

Jocelyn Carter, MD, MPH, Internal Medicine Hospitalist and Clinician Scientist, Mass General Hospital (MGH). The C-CAT (**C**ommunity **C**Are **T**ransitions) initiative was structured as a randomized controlled trial in 2017-2019, focused on reducing readmissions prior to transitioning to being operationalized by MGH for internal medicine adult patients in 2019. The C-CAT initiative prioritizes best practice by focusing on patient-centered care. After meeting patients in-hospital prior to discharge, CHWs work actively for 30 days post-hospital discharge (via phone calls, home visits, accompaniment to clinic/intake appointments) to foster connections to clinical care teams, connect patients to low/no-cost resources (e.g. food, transportation, housing) and close resource/knowledge gaps contributing to sub-optimal care. CHWs create space for patients to voice barriers to staying well and work to bring greater awareness to all members of the inpatient/outpatient interdisciplinary care teams to improve care. Positive outcomes were generated from the C-CAT for 30-day readmission, emergency department visits and missed post-discharge appointments. Dr. Carter shares all implementation processes and outcomes.

July 14, 1-2 pm CT

WEBINAR | Social Determinants of Health: Interoperability Standards and Evidence-Based Decision Support

Evelyn Gallego, MBA, MPH, CPHIMS, CEO, EMI Advisors and Program Manager and SME, HL7® Gravity Project, and Cheyenne Santiago, RN, MSN, Managing Editor, MCG Health. The impact of social determinants of health (SDOH) on the healthcare journey has been a growing conversation in the past few years, but how this patient-specific data can be leveraged within the clinical workflow is a relatively new frontier. Evelyn and Cheyenne discuss the background and current progress on developing HL7® FHIR® and interoperability standards for social determinants of health and explore how published medical evidence can support clinicians with proactively identifying and addressing social determinants of health.

July 15, 1-2 pm CT

WEBINAR | How Real is the Value in the New Generation ERP Systems in Healthcare?

Susan Kruzan, Principal, and C. Lydon Neumann, CFCHE, Vice President, Impact Advisors. Within the last four to five years, ERP systems have commanded greater attention by healthcare providers, especially those who have exhausted the value from the current legacy on-premises versions. Technology executives are being asked by organization leaders in Human Resources, Financial Planning and Supply Chain to move to more mobile, cloud-based services. There are questions about whether this investment is a top priority and how value can be generated prior to moving forward. Further, how are these solutions delivered? Will promised benefits realization be designed into and implemented during the project? There are some comparisons to healthcare's multi-decade pursuit of Electronic Health Records (EHR); however, ERP vendors and their service partners present different value propositions with varying degrees of success. This webinar explores the essential issues and concerns in pursuing these new generation ERP Systems and how they can be delivered with better results.

July 20, 1-2 pm CT

WEBINAR | Innovative Partnerships Critical to Success at Trinity Health

Judy Moreau, VP of Mid-Revenue Cycle, Trinity Health, and Brad Morrison, SVP of Customer Success, Nuance Communications. To improve the provider - patient experience and ease burnout, it is essential for health systems and technology firms to work together in new ways to solve challenges and accelerate transformation. Today's 'next level' partnerships call for greater trust and deeper integration to focus concurrently on the use cases that matter most. In this webinar, Judy and Brad discuss a new approach to partnership that enables innovation in real time to improve performance in areas including the revenue cycle, provider workflow, and clinical documentation.

July 21, 1-2 pm CT

WEBINAR | The Growing Adoption of Digital Vaccine Records

Chris Longhurst, MD, MS, CIO and Associate CMO, Quality/Safety, UC San Diego Health; Brian Anderson, MD, Chief Digital Health Physician, MITRE; and JP Pollak, PhD, Chief Product Officer, The Commons Project. Organizations and businesses looking for an easy mechanism for digitally verifying clinical information are rapidly turning to the SMART Health Card specification. This emerging standard, led by the VCI group (<https://vci.org/about>), is supported by a broad consortium of major vendors from Epic and Cerner to Microsoft, Apple, and Salesforce. In this webinar, hear from three VCI steering committee members about VCI's history and purpose; UC San Diego Health's Digital Vaccine Record journey – the first health system in the nation to deliver SMART Health Card QR codes from their EMR for vaccination and PCR test results; and SMART Health card verification tools and processes.

July 27, 1-2 pm CT

WEBINAR | Applying Advanced Robotics to Increase Pharmacy Efficiencies at Sentara RMH

Jamin Engel, PharmD, MBA, BCSCP, Western Region Director of Pharmacy, Sentara Healthcare. In a hospital setting, the safe and efficient distribution of medications is among the most fundamental responsibilities of the central pharmacy. Which medication distribution model a hospital chooses to employ – a centralized, decentralized, or hybrid – is reflected in the desired outcomes, and heavily influences the technology and processes employed. Learn how after a thorough review, Sentara's Rockingham Memorial Hospital (RMH) recommitted to a hybrid distribution model using advanced robotics to distribute medications. In the process, the pharmacy automated many functions, reduced manual touches, and freed pharmacists and technicians to practice at the top of their licenses.

July 28, 1-2 pm CT

WEBINAR | Beyond Patient Engagement: How to Partner Effectively with Patients to Optimize Care

Jason Burum, General Manager, Provider Segment, Clinical Effectiveness, and John Vivoda, Senior Director, Patient Strategy and Product Management, Clinical Effectiveness, Wolters Kluwer, Health. Learn how to assess the current state of your engagement initiatives, both for individual patient encounters and at an enterprise level, and hear what actions will help empower patients as partners in order to provide optimized care that drives better clinical, financial, and quality outcomes. The Patient Partnership Maturity Model traces the path of patient partnership across five steps and is meant to help your organization assess its maturity while providing you with a trajectory that can inform short- and long-term clinical and business strategies for initiating or improving patient engagement efforts.

July 29, 1-2 pm CT

WEBINAR | How to Standardize and Optimize Referral Workflows

Daniel Edelman, MD, Former Regional CMIO and Chief Pop Health Officer, Cleveland Clinic Martin Health. Different pathways and workflows often cause the referral process to be unreliable or inefficient. As markets get more competitive, we must give provider referrals the same rigor and focus as other areas of healthcare to keep patients and dollars in-network. Dr. Edelman has more than a decade of CMIO experience and a passion for decreasing variability and improving outcomes in healthcare delivery. He shares insights on standardizing and optimizing referral workflows with defined intent to achieve predictable results by utilizing the power of algorithms and advanced technology. Topics to be discussed include referral decision factors, stratification of aligned and mal-aligned providers, referral coordinator engagement and integration, and outcomes management.

August 3, 1-2 pm CT

WEBINAR | Health Equity Impact: Closing the Gap between Definition and Execution

Trudy Sullivan, MBA, Chief Communications Officer and Chief Diversity & Inclusion Officer, and Jason Jones, PhD, Chief Data Science Officer, HealthCatalyst. Serving as a core domain of healthcare quality, the concept of health equity has been clearly defined for at least the last two decades (*Institute of Medicine (IOM): Crossing the Quality Chasm*). The health and social upheaval of the past two years has created a surge in interest and organizational focus (e.g., hiring Chief Diversity Equity & Inclusion Officers). Trudy and Jason offer clear, quantitative guidance for setting focus and accountability targets and measuring progress. Come learn and discuss how to close these gaps.

August 4, 1-2 pm CT

WEBINAR | The Journey from IT Service Desk to IT Exception Desk at SCL Health

Steven Michaels, VP & CTO, SCL Health. SCL Health is on a journey to re-think the associate experience related to Information Technology services, from establishing a vision to executing on new service models. It is all about supporting SCL's associates. The concept is not just about improving services, removing barriers, or becoming more efficient. The goal is to eliminate as many interactions as possible through proactive action, artificial intelligence and machine learning thereby making desk interaction truly an exception versus a service.

August 5, 1-2 pm CT

WEBINAR | SI Digital Transformation Survey Results

Omer Awan, Chief Data and Digital Officer, Atrium Health; Chero Goswami, SVP & CIO, UW Health; and Craig Richardville, SVP & Chief Information and Digital Officer, SCL Health with Chuck Appleby, Editor-in-

Chief, Scottsdale Institute Adoption of digital technologies continues to accelerate as health systems continue to improve processes and address business needs while navigating pandemic challenges. The Scottsdale Institute, enabled by the Deloitte Center for Health Solutions research team, conducted a survey earlier this summer seeking to define and measure digital adoption within the industry. Join us as we share the feedback and insight from the survey, and facilitate conversation among our Members to understand their digital transformation strategies and the investments being made by health systems.

August 18, 1-2 pm CT

WEBINAR | Stronger Together: Why Industry Alignment is the Only Means to Mitigate Healthcare Cybersecurity Risk

Erik Decker, AVP & CISO, Intermountain Healthcare, and Ed Gaudet, CEO, Censinet. Cyber attacks. Data breaches. Ransomware incidents. All these challenges jeopardize effective patient care while inflicting operational and economic damage to healthcare providers and their partners, despite significant investments in cybersecurity and risk management programs by health systems. The healthcare industry lacks transparency into cyber preparedness, regardless of critical rules and regulations meant to protect it; even as health systems hardened their internal controls, many still struggle to manage the external risk introduced by insecure vendors. With the explosion of telemedicine, digital health, and cloud-based solutions, the cyber attack surface resulting from necessary but at-risk vendors continues to expand. More than 60% of breaches in the industry last year involved a vendor or business associate. It's time for us to work together and fix it. Erik and Ed explain the critical steps that C-level healthcare executives can take to ensure that patients and information stay protected now and in the future, such as where opportunities exist for health systems to work together to assess and manage risk; what CIOs, CISOs, and Risk Executives can do to align their business units to create a connected approach to risk management across the broader enterprise; and how health systems can scale and improve existing vendor assessment processes.

August 19, 1-2 pm CT

WEBINAR | 2022 PFS Proposed Rule Overview

Dan Golder, DDS, MBA, Principal, and Larry Katzovitz, Senior Advisor, Impact Advisors. This session examines the recent 2022 Physician Fee Schedule (PFS) Proposed Rule, released on July 13, 2021, and specifically focuses on its impacts to the Quality Payment Program (QPP). Dan and Larry provide a high-level overview of the proposed rule, and its potential implications and impacts for providers, hospitals and health systems. Their discussion also includes an Overview of the Proposed Rule, Impacts to the QPP Program (e.g., Traditional MIPS Program, MIPS Value Pathways (MVPs), APM Performance Pathway (APP), Advanced APM, and Medicare Shared Savings Program (MSSP) Proposals), and other key areas of interest within the PFS Rule. They conclude with the top 5 things that providers and healthcare organizations should be doing now to prepare for these proposed regulations, and field additional questions from the attendees.

August 23, 1-2 pm CT

WEBINAR | Advancing Care Delivery Innovation with Cedars-Sinai, Houston Methodist & Spectrum

Tom Priselac, President & CEO, Cedars-Sinai; **Marc Boom**, MD, President & CEO, Houston Methodist and **Tina Freese Decker**, President & CEO, Spectrum Health join **John Simon**, SVP, Optum Insight to share their views on how the pandemic has shaped the way care will be delivered, managed and paid for moving forward. Following upon the recent SI/Optum healthcare provider leaders survey, this CEO panel will reflect on real progress on the digital road ahead, patient-centered care and the many challenges we still must overcome. This wide-ranging discussion will cover telehealth adoption, patient and consumer engagement

strategies, digital transformation, social determinants of health, diversity, equity and inclusion, data and analytics, investment priorities and more.

August 31, 1-2 pm CT

WEBINAR | COVID and Kids – Current Impact, and What Back to School and Sports Mean for Public Health

Roberta DeBiasi, MD, MS, Chief of the Division of Pediatric Diseases and Co-Director of the institutional Emerging and Highly Contagious Infectious Disease Task Force (including Ebola and COVID-19), Children's National Health System, and **Nathaniel Beers, MD, MPA, FAAP**, President, The HSC Health Care System, Washington DC and the former Chief Operating Officer of DC Public Schools. As the nation marches toward its return to "normal", learn how COVID-19 has impacted the pediatric population to date – and what to expect – as kids come back from camp, return to school, and once again routinely engage in extra-curricular sports and clubs. Dr. DeBiasi speaks to the effects of COVID-19 on children, the status of current circulating variant strains, progress on vaccine trials with patients as young as six months old, and COVID testing for kids. She also discusses the launch of a long term outcomes study of children with COVID-19 and MIS-C that she is leading in partnership with the National Institute of Health, and the anticipated impact of a normal school year on the pandemic weary systems providing healthcare. Dr. Beers speaks to the policy and science behind returning to in-person instruction and play for children and adolescents. He also discusses the role for pediatricians in supporting the safe return to school and sports.

September 9, 1-2 pm CT

WEBINAR | Inclusion—Making it Real | Deliver on It

Audra Bohannon, Senior Client Partner, and Norm Miles, Senior Principal, KornFerry. What is required of the individual, management and leadership to create cultures of inclusion? What does it mean to share responsibility to address the ills of exclusion and embrace conscious inclusion? Recognize how unconscious bias shows up and equip participants with practical actions to create an inclusive environment.

September 14, 1-2 pm CT

WEBINAR | How Ambient AI is Transforming the Provider – Patient Experience at Metro Health – University of Michigan Health

Joshua Wilda, EVP & CIO, Lance Owens, DO, CMIO, Metro Health, and Kenn Harper, VP & GM, Dragon Ambient eXperience and Virtual Assistant, Nuance Communications. As part of the organization's vision to deliver innovations that change care and care that changes lives, providers at Metro Health – University of Michigan Health are using ambient AI to capture and contextualize the patient encounter and automatically turn the story into accurate clinical documentation in the EHR. Dr. Owens will share how ambient AI-powered documentation is freeing clinicians up from the administrative burden of documentation to focus on providing more personalized primary and specialty care while enhancing the overall patient experience.

September 15, 1-2 pm CT

WEBINAR | Implementing Enterprise Resource Planning During a Pandemic at Spectrum Health

Tania Bethea, MBA, Senior Director, ERP/Enterprise Business Systems, and Tracy Braman, MBA, Senior Director, Integrations & Operational Excellence, Spectrum Health. Spectrum Health embarked on a bold journey to reimagine its Enterprise Resource Planning and transform business processes in human resources, finance and supply chain. The ambitious program included a full platform ERP implementation

in addition to a new HR operating model, an integration with another health care system, plus the inclusion of nearly 10,000 contingent workers along with 31,000 team members. The implementation was moving at full speed when the COVID-19 pandemic hit, immediately sending thousands of team members—including the implementation team—to a work-from-home model. Learn how Spectrum Health successfully deployed the ERP platform virtually while supporting and preparing a workforce caring for patients in the midst of COVID-19.

September 21, 1-2 pm CT

WEBINAR | Achieving Patient Flow Outcomes using Thought Leadership

Kenna Belshe, DO, VP & Chief Clinical Officer, North Kansas City Hospital, and Kara Hess, Senior Healthcare Executive, Cerner. Thought leadership requires dedication, patience, strategy and education. Most thought leaders are not only subject matter experts, they are passionate and eager to share their knowledge to achieve outcomes. Dr. Belshe collaborated with Kara to offer guidance, encourage forward thinking and inspire innovation that supports NKCH on their journey to becoming a real-time health system (RTHS). The team uses digital transformation to achieve strategic initiatives, with a focus on patient throughput. Together, they have redesigned the patient flow governance structure using business and clinical workflows to gain operational efficiencies. Hear how NKCH is achieving operational excellence through innovation and digital transformation.

September 22, 1-2 pm CT

WEBINAR | Leveraging Longitudinal Care Plans to Enhance Care Coordination and Patient Engagement

Donna Mayo, VP, Clinical Informatics, Elsevier. Communication gaps among the healthcare team make coordinating care for your patients both challenging and costly. Studies have shown that fragmented patient care leads to avoidable readmissions, disengaged patients, and higher healthcare costs. However, strategies to improve care coordination and patient engagement often overlook one crucial factor: technology. During this webinar, discover how to enhance care coordination and patient engagement at by leveraging evidence-based practice and technology.

September 23, 1-2 pm CT

WEBINAR | Optimizing Patient Throughput and Improving Clinical Outcomes at University Health

John Klare, Co-CEO and Board Member, and Loren Mann, Managing Director Clinical Performance, Impact Advisors. University Health, a 700 bed Level I trauma AMC embarked on a project to increase operational adoption of their EMR coupled with optimizing clinical performance across their system. University Health conducted a comprehensive twelve (12) week review of their Emergency Department, Patient Throughput, Care Coordination, Patient Discharge, Perioperative, and CDI departments to identify opportunities to enhance their clinical performance, remove excess days to open up "hidden" capacity, and support better patient outcomes. John and Loren describe the methodology and approach, and lessons learned along the way, to identify clinical performance opportunities and support "elbow to elbow" clinical, operational, and organizational change.

September 28, 1-2 pm CT

WEBINAR | Avera@Home: Leveraging Home-Based Services for Integrated System Success

Sandra Dieleman, President and CEO, Avera@Home. Home healthcare has long played a critical role in the care continuum; for Avera Health, a robust home health infrastructure proved essential in creating capacity to care for patients through the height of the COVID-19 pandemic. Learn how Avera@Home, launched in 2013, was able to use its existing programs and technology to create a COVID-19 virtual care model that ultimately served over 5,000 patients – and how that program’s success has been a springboard for innovation for other services that offer care to patients in their homes, including Hospital at Home.

September 29, 1-2 pm CT

WEBINAR | Mayo Clinic Cloud: Simplified. Scalable. Secure.

Dale Magnuson, MS, Section Head, and Travis Drucker, Enterprise IT Architect, Mayo Clinic. Innovation isn’t easy. That’s why Mayo Clinic Cloud (MCC) is busy simplifying, scaling, and securing a transformative digital ecosystem. Dale and Travis take us on a tour of MCC’s AI Factory, including key capabilities and what’s ahead.

October 6, 1-2 pm CT

WEBINAR | Now Showing: What the Entertainment Industry can Teach Us About Patient Activation

Anna Schoenbaum, Associate Vice President of Information Services Applications; Neil Ravitz, Chief Operating Officer, Department of Orthopaedics, Chief Administrative Officer, Musculoskeletal & Rheumatology Service Line, Penn Medicine, and Carina Edwards, CEO, Quil Health. Consumerization of health is driving positive change for patients and health systems alike. During this webinar, the panel shares how they took a page from the entertainment industry to activate patients in their care with new technologies while leaning into provider trust. The result? Reduced variability of care delivered and improved outcomes for all stakeholders. Neil and Carina focus specifically on how to create a pattern of predictable and reliable outcomes for patients that in turn improve the clinical workflow.

October 7, 1-2 pm CT

WEBINAR | Practical Considerations for AI in an Increasingly Regulated World

Emily Webber, MD, FAAP, FAMIA, CMIO, IU Health and Riley Children’s Health; Matthew Hoffman, MD, MPH, Chair of Obstetrics and Gynecology, Christiana Care Health System; Rebecca Winokur, MD, MPH, Physician Executive and Health Equity Service Line Leader; and Dick Flanigan, SVP, Cerner. Drs. Webber, Hoffman and Winokur and Dick discuss how, as health systems continue to recover from the pandemic, data use in AI has become top of mind, particularly around establishing an ethical framework and increasing regulation and automation with clinical and revenue cycle.

October 12, 1-2 pm CT

WEBINAR | Activating Health Equity: A Moral Imperative Calling for Business Solutions

Heather Nelson, Senior Manager; David Veroff, Specialist Leader, Deloitte Consulting LLP; and Wendy Gerhardt, Senior Manager, Deloitte Center for Health Solutions. Disparities in health outcomes should not, and do not have to, be driven by racism and bias. Here’s what life sciences and healthcare organizations can do to advance equity in the pursuit of health and well-being for all. Learn from multiple years of Deloitte experience in this space combined with recent research findings by the Deloitte Center for Health Solutions and the Deloitte Health Equity Institute.

October 13, 1-2 pm CT

WEBINAR | Leveraging Predictive Analytics to Develop Consumer-Centric Strategies at Bon Secours Mercy Health

Deepesh Chandra, MS, Chief Analytics Officer, Bon Secours Mercy Health, and Sanjula Jain, PhD, SVP Market Strategy & Chief Research Officer, Trilliant Health. Underlying many executive leadership discussions over the last few years has been the core question of “how can we be more consumer focused as an organization?” The fact that delivery systems have historically focused on developing and maintaining positive relationships with physicians is revealing of a core misconception: the notion that patients are loyal. But patient engagement is not the same as consumer engagement and developing consumer-focused strategies requires an evolution in our norms for measuring consumer engagement. Deepesh and Dr. Jain discuss what the data tells us about consumer preferences and behaviors for healthcare choices, and how leading systems like BSMH are leveraging this insight to develop and evaluate the effectiveness of strategies intended to empower patients to access appropriate care in the most appropriate setting.

October 14, 1-2 pm CT

WEBINAR | Incident Response – Are you Prepared for a Security Event?

Stephen Collins, CISSP, C|CISO, Security Single Point of Contact, Impact Advisors. Health systems are continually challenged by the everchanging security threat landscape. While organizations continue to improve their security posture, infiltration and breaches continue to occur. Incident Response is a key component in your overall Security and Risk program. This webinar reviews the components necessary to develop a highly effective incident response program. Those with existing incident response programs will benefit from best practice techniques for stakeholder engagement, isolation and containment, recovery strategies, and incident event management.

October 19, 1-2 pm CT

WEBINAR | Next Generation EHR Investment and Value Realization

Preston Raulerson, VP, Optum Advisory Services. The role of the EHR has shifted from digitized medical records to a mission critical tool in care delivery, impacting clinical quality, patient outcomes, and revenue cycle performance. EHRs are also becoming a platform for digital health innovation. While many health systems and medical groups acknowledge the broad benefits of an integrated platform, most are confronted by considerable hurdles to financing, implementing, and operating their EHR while continuously evolving with best practices and advancing technology. As executives evaluate EHR options and scrutinize ROI, many leaders wrestle with strategies around managing affordability and achieving value (e.g., Community Connect, SaaS, joint venture/M&A, etc.). All these models present their own limitations — some constrain the value of an EHR investment or are misaligned with organizational strategy. There’s a new model gaining traction in the market that addresses the long-standing barriers to realizing the promise of a transformational EHR investment. Preston shares insights from a recent study on trends in the EHR space and their strategic impact on provider organizations; C-suite feedback on the challenges surround EHR investment decisions; and novel models influencing long-term EHR investment decisions.

October 20, 2-3 pm CT

WEBINAR / FIRESIDE CHAT | Women Healthcare CEOs: Making it to the Top

Jane Edison Stevenson, Vice Chair, Board & CEO Services, and **Katie Bell**, Senior Client Partner and Global Account Leader, Korn Ferry, with **Marna P. Borgstrom**, CEO, Yale New Haven Health.

How can more women make it to the top in healthcare organizations? What specific backgrounds, experiences, and personal traits have had the greatest impact to date on women’s paths to CEO? How can today’s health system board and executive leaders develop action-oriented initiatives to create a sustainable pipeline of female CEOs? With a goal of seeing 100 female CEOs in the Fortune 500 by 2025, the Rockefeller

Foundation provided a grant to Korn Ferry to design and execute research geared to answering such questions. To crack the code of women's success — and to help organizations better identify and leverage their highest-potential women leaders — Korn Ferry conducted a series of in-depth interviews with 57 female CEOs, delving into pivotal experiences in their personal history and career progression, and key personality traits and drivers that had an impact on their paths to the top. Join Jane and Katie as they share the results of this research, explore specific traits such as risk-taking, resilience, and managing ambiguity that are critical to women's success, and discuss specific lessons learned and investments required to ensure that more women CEOs are identified and supported to serve today's healthcare organizations. Yale New Haven Health CEO Marna Borgstrom, who has walked this path herself, provides introductory remarks to set the stage for practical applications in the world of healthcare.

October 21, 1-2 pm CT

WEBINAR | Innovations in Clinical Data Semantic Interoperability at Mass General Brigham

Pam May, MPH, CPHIE, Corporate Manager; Bill O'Neill, Senior Project Specialist, Mass General Brigham; Bonnie Bruner, RN, Client Success Manager, Clinical Architecture. Pam, Bill, and Bonnie describe their approach to implementing a tool to improve management of clinical data across multiple content management systems, and clinical decision support engines, regardless of publishing source or end user application. The use of the tool has streamlined and improved the accuracy of the processes supporting clinical data interoperability, and allowed them to move past dependencies on legacy content, restrictive technology, and manual processes. The team highlights how this strategy has allowed Mass General Brigham to design a flexible approach to mining data insights, incorporating semantic interoperability across multiple data sources, and a flexible data stewardship strategy.

October 26, 1-2 pm CT

WEBINAR | Spectrum Health's Journey in Enhancing Virtual Care with TytoCare

Jared Cowan, MBA, Director of Operations, Virtual/Occupational Health, Spectrum Health. Just before the COVID-19 pandemic took healthcare systems by storm, Spectrum Health was looking to take the next step in terms of bolstering its virtual offerings for patients and providers. Spectrum ultimately partnered with TytoCare, the global health care industry's first all-in-one modular device and examination platform for AI-powered, on-demand, remote medical exams. The integration of TytoCare into Spectrum Health's current virtual care offerings has enhanced the health system's ability to diagnose and treat patients remotely with in-depth, physical examinations during video visits. Learn how Spectrum is taking a multifaceted approach to TytoCare integration and continue to scale Tyto tools across their Direct to Consumer, Retail Clinics and Employer landscapes.

October 27, 1-2 pm CT

WEBINAR | Traditional Healthcare Delivery Models and Health Tech: Friends, Foes, or Partners?

Peter Bonis, MD, CMO, Clinical Effectiveness, Wolters Kluwer, Health. Healthcare consumers are increasingly bearing the brunt of costs while receiving variable quality of care. The good news is new care delivery models are incorporating state-of-the-art technologies that focus on enabling high quality care at lower cost. At the same time, consumer-friendly digital care options are being introduced in care settings such as hospitals and clinics in an effort to provide more connected care experiences. Join Dr. Bonis, in a discussion about where and how new care delivery models will intersect within and outside of traditional healthcare venues, and the implications this will have on care.

October 28, 1-2 pm CT

WEBINAR | Leveraging 2020 COVID Data Insights and One Hospital's Quality Journey through the Pandemic

Eric Alper, MD, SVP, Chief Quality Officer & Chief Clinical Informatics Officer, UMass Memorial Health Care, and Steve Meurer, PhD, MBA, MHS, Executive Principal, Data Science and Member Insights, Vizient Inc. Referencing the 2020 inpatient COVID data, trends and insights from the Vizient Clinical Database, which is a retrospective, comparative database of more than 800 hospitals, Drs. Alper and Meurer discuss the experience of managing the COVID pandemic in this large academic medical center with particular focus on explaining how COVID affected their resulting quality improvement efforts in this hospital.

November 4, 1-2 pm CT

WEBINAR | Accelerating your Journey to Value-Based Care

Kevin Seabaugh, Vice President and Health Network General Manager, Cerner. Prior to COVID-19, health systems were already facing substantial financial challenges. The pandemic amplified these issues, illustrating how sensitive the current healthcare system is to reduction in care volume, as fee-for-service (FFS) is still the primary payment model. As the pandemic recedes, and its financial impact remains uncertain, most healthcare leaders are rethinking critical issues, including their operations and payment structure. In fact, a notable 67% of C-suite executives indicated in a recent survey that the pandemic has increased their interest in adopting value-based care (VBC) strategies.¹ In this webinar, learn how to accelerate your VBC journey, including new incentives to adopt VBC, the benefits of early adoption, how technology is critical in delivering an all-encompassing solution, and the future of VBC and how it affects the financial resiliency of your organization.

¹(2021) Interest in value-based care grows. pg. 33, Change Healthcare, <https://explore.changehealthcare.com/2020-Pulse-COVID-Flash-Report/p/33>

November 10, 1-2 pm CT

HealthCatalyst.

November 11, 1-2 pm CT

Nuance.

November 23, 1-2 pm CT

WEBINAR | Medicare Beneficiaries in Underserved Areas need this Pharmacy Provision

Scott Knoer, MS, PharmD, FASHP, Executive Vice President and Chief Executive Officer, American Pharmacists Association; Snehal Doshi, PharmD, MBA, Senior Vice President, Ancillary and Support Services, Wellstar Health System; and Ken Perez, Vice President, Healthcare Policy and Government Affairs, Omnicell. The public health emergency caused by COVID-19 has highlighted inequities in healthcare access across many parts of our country. For example, Medicare beneficiaries in underserved, often rural, communities are forced to travel to the doctor for basic services, such as immunizations, diabetes care, blood pressure screenings, and cholesterol monitoring. Even though local pharmacists already may be performing these services for commercially insured populations, there is no avenue for Medicare Part B to directly reimburse pharmacists for them. [New bipartisan legislation](#) before Congress aims to close this gap. The bill does not expand pharmacists' scope of practice in any state. Rather, it simply allows pharmacists to provide Medicare beneficiaries with the same level of care that they are licensed to provide to other patients.

The panelists will demonstrate why this common-sense measure would solve real problems facing providers and patients.

December 1, 1-2 pm CT

WEBINAR | AI-Assisted Consumer Experience at Texas Health Resources

Michael Parris, MBA, VP, Data & Analytics, Texas Health Resources.

December 2, 1-2 pm CT

Epic.

December 7, 1-2 pm CT

Cerner.

December 8, 1-2 pm CT

Deloitte.

December 9, 1-2 pm CT

Elsevier.

December 14, 1-2 pm CT

WEBINAR | Inclusion—Making it Real | Get it to Stick

Audra Bohannon, Senior Client Partner, and Norm Miles, Senior Principal, KornFerry. This session focuses on accountability and sustainability. How do you hold the individual and organization accountable to create sustainable change? What are consistent actions that demonstrate that inclusion is a strategic driver of the organization? The ability to accelerate clinical, operational and strategic performance in this hyper complex ecosystem will require intentional and calibrated inclusion.

December 15, 1-2 pm CT

Wolters Kluwer.

December 16, 1-2 pm CT

WEBINAR | Digital Therapeutics at Froedtert

Michael Anderes, FACHE, Chief Digital Officer, and Bradley Crotty, MD, Chief Digital Engagement Officer, Froedtert & Medical College of Wisconsin.