

Healthcare SUMMITS 2020

Scottsdale Healthcare Summit Agenda February 26 – 27, 2020

Wednesday

1:00 p.m. – 3:00 p.m.

Arrivals/Registration

3:00 p.m. – 4:30 p.m.

**Group Networking Activity:
Iron Chef Competition**

During this Iron Chef networking activity, groups will compete against other teams for an exciting culinary experience. Each team will be given pots, pans, kitchen tools, and ingredients to create their masterpiece. Judges will give suggestions while the “Iron Chef” scores entrees based on taste, plate presentation, the creativity of the ingredients, and best all around. Judges will be looking for creativity, humor, originality, execution and how well they present their entree.

5:30 p.m. – 8:00 p.m.

Group Dinner

Thursday

7:30 a.m. – 8:30 a.m.

Breakfast

8:30 a.m. – 8:45 a.m.

Introductions

8:45 a.m. – 9:30 a.m.

**A Roadmap for Digital Health
StarBridge Advisors | Healthcare IT Leaders
David S. Muntz, MBA, CHCIO, FCHIME, LCHIME, FHIMSS**

Digital technologies have transformed almost every aspect of our lives, usually for the better. Healthcare, however, has not always moved as quickly as other industries to adopt these technologies. During this session, the speaker will discuss how provider healthcare systems can navigate their journey from current state to an ever-evolving digital health and care system.

Learning objectives from this session include:

- Define Digital Health
- Prepare to Become a Digital Health System
- Illustrate the Importance of Healthcare Consumerism and CRM (Customer Relationship Management)
- Identify Enabling Technologies



9:30 a.m. – 10:30 a.m.

Cleveland Clinic's Workforce Optimization Structure Reshaped Workforce Culture to Lead and Innovate Digital Transformation
Cleveland Clinic

Chris Soska, Executive Director of Enterprise Workforce Optimization & COO Cleveland Clinic Martin Health System

Irena Sobkiv, Director of Enterprise Workforce Optimization, The Cleveland Clinic

The Cleveland Clinic will showcase their experience with developing a centralized model for managing workforce management systems, setting the standard for the Enterprise of a single platform and realizing operational digital transformation resulting in high employee engagement.

During this session you will:

- Understand the need and benefits behind a centralized and structured team to oversee a workforce management system
- Leverage operational strategies and inefficiencies to optimize your workforce with automation and digital transformation
- Discover optimal work experience by making it simpler, intuitive and digitally enabled to help employees thrive

10:30 a.m. – 10:45 a.m.

Break

10:45 a.m. – 11:30 a.m.

Using Machine Learning to Improve Employee Engagement with Right Fit Staffing

The HCI Group

Michael Antonoff, MBA - Vice President of Advanced Analytics and AI

As employee burnout and turnover continue to rise in healthcare, there is a tremendous opportunity to better match employees to shifts utilizing machine learning technology. Insights on preferences, performance, skills, and feedback can be used to alter the scheduling paradigm for improved employee and patient engagement.

In this session we'll discuss how to:

- Use data to drive insights to schedulers, along with feedback loops from employees and patients, allow for a dynamic data environment that can move the needle on employee satisfaction.
- Capitalize on local data that analyzes procedures done, shift lengths, certifications, technical skills, task efficiencies, and job performance metrics.
- Capture, structure, and quantify big data items that tell the bigger story of employee preferences on shifts such as weather, traffic patterns, holidays, location of shift, etc.
- Feed the feedback loop, with employees and patients. The reaction of those involved will help gauge the effectiveness of these insights and will allow for faster algorithm maturity.



11:30 a.m. – 12:30 p.m. Lunch

12:30 p.m. – 2:00 p.m.

Customer Panel Discussion

Changing workforce demographics, skill shortages and the advancement of digital technologies are driving employers across care settings to reconsider traditional approaches to talent retention and recruitment. Learn from several of the industry leaders who have innovated to design operating processes to support their current and future workforce. This panel will offer the audience the opportunity to learn from each unique organization, engage in dialogue with the panelists, and compare their initiatives and outcomes.

Featured Customers:

Stacie Nelson, Solutions Architect, CTIS | **Intermountain Healthcare**

Doug Himmelein, Vice President of Human Resources | **Holland Home**

Chris Soska, Executive Director of Enterprise Workforce Optimization & COO | **Cleveland Clinic Martin Health System**

2:00 p.m. – 2:30 p.m.

Kronos Strategic Vision Session

2:30 p.m. – 2:45 p.m.

Wrap Up

