

November 14-15, 2017
The Palmer House Hilton | Chicago

**2017 HUMAN CAPITAL INVESTMENT CONFERENCE &
 GAIL L. WARDEN LEADERSHIP EXCELLENCE AWARD EVENT**

Join us for the **2017 Human Capital Investment Conference** and the **Gail L. Warden Leadership Excellence Award Dinner** held November 14-15 at The Palmer House Hilton Chicago. This highly regarded event brings together senior executives from leading US healthcare systems, health sector firms, health policy leaders, and researchers. This year's theme, **Science over Fiction**, highlights the importance of objectivity and evidence in informing our collective path forward as healthcare leaders. The event begins on Tuesday afternoon with thought leaders who will explore ways to transform healthcare using evidence- and fact-based perspectives. It is imperative that we lead across our organizations to meet the ever-changing needs of our communities.

The **2017 Gail L. Warden Leadership Excellence Award Dinner** will be held on Tuesday evening, to honor a healthcare leader whose commitment, values, and contributions have improved the health of the public through leadership and organizational excellence. NCHL has named Steven H. Lipstein, CEO of BJC HealthCare, recipient of the 2017 Leadership Award.

The event continues on Wednesday morning with sessions that showcase best practices of leading organizations that use evidence-informed approaches to address topics such as the workforce of the future, employee engagement, leadership competencies, ways to drive the mission of the organization, technology and innovation, and the development of future leaders to transform healthcare.

NCHL MEMBER BUSINESS & BOARD MEETINGS

MONDAY, NOVEMBER 13, 2017 (*Board and LENS members only*)

Noon-3:00 PM **Leadership Excellence Networks (LENS) Steering Committee Meeting**

3:00-5:30 PM **LENS COUNCIL MEETINGS**

- **Diversity & Inclusion Council**
- **Inter-Organizational Coaching Council**
- **Physician Leadership Development Council**

5:30-6:30 PM **LENS Member and NCHL Board Reception**

6:30-8:00 PM **LENS Steering Committee Dinner**

6:30-8:00 PM **LENS Coaches Dinner**

6:30-8:00 PM **NCHL Board of Directors Dinner**

TUESDAY, NOVEMBER 14, 2017

8:00-9:00 AM **LENS COUNCIL MEETING** (*LENS members only*)

- **Talent Metrics & Analytics Council**

9:00-11:30 AM **LENS WORKSHOPS**

- I. **BUILDING THE BUSINESS CASE FOR DIVERSITY & INCLUSION** (*invitation only*)
Mary-Frances Winters, President & Founder, The Winters Group
- II. **INNOVATIVE HUMAN CAPITAL TECHNOLOGIES** (*invitation only*)

Matthew Elliott, UX Expert, PathSavvy/CAEL
Elizabeth Hibner, Product Development Director, PathSavvy/CAEL
Chris Newell, PsyD, Senior Director, Learning & Development, Boston Children's Hospital
Anne Prendergast, Executive Vice President, Healthcare Practice, SurePeople
Dan Silverburg, Chief Commercial Officer, Burning Glass Technologies
Steve Grubbs, Founder & Healthcare Virtual Reality Expert, Victory Enterprises

III. DESIGNING HUMAN-CENTERED HEALTHCARE DELIVERY: DESIGN THINKING FOR ORGANIZATIONAL IMPROVEMENT (*invitation only*)

Kim Erwin, Associate Director, Population Health Sciences & Research Professor, School of Design, University of Illinois at Chicago

8:30-11:30 AM **NCHL Board of Directors Meeting**

TUESDAY, NOVEMBER 14, 2017

HUMAN CAPITAL INVESTMENT CONFERENCE: SCIENCE OVER FICTION (Day 1)

11:30 AM **NCHL BOARD-SPONSORED LUNCH** (*invitation only*) **Honore Ballroom | 1st Floor**

12:30 PM **OPENING REMARKS** **Empire Room | 1st Floor**

R. Timothy Rice, CEO Emeritus, Cone Health and President & Chair, National Center for Healthcare Leadership

Andrew N. Garman, PsyD, CEO, National Center for Healthcare Leadership

Joseph Cabral, Chief Human Resources Officer, Partners HealthCare & Chair, NCHL Event Committee

12:45 PM **KEYNOTE ADDRESS: THE SCIENCE OF ORGANIZATIONAL TRANSFORMATION**

Michael Beer, Professor Emeritus, Harvard Business School; Co-Founder & Chairman, Center for Higher Ambition Leadership; and Co-founder & Director, TruePoint

Healthcare systems often underestimate the importance of proper alignment of leadership, organization structure, work, and people. Hear from prized researcher and management expert, Mr. Beer, about how healthcare leaders must focus on all fronts—including their people, their patients, and their communities—to win.

1:30 PM **FACILITATED Q&A**

1:45 PM **KEYNOTE ADDRESS: THE SCIENCE OF MEASURING MISSION**

Jason Saul, Founder & CEO, Mission Measurement

Social issues can have huge economic consequences especially when massive investments towards some programs are not paying off it is important for us to understand why. Mr. Saul, an expert on measuring social impact, believes we cannot afford to guess what is not working. We must focus on standardizing, measuring, and predicting what works to make the most change in social outcomes.

2:30 PM **TABLE DISCUSSION & ACTION ITEMS**

2:45 PM **NETWORKING BREAK**

3:00 PM **KEYNOTE ADDRESS: ENGAGING IN BOLD, INCLUSIVE CONVERSATIONS IN THE WORKPLACE**

Mary-Frances Winters, President & Founder, The Winters Group

Organizations do not exist within a vacuum. During polarizing times, in particular, employees tend to bring the stress and identity-based trauma associated with the socio-political climate to the workplace. Organizations and leaders must have the skills and competencies to create 'brave' spaces for dialogue around these issues. With this interactive and thought-provoking session, Ms. Winters will provide learners with a blueprint for increasing one's capacity to engage in bold, inclusive conversations™.

3:45 PM

PANEL DISCUSSION: ARTIFICIAL INTELLIGENCE & THE WORLD OF WORK

Moderator: Jill Schwieters, President, Cielo Healthcare

Mike Andrus, Vice President, Human Capital Management Transformation, Oracle

Adam Godson, Vice President, Global Technology Solutions, Cielo Talent

The availability of data and artificial intelligence will transform key dimensions of HR operations, including onboarding, service centers, talent acquisition, management, and learning/development. Two thought leaders, Mr. Andrus and Mr. Godson, will share the best practices from Oracle and Cielo Talent, respectively, to help us understand how AI can improve and effectively shape HR practices in the future.

4:20 PM

USING TECHNOLOGY TO DEVELOP THE FUTURE WORKFORCE

Steve Grubbs, Founder & Healthcare Virtual Reality Expert, Victory Enterprises

Abstract thinkers and technology will prominently bridge the gap between employees in the workplace and their impact and development on the social sphere. Mr. Grubbs will demonstrate the evolution and future of virtual reality technology on workforce. Mr. Grubbs will share his thoughts and demonstrate how new technologies can be applied to real-world problems.

4:45 PM

TABLE DISCUSSION & ACTION ITEMS

5:00 PM

CLOSING REMARKS

Delvecchio Finley, CEO, Alameda Health System

TUESDAY, NOVEMBER 14, 2017

GAIL L. WARDEN LEADERSHIP EXCELLENCE AWARD DINNER

Music provided by the Arlen Music Production

- 5:15 PM **AWARD RECEPTION** **Red Lacquer Foyer | 4th Floor**
- 6:00 PM **WELCOME** **Red Lacquer Ballroom | 4th Floor**
R. Timothy Rice, CEO Emeritus, Cone Health and President & Chair, National Center for Healthcare Leadership
Christy Harris Lemak, PhD, Department Chair, Health Services Administration, University of Alabama at Birmingham & Co-Chair, NCHL Selection Committee
- 6:15 PM **OPENING REMARKS**
Fawn Lopez, Publisher & Vice President, *Modern Healthcare*
- 6:30 PM **INTRODUCTION OF 2017 AWARD RECIPIENT**
Robert G. Riney, President, Healthcare Operations & Chief Operating Officer, Henry Ford Health System & Co-Chair NCHL Selection Committee
- 6:40 PM **AWARD RECIPIENT'S REMARKS**
Steven H. Lipstein, CEO, BJC HealthCare
- 7:00 PM **REFLECTION & DINNER**
John W. Bluford, III, President Emeritus, Trueman Medical Centers & President, Bluford Healthcare Leadership Institute
- 8:00 PM **CLOSING REMARKS**
Andrew N. Garman, PsyD, CEO, National Center for Healthcare Leadership
- POST-DINNER RECEPTION** (cash bar)

WEDNESDAY, NOVEMBER 15, 2017

HUMAN CAPITAL INVESTMENT CONFERENCE: SCIENCE OVER FICTION (Day 2)

- 7:00-8:00 AM **BREAKFAST** **Monroe | 6th Floor**
- 7:45 AM **WELCOME**
Joseph Cabral, Chief Human Resources Officer, Partners HealthCare & Chair, NCHL Event Committee
Theodore J. Witherell, Director, Organization Development & Learning Services, Partners HealthCare
- 8:00 AM **KEYNOTE ADDRESS: THE HEALTH SYSTEM OF TOMORROW & HOW WE WILL GET THERE**
Joseph E. Fournier, Senior Vice President & Chief People Officer, Intermountain Healthcare
A. Marc Harrison, MD, President & CEO, Intermountain Healthcare
- Providing high-value care, managing population health, and embracing innovation are key to healthcare's success. Hear from Dr. Harrison and Mr. Fournier who share the "secret" to reducing patient-safety concerns, giving employees a voice, and adopting change at Intermountain Healthcare. Intermountain focuses on implementing best clinical and operational practices designed to advance its mission of helping people live the healthiest lives possible.*
- 8:45 AM **KEYNOTE ADDRESS: BUILDING RESILIENCY, ADDRESSING THE EPIDEMIC OF BURNOUT**

J. Bryan Sexton, PhD, Associate Professor, Psychiatry and Behavioral Science, Duke University School of Medicine and Director, Duke Patient Safety Center

The quality and safety of patient care and the strength of the healthcare systems depends on high-functioning physicians and employees. Research shows that building resilience among the healthcare workforce can reduce stress and emotional fatigue, which affect patient-care delivery and quality. Hear from Dr. Sexton who has captured the wisdom of frontline caregivers through rigorous assessments of safety culture, teamwork, and workforce resilience.

9:45 AM

NETWORKING BREAK

BREAKOUT PRESENTATIONS

	Track 1 Grant Park Parlor 6th Floor Moderator: Theodore J. Witherell Director, Organization Development & Learning Services, Partners HealthCare	Track 2 Hancock Parlor 6th Floor Moderator: Andrew N. Garman, PsyD CEO, National Center for Healthcare Leadership
10:00 AM	LESS LABELING, MORE ACTION: BATTLING GENDER INEQUALITY Toniya Singh, MD , Cardiologist & Managing Partner, St. Louis Heart & Vascular	BOLD BENCHMARKS: CREATING BETTER LEADERS Aimee J. Allbritton, PhD , Vice President, Organization Development & Chief Learning Officer, Memorial Health System Laurie Jensen, RN , Director, Organizational Development & HFHS University, Henry Ford Health System
10:35 AM	TRANSFORMING THE EMPLOYEE ENGAGEMENT SURVEY Matthew Gosney, EdD , Vice President, Organizational Development, Human Resource Services, UCHealth Dallis J. Howard-Crow , Chief Human Resources Officer, UCHealth	FELLOWSHIPS & THEIR IMPACT ON ORGANIZATIONAL EXCELLENCE Andrew N. Garman, PsyD , CEO, National Center for Healthcare Leadership D’Anne Carpenter , System Director, Talent Development, Trinity Health Shekinah H. Singletery , Trinity Health Fellow, Trinity Health Greg Souza , Vice President & Chief Human Resources Officer, Lucile Packard Children’s Hospital Stanford Meher M. Kachwala , Administrative Fellow, Lucile Packard Children’s Hospital Stanford
11:10 AM	CREATING A SUSTAINABLE WORKFORCE STRATEGY & ANALYTICS FUNCTION Chirag Padalia , Director, Workforce Strategy & Analytics, Aurora Health Care	Meher M. Kachwala , Administrative Fellow, Lucile Packard Children’s Hospital Stanford
11:45 AM	KEYNOTE ADDRESS: THE EVOLUTION OF HEALTHCARE HR: WHAT WE NEED TO UNDERSTAND Jim Dunn, PhD, DHA, DAST , Executive Vice President & Chief Talent Officer, Parkland Health	

Healthcare HR has moved beyond its transactional past to becoming more aligned with the business strategy of the organization. Hear from Dr. Dunn who brings unique perspectives on how to engage and improve employee culture. He also will discuss how public policy, including The Patient Protection and Affordable Care Act (ACA) has impacted HR in some unintended and important ways.

12:30 PM

FAREWELL

12:30-2:30 PM

LENS-SPONSORED CHRO & TALENT LUNCH *(invitation only)*

Grant Park Parlor | 6th Floor

THE FUTURE: WORKFORCE & LEADERSHIP

Joseph Cabral, Chief Human Resources Officer, Partners HealthCare

Andrew N. Garman, PsyD, CEO, National Center for Healthcare Leadership

Joseph Moscola, Senior Vice President & Chief People Officer, Northwell Health

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