

# THE UPMC EXPERIENCE

## Reimagining the Experience: Session Seventeen

**Agenda | Thursday, February 17, 2022**  
**Theme | You Belong | #ThisIsMyTeam**

Time	Session	Presenter
9:30 a.m. – 9:45 a.m.	Welcome	Sandy Rader Executive Champion, The UPMC Experience
9:45 a.m. – 10:15 a.m.	Opening Remarks and 2022 Goals	Mark Sevco President, UPMC Hospitals
10:15 a.m. – 11:15 a.m.	Leading Change: An Adaptable Approach to Leadership	Kristie Tobias Huron National Speaker
11:15 a.m. – 11:30 a.m.	Break	
11:30 a.m. – 11:45 a.m.	LEM: Getting Your Team to Act As Owners	Amy Triola Senior Director, Consumer Engagement
11:45 a.m. – 12:30 p.m.	Accountability in Action: Fostering Belonging and Improve the Experience	Jennifer Malatek Huron Account Leader, Coach & Speaker  Darren Moorehead Director and Coach, Huron
12:30 p.m. – 1:15 p.m.	Break	
1:15 p.m. – 2:00 p.m.	Improving the EE Experience (Part I): Using Performance Conversations to Make Shift Happen	Jessica Buechli Senior Director, Learning and Development
2:00 p.m. – 2:30 p.m.	Q&A and Closing Remarks	Mark Sevco President, UPMC Hospitals

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9:30 a.m. – 9:40 a.m.	Welcome	Sandy Rader Executive Champion, The UPMC Experience
9:40 a.m. – 10:40 a.m.	Keynote: Harnessing the Power of Habit to Create a Culture of Always	Craig Deao Author, National Speaker, Managing Director Huron
10:40 a.m. – 11:00 a.m.	Recognition: Service Pillar and People Pillar	Sara Hartzel Senior Service Coordinator, Regulatory & Patient Experience, UPMC Harrisburg  Rachel Hitch Senior Director, Ancillary Services, UPMC St. Margaret  Kristine Keefer Wolff VP, Patient Care Services and Chief Nursing Officer, UPMC Somerset
11:00 a.m. – 11:15 a.m.	Break	
11:15 a.m. – 12:00 p.m.	Improving the EE Experience (Part II): The Game Plan for MyVoice 2022	Tony Gigliotti Senior Director, Talent Management and Organizational Development  Jacquie Demianczyk Director, Human Resources, UPMC Passavant  Chris Vitsas Sr. Director of Hospitality and Operations, UPMC Magee-Womens Hospital
12:00 p.m. – 12:05 p.m.	Connect to Purpose Introduction	Donald Yealy, MD Chief Medical Officer and Senior Vice President, Health Services Division, UPMC
12:05 p.m. – 12:15 p.m.	Connect to Purpose	Mark Roberts, MD, MPP Distinguished Professor, Department of Health Policy and Management Director, Public Health Dynamics Laboratory University of Pittsburgh Graduate School of Public Health Professor of Medicine, Industrial Engineering, Business Administration and Clinical and Translational Science
12:15 p.m. – 1:00 p.m.	Break	
1:00 p.m. – 1:15 p.m.	Closing Remarks and Transition	Sandy Rader Executive Champion, The UPMC Experience
1:15 p.m. – 2:30 p.m.	Breakout Session*: Debrief	Huron Coaches

*\*Breakout sessions will be hosted on Microsoft Teams; participants will self-select which session to attend based on the hospital where they identify. Links are included in the prep packet and will be pushed out in the app day-of. Note that HR VPs, LEM Admins, and Leadership Development team will be assigned in advance.*