

# THE UPMC EXPERIENCE

## Reimagining the Experience: Session Eighteen

Agenda | Thursday, April 21, 2022

Theme | Choose Joy in the Journey | #ChooseJoy

Time	Session	Presenter
9:30 a.m. – 9:45 a.m.	Welcome and Wins	Sandy Rader Executive Champion, The UPMC Experience
9:45 a.m. – 10:00 a.m.	Opening Remarks	Mark Sevco President, UPMC Hospitals
10:00 a.m. – 11:00 a.m.	Keynote: Traits of High-Performing Leaders	Amer Kaissi, PhD Huron National Speaker
11:00 a.m. – 11:15 a.m.	Break	
11:15 a.m. – 12:00 p.m.	Building Culture Through Continuous Feedback and Performance Conversations	Jennifer Malatek Huron Account Leader, Coach & Speaker
12:00 p.m. – 12:15 p.m.	Connect to Purpose	Laura A Wagner VP, Operations, UPMC Central PA COO, PinnacleHealth Medical Group/Regional Medical Group
12:15 p.m. – 1:00 p.m.	Break	
1:00 p.m. – 1:45 p.m.	MyVoice: Inspiring Joy through Action	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
1:45 p.m. – 2:15 p.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
2:15 p.m. – 2:30 p.m.	Closing Remarks	Sandy Rader Executive Champion, The UPMC Experience

# THE UPMC EXPERIENCE

## Reimagining the Experience: Session Eighteen

Agenda | Friday, April 22, 2022

Theme | Choose Joy in the Journey | #ChooseJoy

Time	Session	Presenter
9:30 a.m. – 9:45 a.m.	Welcome	Sandy Rader Executive Champion, The UPMC Experience
9:45 a.m. – 10:00 a.m.	Connect to Purpose	Tim Tuttle Sr. Profess Staff Nurse II, UPMC Shadyside  Daniel Wecht, MD University of Pittsburgh Physicians
10:00 a.m. – 11:00 a.m.	Leading Change: Learning, Performing, Sustaining	Michelle Bright Huron Coach, Director, and Speaker
11:00 a.m. – 11:15 a.m.	Break	
11:15 a.m. – 12:15 p.m.	Onboarding, Growth, and Finding Joy in Our Work	Jessica Buechli Senior Director, Learning and Development
12:15 p.m. – 1:00 p.m.	Break	
1:00 p.m. – 1:30 p.m.	Q&A, Closing Remarks and Transition	Mark Sevco President, UPMC Hospitals
1:30 p.m. – 2:30 p.m.	Breakout Sessions*	Presidents

*\*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.*