

THE UPMC EXPERIENCE

Reimagining the Experience: Session Nineteen

Agenda | Thursday, July 14, 2022

Theme | Summer Sizzler | #UPMCSummerSizzler

Time	Session	Presenter
9:00 a.m. – 9:30 a.m.	Welcome and Wins	Sandy Rader Executive Champion, The UPMC Experience
9:30 a.m. – 10:00 a.m.	Opening Remarks	Mark Sevco President, UPMC Hospitals
10:00 a.m. – 10:30 a.m.	Reward and 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
10:30 a.m. – 10:45 a.m.	Connect to Purpose	Regional
10:45 a.m. – 11:15 a.m.	Break	
11:15 a.m. – 12:15 p.m.	Leading Change: Change Management	Tami Minnier Senior Vice President, Health Services Division Chief Quality & Operational Excellence Officer, UPMC Kristie Tobias, MHA, PCCP, HFMA CRCR Director, Coach, National Speaker, Published Author
12:15 p.m. – 12:30 p.m.	Need to Know	TBD
12:30 p.m. – 1:30 p.m.	Lunch	
1:30 p.m. – 1:50 p.m.	MyVoice Results	Joe Dicianno Director, Talent Management and Organizational Development
1:50 p.m. – 2:45 p.m.	Making Our Culture “Sizzle”	Jennifer Malatek Huron Account Leader, Coach & Speaker Various UPMC Leaders
2:45 p.m. – 3:00 p.m.	Closing Remarks	Sandy Rader Executive Champion, The UPMC Experience

THE UPMC EXPERIENCE

Reimagining the Experience: Session Nineteen

Agenda | Friday, July 15, 2022

Theme | Summer Sizzler | #UPMCSummerSizzler

Time	Session	Presenter
9:00 a.m. – 9:15 a.m.	Welcome	Sandy Rader Executive Champion, The UPMC Experience
9:15 a.m. – 9:30 a.m.	Connect to Purpose	Melonie Jackson Vice President of Human Resources UPMC Hamot, UPMC Chautauqua, UPMC Kane, UPMC Northwest, and North Central PA
9:30 a.m. – 10:30 a.m.	Keynote: ALWAYS Keep Your WHY	Pam Beitlich, DNP, APRN, RN, NEA-BC Huron Leadership Speaker, Director
10:30 a.m. – 11:00 a.m.	Break	
11:00 a.m. – 12:00 p.m.	Don't Let the "Sizzle" Fizzle	Holly Lorenz Chief Nurse Executive, UPMC Various UPMC Leaders
12:00 p.m. – 1:00 p.m.	Lunch	
1:00 p.m. – 1:45 p.m.	Q&A, Closing Remarks and Transition	Mark Sevco President, UPMC Hospitals
1:45 p.m. – 2:30 p.m.	Breakout Sessions*	Regional Leaders

*Breakout sessions will be hosted at the regional site where the hospital is participating. Note that HR VPs, LEM Admins, and Leadership Development team will be assigned in advance.