

THE UPMC EXPERIENCE

Reimagining the Experience: Session Twenty

Agenda | Thursday, October 27, 2022

Theme | Tricks to Treat RiTE | #NoFrightJustRiTE

Time	Session	Presenter
7:30 a.m. – 8:30 a.m.	Continental Breakfast	
8:30 a.m. – 8:45 a.m.	Welcome and Wins	Sandy Rader Executive Champion, The UPMC Experience
8:45 a.m. – 9:05 a.m.	Reward and Recognition	Simone Frerk Vice President, Environmental Services and Food & Nutrition Services Darnell Grinage Senior Director, Environmental Services Sara Hartzel Senior Service Coordinator, Regulatory and Patient Experience, UPMC Harrisburg Rachel Hitch Senior Director, Ancillary Services, UPMC St. Margaret
9:05 a.m. – 9:35 a.m.	Opening Remarks: One Year Back, One Year Forward	Mark Sevco Executive Vice President, UPMC President, UPMC Hospitals
9:35 a.m. – 9:55 a.m.	Organizational Risk and Readiness Assessment (ORRA) Survey Results	Jennifer Malatek Account Leader, Huron Consulting Group
9:55 a.m. – 10:15 a.m.	Accountability Best Practices and Actions	John Innocenti President, UPMC Mercy Tina Cafeo Chief Nursing Officer and VP Patient Care Services UPMC Mercy
10:15 a.m. – 10:35 a.m.	Break	
10:35 a.m. – 11:05 a.m.	Time: Friend or Foe?	Tony Gigliotti Senior Director Talent Management & Organizational Development
11:05 a.m. – 12:10 p.m.	Keynote: Leading in Challenging Times	Amer Kaissi, PhD Huron National Speaker
12:10 p.m. – 12:50 p.m.	Lunch	
12:50 p.m. – 1:30 p.m.	The RiTE Way to Form Cohesive Teams	Jessica Buechli Senior Director, Learning & Development
1:30 p.m. – 2:15 p.m.	UPMC Experience Strategies in Action	Mark O'Hern, Moderator President, UPMC McKeesport and UPMC East Gabey Gosman, MD Vice President, Medical Affairs, UPMC Magee Colleen O'Hare Director of Lab, UPMC Shadyside Danelle Raptosh Director of PT/OT, UPMC Harrisburg Taylor Russell Unit Director, UPMC East Sarah Sakaluk Unit Director, UPMC Passavant
2:15 p.m. – 2:30 p.m.	Connect to Purpose	Jim Houser President Center for Emergency Medicine/STAT MedEvac
2:30 p.m. – 3:00 p.m.	Closing Remarks	Mark Sevco Executive Vice President, UPMC President, UPMC Hospitals

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7:30 a.m. – 8:30 a.m.	Continental Breakfast	
8:30 a.m. – 8:45 a.m.	Welcome	Sandy Rader Executive Champion, The UPMC Experience
8:45 a.m. – 9:00 a.m.	Connect to Purpose	Dave Gibbons SVP, Health Services Division Market President, Northern PA, New York & North Central PA President, UPMC Hamot
9:00 a.m. – 9:30 a.m.	The Changing Landscape of Healthcare 2.0	Ed Karlovich Executive Vice President, Chief Financial Officer, UPMC
9:30 a.m. – 10:30 a.m.	Strategic Direction of the Health Services Division	Mark Sevco, Moderator Executive Vice President, UPMC President, UPMC Hospitals Joon S. Lee, M.D. Executive Vice President, UPMC President, Physician Services, Health Services Division Maribeth McLaughlin Chief Nurse Executive, UPMC Tami Minnier Senior Vice President, Health Services Division, Chief Quality & Operational Excellence Officer, UPMC Eileen Simmons Vice President, Finance and Chief Financial Officer Health Services Division Craig Stambaugh Vice President, Human Resources Health Services Division and UPMC Cancer Centers Donald M. Yealy, MD Chief Medical Officer and Senior Vice President Health Services Division, UPMC
10:30 a.m. – 10:50 p.m.	Break	
10:50 a.m. – 11:10 a.m.	2023 Goals to Advance Our Mission	Tami Minnier Senior Vice President, Health Services Division, Chief Quality & Operational Excellence Officer, UPMC Eileen Simmons, Vice President, Finance and Chief Financial Officer Health Services Division
11:10 a.m. – 12:05 p.m.	Tricks to Successful 90-day Action Planning in 2023 for the New Goals (5 mins) <ul style="list-style-type: none"> • People: Engaging the RiTE Team (10 mins) • Growth: Creating the RiTE Capacity (20 mins) • Finance: Managing the RiTE Numbers (15 mins) Recap and Application (5 mins)	Jennifer Hall Sr Director, Clinical Care Coordination & Discharge Planning, HSD Amanda Lenhard, MD Sr. Medical Director, Care Coordination & Discharge Planning, HSD Chief, Shadyside Department of Medicine Associate Professor of Medicine Lauren Lloyd Vice President, Human Resources UPMC Presbyterian Shadyside Sandy Rader Executive Champion, The UPMC Experience Mark Sevco Executive Vice President, UPMC President, UPMC Hospitals Jared Weiner Chief Financial Officer Western PA Hospital Division

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12:05 a.m. – 12:50 p.m.	Lunch	
12:50 p.m. – 2:00 p.m.	Keynote: Freddie, Moments and The Power of “No!”	Rich Bluni, Huron National Speaker
2:00 p.m. – 2:15 p.m.	Closing Remarks	Sandy Rader Executive Champion, The UPMC Experience

Updated 10/17/2022