**Agenda | Thursday, June 15, 2023**

**Theme | Level Up | #WeGotTheRiTEGame**

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| **Time**  | **Session** | **Presenter** |
| 9:00 a.m. – 9:30 a.m. | Welcome and Wins | Sandy RaderExecutive Champion,The UPMC Experience |
| 9:30 a.m. – 10:15 a.m. | Opening Remarks | Leslie DavisPresident and CEO, UPMC |
| 10:15 a.m. – 11:00 a.m. | Introductory Remarks and Q&A | Joel YuhasExecutive Vice President, UPMCPresident, UPMC Hospitals,Health Services Division |
| 11:00 a.m. – 11:15 a.m. | Networking Break |
| 11:15 a.m. – 11:45 a.m. | 2023 Culture of Safety Survey | Paul Phrampus, MD, CPE Director, WISERMedical Director, Patient Safety,UPMC Health System  Medical Director, Wolff Center at UPMC |
| 11:45 a.m. – 12:15 p.m. | 2023 MyVoice Results:Your Role in the Engagement Equation | Joe DiciannoDirector, Talent Management and Organizational DevelopmentUPMC Human Resources |
| 12:15 p.m. – 12:30 p.m. | Connect to Purpose | Sara HartzelManager, Patient Experience,UPMC Central Region  |
| 12:30 p.m. – 1:30 p.m. | Lunch and Networking Break |
| 1:30 p.m. – 2:00 p.m. | Employee-Centered Retention Strategies:A Personalized Approach | Lauren LloydVice President, Human ResourcesJennifer MalatekAccount Leader,Huron Consulting Group |
| 2:00 p.m. – 2:45 p.m. | Measuring Quality and Safetyfrom the Patient Perspective | Michelle BrightHuron National Speaker |
| 2:45 p.m. – 3:15 p.m. | Recognition:Service Pillar and People Pillar | Sara HartzelManager, Patient Experience,UPMC Central Region Rachel HitchSenior Director, AncillaryServices, UPMC St. Margaret |
| 3:15 p.m. – 3:30 p.m. | * Region Check-Ins: Central PA, North Central PA

Closing Remarks | Jennifer MalatekAccount Leader,Huron Consulting Group |

**Agenda | Friday, June 16, 2023**

**Theme | Level Up | #WeGotTheRiTEGame**

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| **Time**  | **Session** | **Presenter** |
| 9:00 a.m. – 9:30 a.m. | Welcome* Region Check-Ins: Erie, Maryland/Altoona/Bedford/Somerset
 | Sandy RaderExecutive Champion,The UPMC Experience |
| 9:30 a.m. – 10:30 a.m. | Keynote:The Power of Accountability:Mirrors Matter More Than Windows | Clay LinkousHuron National Speaker |
| 10:30 a.m. – 11:00 a.m. | Networking Break |
| 11:00 a.m. – 11:30 a.m. | The High Cost of Low Performers | Tony GigliottiSenior Director, Talent Management and Organizational DevelopmentUPMC Human ResourcesClay LinkousHuron National Speaker |
| 11:30 a.m. – 12:15 p.m. | Communicating Key Messages:Creating Messages That Engage | Lisa LombardoDirector, Public RelationsClay LinkousHuron National Speaker |
| 12:15 p.m. – 12:30 p.m. | Connect to Purpose | MaryEllen ClairProject Analyst, Wolff Center at UPMC |
| 12:30 p.m. – 1:30 p.m. | Lunch and Networking Break |
| 1:30 p.m. – 2:00 p.m. | Building Action Plans to Drive Results | Michelle BrightHuron National Speaker |
| 2:00 p.m. – 2:15 p.m. | Closing and Transition | Sandy RaderExecutive Champion, The UPMC Experience |
| 2:15 p.m. – 3:00 p.m. | Location Specific Breakout Sessions: Accountability and Goals | * Central PA: Lou Baverso
* North Central PA: Patti Jackson-Gehris
* Maryland/Altoona/ Bedford/Somerset: Dave Martin
* Erie: Dave Gibbons
* Pittsburgh: Presidents Panel
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