**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 Rader  Executive Champion,  The UPMC Experience |
| 9:30 a.m. – 10:15 a.m. | Opening Remarks | Leslie Davis  President and CEO, UPMC |
| 10:15 a.m. – 11:00 a.m. | Introductory Remarks and Q&A | Joel Yuhas  Executive Vice President, UPMC  President, 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, WISER  Medical 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 Dicianno  Director, Talent Management and Organizational Development  UPMC Human Resources |
| 12:15 p.m. – 12:30 p.m. | Connect to Purpose | Sara Hartzel  Manager, 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 Lloyd  Vice President, Human Resources  Jennifer Malatek  Account Leader,  Huron Consulting Group |
| 2:00 p.m. – 2:45 p.m. | Measuring Quality and Safety  from the Patient Perspective | Michelle Bright  Huron National Speaker |
| 2:45 p.m. – 3:15 p.m. | Recognition:  Service Pillar and People Pillar | Sara Hartzel  Manager, Patient Experience,  UPMC Central Region  Rachel Hitch  Senior Director, Ancillary  Services, UPMC St. Margaret |
| 3:15 p.m. – 3:30 p.m. | * Region Check-Ins: Central PA, North Central PA   Closing Remarks | Jennifer Malatek  Account 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 Rader  Executive Champion,  The UPMC Experience |
| 9:30 a.m. – 10:30 a.m. | Keynote:  The Power of Accountability:  Mirrors Matter More Than Windows | Clay Linkous  Huron 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 Gigliotti  Senior Director, Talent Management and Organizational Development  UPMC Human Resources  Clay Linkous  Huron National Speaker |
| 11:30 a.m. – 12:15 p.m. | Communicating Key Messages:  Creating Messages That Engage | Lisa Lombardo  Director, Public Relations  Clay Linkous  Huron National Speaker |
| 12:15 p.m. – 12:30 p.m. | Connect to Purpose | MaryEllen Clair  Project 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 Bright  Huron National Speaker |
| 2:00 p.m. – 2:15 p.m. | Closing and Transition | Sandy Rader  Executive 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 |