

# THE UPMC EXPERIENCE

## Reimagining the Experience: Session 27

Agenda | Wednesday, June 18, 2025

Time	Session	Presenter
7:30 – 8:30am	Continental Breakfast and Networking	
8:30 – 9:00am	Strategic Priorities and Aligning Culture to Values	Leslie Davis President and CEO, UPMC
9:00 – 9:30am	Executive Update	Joel Yuhas Executive Vice President, UPMC and President, HSD
9:30 – 10:00am	Connection to Outcome	Sandy Rader President, UPMC Presbyterian Shadyside Jennifer Malatek Principal, Huron Consulting Group
10:00 – 10:30am	Networking Break	
10:30 – 10:45am	The Importance of Connecting with Staff	Paul Phrampus, MD Professor of Emergency Medicine and Anesthesiology and Perioperative Medicine, Director, WISER
10:45 – 11:10am	People Tool: Connection is Crucial	Stephen Estright Manager, Human Resources
11:10 – 11:35am	People Tool: The Final Piece of the Selection Puzzle	Pam Arroyo Human Resource Director
11:35 – 11:45am	People Tool: New Leader Onboarding	Mariel Saldutte Senior Learning Specialist Ashley Southworth Senior Learning Coordinator
11:45 – 12:45pm	Lunch	
12:45 – 1:15pm	What Does Exceptional Patient Care Mean to You?	Nate Evans, MD UPMC Vice President of Clinical Performance and Integration Courtney Hoffbauer Vice President, Clinical Practice Operations & Standardization
1:15 – 2:00pm	Part One: Practicality in a Changing World	Amer Kaissi, PhD Huron Consulting Group National Speaker, Author
2:00 – 2:15pm	Networking Break	
2:15 – 3:00pm	Part Two: How Leaders Build a Culture of Kindness and Accountability	Amer Kaissi, PhD Huron Consulting Group National Speaker, Author
3:00 – 3:15pm	Connect to Purpose	Brianna Cragg Sr. Infection Preventionist UPMC Hamot  Briana Harvey, RN Manager, Clinical Care Coordination and Discharge Planning UPMC Hamot
3:15 – 3:30pm	Conference Evaluation and Closing Remarks	Sandy Rader President, UPMC Presbyterian Shadyside