Tarrytown Healthcare Summit Agenda
May 13 –14, 2020

Wednesday

1:00 p.m. – 3:00 p.m.	Arrivals/Registration
3:00 p.m. – 4:30 p.m.	**Group Networking Activity: Restaurant Wars**

During this networking activity, groups will compete against other teams during this exciting culinary experience. In this restaurant competition, teams will compete against each other to create a functional restaurant. We have developed the concepts of these restaurants to assist the process, which is scheduled to last for approximately 1 hour, followed by a 2-hour dinner inspired by the dishes your attendees have created.

5:30 p.m. – 8:00 p.m.	**Group Dinner**

Thursday

7:30 a.m. – 8:30 a.m.	Breakfast
8:30 a.m. – 8:45 a.m.	Introductions
8:45 a.m. – 9:45 a.m.	**Humanity Works: Future-Proofing Your Healthcare Organization and Career** Alexandra Levit, Business/Workplace Author, Speaker, Consultant, & Futurist

The healthcare business world and the human resources field are in the process of rapid transformation. The only way to have a sustainable competitive advantage in a constantly evolving, uncertain, virtual, global, automated environment is to be prepared. In this interactive session based on the new book Humanity Works: Merging Technologies and People for the Workforce of the Future by bestselling author and futurist Alexandra Levit, attendees will receive concrete guidance for thriving in the organization of the future, understanding why the 2020s work world will be far from doomsday but instead, exciting, rewarding, and full of opportunity.

Learning objectives include:
- Understand what the 'robot takeover' will really look like and why the existence of human jobs is not up for debate
- Comprehend how human talent and machines will work side-by-side in a healthcare setting for greater efficiency and quality care
- Master the essential skills to succeed in an organizational structure that's more agile and innovation-focused

9:45 a.m. – 10:30 a.m.

A Roadmap for Digital Health
StarBridge Advisors | Healthcare IT Leaders
David S. Muntz, MBA, CHCIO, FCHIME, LCHIME, FHIMSS

Digital technologies have transformed almost every aspect of our lives, usually for the better. Healthcare, however, has not always moved as quickly as other industries to adopt these technologies. During this session, the speaker will discuss how provider healthcare systems can navigate their journey from current state to an ever-evolving digital health and care system.

Learning objectives from this session include:
- Define Digital Health
- Prepare to Become a Digital Health System
- Illustrate the Importance of Healthcare Consumerism and CRM (Customer Relationship Management)
- Identify Enabling Technologies

10:30 a.m. – 10:45 a.m.   Break

10:45 a.m. – 11:30 a.m.

Reignite Culture to Meet Changing Workforce Demands
AdventHealth
Olesea Azevedo, Chief Human Resource Officer

Culture and employee engagement are top of mind for all organizations. According to recent research, organizations that create a culture defined by meaningful work with deep employee engagement and strong leadership are outperforming their peers and will likely be successful in attracting top talent. During this session AdventHealth will provide insight into their journey of launching a new Feel Whole brand. They will also share how they reignited their culture to meet the changing demands of the workforce.

In this session we'll discuss:

- Factors that influenced AdventHealth to launch their new culture initiative
- How an organization engages over 80,000 team members across the country to reignite its culture, uniting multiple brands to deliver one unified brand promise
- The role technology must play in shaping team members' experience by which the culture is sustained and enhanced

11:30 a.m. – 12:30 p.m.   Lunch

12:30 p.m. – 1:15 p.m.	**Using Machine Learning to Improve Employee Engagement with Right Fit Staffing** **The HCI Group** Michael Antonoff, MBA - Vice President of Advanced Analytics and AI

As employee burnout and turnover continue to rise in healthcare, there is a tremendous opportunity to better match employees to shifts utilizing machine learning technology. Insights on preferences, performance, skills, and feedback can be used to alter the scheduling paradigm for improved employee and patient engagement.

In this session we'll discuss how to:

- Use data to drive insights to schedulers, along with feedback loops from employees and patients, allow for a dynamic data environment that can move the needle on employee satisfaction.
- Capitalize on local data that analyzes procedures done, shift lengths, certifications, technical skills, task efficiencies, and job performance metrics.
- Capture, structure, and quantify big data items that tell the bigger story of employee preferences on shifts such as weather, traffic patterns, holidays, location of shift, etc.
- Feed the feedback loop, with employees and patients. The reaction of those involved will help gauge the effectiveness of these insights and will allow for faster algorithm maturity.

1:15 p.m. – 2:00 p.m.	**Got engagement? Build your brand awareness while engaging your employees!** **Lutheran Social Service of Minnesota** Padma Tamma, MA-HRIR, MA-Clinical Psych., Senior Director, Compensation & Benefits, Human Resources

Employee engagement is a must when it comes time to attracting and retaining top talent -- but brand awareness is just as important. Learn how Lutheran Social Service of Minnesota has increased its brand awareness and employee engagement through initiatives such as an employee wellness program, an alive workplace, an employer brand, employee recognition, and more! And hear how Kronos self-service tools have helped with these initiatives.

Learning objectives from this session include:
- Understand why employee engagement should be a key business strategy
- Discuss what Lutheran Social Service of Minnesota is doing to engage employees
- Learn how Kronos self-service tools have facilitated this process

2:00 p.m. – 2:30 p.m.	**Kronos Strategic Vision Session**
2:30 p.m. – 2:45 p.m.	Wrap Up