

Breakout Sessions



Applying Design Thinking to Health Care's Most Pressing Challenges

Speaker:

Leslie Wainwright, PhD, Chief Funding and Innovation Officer, Parkland Center for Clinical Innovation

Time: 12:30 to 3:30 p.m. Where: SANTA ROSA BALLROOM

Health care organizations are facing unprecedented challenges due to changing business models, adjusting reimbursement strategies and the need to accept more risk. These pressures are not likely to dissipate anytime soon, so effective leaders need to equip themselves with an expanded set of skills—and a new mindset—to stay ahead of the changes. This dynamic and timely seminar will tackle some of the most pressing challenges healthcare leaders face today and equip you with the tools you need to succeed during times of uncertainty. The presenters will use contemporary case studies, designed especially for this course, as the backbone for learning. You will then apply a design-thinking toolkit to assess current leadership and health care industry challenges and brainstorm plausible solutions. You will finish the course with several problem-solving approaches for today's top issues and future business challenges.

Responding to the Emergency Department Crisis: A Proactive Approach to the Growing Older Population

Speakers:

Zia Agha, MD, Chief Medical Officer, Executive Vice President, West Health

Renee Tyska, RN, BSN, Director, Clinical, West Health
Lynne McCullough, MD, FACEP, Vice Chair of Operations, Department of Emergency Medicine, UCLA Health

Joseph C. Carmichael, MD, Chief Medical Officer, UCI Health

Time: 12:30 to 1:45 p.m. Where: SPRINGS SALON (A-D)

The population of older adults is exponentially increasing. By the year 2060, the number of older adults is expected to double. Bracing for this population growth are emergency department leaders who are already experiencing overcrowding, leaving older adults sitting in hallways for hours waiting for care. This population is more likely to utilize the emergency department and

From Surviving to Thriving: Hospital Cost Reduction, Revenue Enhancement Strategies and Service Line Optimization

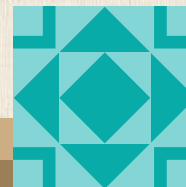
Speakers:

David Kim, Moss Adams Partner, Performance Excellence, Health Care Consulting

Karl Rebay, Moss Adams Partner, Strategy and Integration Practice Leader, Health Care Consulting

Time: 12:30 to 1:45 p.m. Where: SPRINGS SALON (I-L)

Hospitals in California and around the country are facing razor thin margins, many in negative territory. Moss Adams Health Care Consulting Partners, who lead our Strategy and Performance Excellence practices, will host a discussion around short and longer-term transformative strategies including ways to evaluate growth opportunities through optimizing service lines and managing care variation. Client examples, trends with key drivers and best practices will be shared to improve operating margins and performance without sacrificing quality.



have unique and complex needs that traditional EDs do not have the resources to meet, necessitating creative solutions. But these issues cannot be solved by ED leaders alone. Join us to learn how 400-plus EDs nationally have shifted their model of care, taking advantage of this opportunity to create change and working to solve some of their biggest pain points. Geriatric Emergency Department (GED) accreditation has become the gold standard in geriatric emergency care, providing holistic and person-centered care in an approach that also aligns with ED priorities. This session will highlight the impact of the growing older adult population on EDs and health systems, the cost of the revolving door of the ED, and how the GED model of care can become a system-level solution for your organization.

Workplace Culture Matters, and Labor Unions are Watching

Speakers:

Douglas Hart, J.D., Labor and Employment Attorney, Morgan, Lewis & Bockius LLP

John Henderson, Senior Consultant, IRI Consultants

Sandy Wier, RN, BSN, VP and Chief Human Resources Officer, San Antonio Regional Hospital

Rosanne Dickerson, Vice President, Human Resources - California Region, Prospect Medical Holdings

Time: 12:30 to 1:45 p.m. **Where: SPRINGS SALON** (H)

Union and non-union hospitals alike must be attentive to the quality and culture of their workplace. Failure to do so can easily result in missing the signs and symptoms of a workforce that is vulnerable and susceptible to union organizing. While a multitude of factors play a role in developing workplace culture, ignoring such things as communication, employee development, inclusion, equity, accountability and transparency can create an opportunity for organizers to present a “value” proposition of being represented.

In this session, experts will describe union trends and their impact on the health care industry. A panel of hospital representatives will discuss how labor unions impact their day-to-day operations and share strategies implemented to create a healthier and high-performing culture.

Strengthening Hospital Safety and Security

Speakers:

Darren Morgan, Director of Security and Support Services, Huntington Health

Bryan Warren, MBA, CHPA, CPOI, President and Chief Consultant, WarSec Security

Shannon McDougall DBA, CHSP, Chief Safety Officer/Executive Director, Enterprise Occupational Safety and Health, City of Hope

Time: 2:00 to 3:15 p.m. **Where: SPRINGS SALON** (A-D)

Hospital and public safety pose unique challenges, and statistics show that workplace violence in health care has increased significantly since the start of the COVID-19 pandemic. According to the American Hospital Association, out of all professions, health care workers experience the most workplace injuries due to violence.

This session will focus on the need for enhanced security measures for hospital patients and employees. Our panelists will touch on hospital preparedness, approaches to mitigating workplace violence, responses to public safety threats, and de-escalation methods that help protect the care environment.

Telebehavioral Health Developments: 2023 and Beyond

Speakers:

Alicia W. Macklin, Partner, Hooper, Lundy & Bookman, P.C.

Andrea L. Frey, Senior Counsel, Hooper, Lundy & Bookman, P.C.

Time: 2:00 to 3:15 p.m. **Where: SPRINGS SALON** (I-L)

The COVID-19 pandemic took a toll on the nation’s mental health, and accelerated the transition for many patients and providers to telehealth for behavioral health and substance use disorder (SUD) treatment services. This session will review the current state of the federal and California regulatory landscape impacting telebehavioral health. The speakers will also provide an in-depth discussion of the legal issues and challenges associated with the provision of such services via telehealth as well as best practice considerations.

Staying Ahead of the Curve in Supplier Diversity

Speakers:

Motz Feinberg, Vice President and Chief Supply Chain Officer, Cedars-Sinai Health System

Mikel Whittier, Director, Health Equity, Diversity, and Inclusion, UCLA Health

Matthew Freede, Area Supply Chain Director, Kaiser Permanente Los Angeles Medical Center

Time: 2:00 to 3:15 p.m. **Where: SPRINGS SALON** (E)

Hospitals must annually submit a report to the California Department of Health Care Access and Information (HCAI) on its minority, women, LGBT and disabled veteran business enterprise procurement efforts. This session will focus on Communities Lifting Communities (CLC) and HASC efforts to support hospitals as they diversify their procurement processes and practices. Join our panelists as they touch on current and proposed HCAI reporting requirements, strategies and best practices in developing a supplier diversity plan and engaging diverse suppliers. Hear about CLC’s regional collaborative, roundtables, and the first Supplier Diversity Annual Conference, all aimed at elevating your supplier diversity efforts.