

11th Annual People in Healthcare Summit

Leading Through Turmoil and Transformation

November 11th – 12th 2021
Houston Marriott Medical Center
Houston, TX





Leading Through Turmoil and Transformation

The coronavirus pandemic has upended our lives in countless ways, and the effects are far from over. Hundreds of thousands of people have lost loved ones, jobs, homes, businesses and educational opportunities. Healthcare employees are stressed out and HR leaders have been stretched impossibly thin as they help workers and systems manage the mental, emotional, financial and physical toll of the pandemic.

In response to this crisis, the healthcare industry has been forced to pivot and adapt in record time. Practically overnight, doctors, nurses and other health professionals transitioned to online platforms to see patients. People of all ages learned to navigate patient portals and upload photographs to communicate with their doctors. Pediatricians delivered routine vaccines to children in the back seats of their parents' cars. Parking lots became clinics and, of course, Covid-19 testing sites. Human capital management was no exception.

Though it may seem counterintuitive, the time is now to invest in people, make talent retention and acquisition a primary HR focus, and acknowledge things will not return to where they were any time soon, if at all.

HR leaders can be strategic partners in the creation of a new normal by doing the right thing for employees, having a clear framework for change, and finding new solutions. Throw out traditional HR thinking as you adapt to the new healthcare climate. HR professionals must act quickly with a refreshed view of all policies that affect clinical and non-clinical employees in the healthcare ecosystem.

The 11th Annual People in Healthcare Summit will discuss how healthcare HR leaders can create a resilient strategy to help retain and recruit top talent while addressing external changes. This year's event will also feature our *People in Healthcare Awards Luncheon* where we will recognize the work of HR and talent acquisition leaders that effectively implemented programs to keep the medical workers that we all rely on engaged to fight burnout, staffed crucial positions, and managed of non-medical support staff while transitioning to remote work.

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Join our expert speaker faculty as they discuss:

- Innovative employee wellbeing and benefit programs
- Agile HR
- Remote interviewing and onboarding
- Strategic sourcing and innovative talent acquisition
- Leadership development and succession planning
- Managing and monitoring employee engagement
- HR outsourcing and managed services
- Change management strategies
- Building and sustaining organizational culture

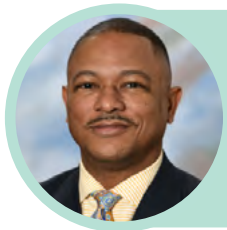
Confirmed Speakers Include:



Creslyn Foster,
Chief Human Resources Officer,
Spindletop Center



Vicki Cansler,
Chief Human Resources Officer,
Piedmont Healthcare



David Cook,
SVP HR & Chief People Officer,
TriHealth



Eric Humphrey,
Chief Human Resources Officer,
Froedtert Health



Kara Greer,
Chief Human Resources Officer,
Tufts Medical Center



Susi Takeuchi,
Chief Human Resources Officer,
UCLA Health



Brandie Kalinowski,
Senior Vice President Human Resources,
Advantia Health



Jennifer Blue,
Chief People Officer,
Chrysalis Health

Confirmed Speakers Include:



Bet Rosa,
*Chief Human Resources Officer, Visiting
Nurse Association Health Group*



Cecilia McKenney,
*Chief Human Resources Officer,
Quest Diagnostics*



Meagan Sutton,
*Director Leadership and Learning,
Houston Methodist*



Edda Tinis,
*Director of Organizational Development,
Houston Methodist*



Elliot Clark,
*Chief Executive Officer,
SharedXpertise Media*



Diane Fleischmann,
*Vice President Client Services,
Cielo*



Colleen Cuba,
*Manager Sales Support,
DZConneX*



Diana Doro,
*Vice President Enterprise Sales,
DZConneX*

Confirmed Speakers Include:



Christine (Mosessian) Torres,
Team Lead Sales Healthcare,
Yoh



Chris Nichols,
Vice President Marketing,
Endevis



Steve O'Brien,
President Talent Solutions,
Job.com

🕒 9:00am CT

Welcome and Opening Remarks by Event Chair

🕒 9:05am CT

How Tufts Medical Center Transformed Talent Acquisition to Deliver Top Talent Today & Tomorrow - Leveraging People, Process and Technology to Fuel a New Recruitment Strategy



🗣️ Kara Greer, *Chief Human Resources Officer, Tufts Medical Center*

🗣️ Diane Fleischmann, *Vice President Client Services, Cielo*



Filling crucial roles with top talent is vital for any health organization to deliver quality patient care. To attract and retain this talent in the long-term, building a talent pipeline is essential. From early talent to DEI, the right strategy can lead to an increase in hiring manager satisfaction and acceptance offers while decreasing time-to-fill. This session will focus on how Tufts Medical Center and its strategic Recruitment Process Outsourcing Partner Cielo created a talent acquisition approach that effectively attracts talent today while forming a robust pipeline for the future.

Key takeaways from the session include:

- Proven ways to develop an innovative talent roadmap that delivers the mission-critical hires you need
- How to create internal change now while remaining focused on the long-term strategy
- The benefits of working with a strategic, external partner to help you achieve TA success

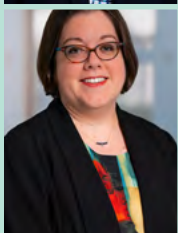
🕒 9:50am CT

Leader Muscle Memory - Rebuilding Strength to Move Forward



🗣️ Meagan Sutton, *Director Leadership and Learning, Houston Methodist*

🗣️ Edda Tinis, *Director of Organizational Development, Houston Methodist*



As COVID-19 emerged globally, healthcare leaders were called on to continuously adjust practices to meet frequently changing understanding of safety measures, treatment protocols, and emerging best practices. As the pandemic continued to rage on, the increasing levels of demands, public scrutiny, staffing challenges, and politicizing of pandemic response resulted in extraordinary levels of stress placed on healthcare leaders. Knowing that leaders were the group with the most direct influence on employee engagement and retention which were essential to meet patient and community demands during and following the pandemic, Houston Methodist focused on several initiatives to increase resiliency in leaders and reinforce their core leadership skills. This session will focus on how Houston Methodist took a multi-faceted approach to provide tools and resources, develop and deploy resiliency programs, and provide just-in-time leadership skills training and reinforcement to enhance leader effectiveness in the midst of challenging times.

Learning objectives for this session include:

- Identify techniques to continue to foster a strong culture in the midst of highly uncertain times
- Define how leadership behaviors impact engagement and retention during “normal” and pandemic times
- Identify leadership tools and resources that are effective in the midst of challenging times
- Understand resiliency programs that can be utilized for both leaders and staff
- Discover characteristics of just-in-time learning that builds muscle-memory of leadership skills

🕒 10:35am CT

Break

🕒 11:05am CT

Mental Health in the Workplace - Managing and Preventing Stress, Burnout, and Overwhelm

🗣️ Jennifer Blue, *Chief People Officer*, **Chrysalis Health**

Mental health has developed as a priority for humankind, a priority that impacts many at tremendous rates since the onset of COVID. The stressors impacting employees across all industries and geographical areas is real. Whole new levels of stress, burnout and overwhelm have encroached across our nation and even the world. This session will focus on identifying triggers, signs and maladaptive behaviors to further understand now more than ever, the crucial impact mental health has on our wellbeing for optimal health before it's too late.

- Learn how to create an open and safe workplace
- Identify at-risk employees for mental health illness
- Create a supportive workplace and become a mental health ally for your employees

🕒 11:50am CT

CHRO Panel: Leading Through Turmoil and Transformation – A Look at the Future of Healthcare HR

The wake of the COVID-19 pandemic and social issues related to DE&I in the past year have really impacted the practice of HR in healthcare and everyone understands that. However, the view from the strategic level of HR must not only take into account managing the current crises, but also positioning HR and the overall organization for a successful future. A group of CHROs from leading systems and organizations discuss how they managed the crises and what they are doing to prepare for what is next in healthcare.

Moderator

🎤 Elliot Clark, *Chief Executive Officer, SharedXpertise Media*

Panelists

🎤 Vicki Cansler, *Chief Human Resources Officer, Piedmont Healthcare*

🎤 Eric Humphrey, *Chief Human Resources Officer, Froedtert Health*

🎤 Bet Rosa, *Chief Human Resources Officer, Visiting Nurse Association Health Group*


🕒 12:45pm CT

Front of the Front Line HR Executive Award Luncheon



Leading Through Turmoil and Transformation

Presenting the
2021 Healthcare HR Leadership
"Front of the Front Lines"
Award

Sponsored by 

Talent Acquisition Team of the Year
Employee Engagement Program
of the Year

🕒 2:30pm CT

Creating an Agile HR Strategic Plan During Continuous Change



👤 Susi Takeuchi, *Chief Human Resources Officer, UCLA Health*

Industry experts expect significant changes to shake up the healthcare landscape in the next few years. Developing and optimizing human capital is a priority for every business. For healthcare providers, the additional consideration of patient outcomes can add even more weight to the gravity of the HR role. Learn how UCLA Health developed a HR Strategic Plan using a team-based strategic planning process that stays current and relevant.

Learning Objectives:

- Understand the approach to establish a HR Strategic Plan that is broad and flexible during changing times
- How to develop a HR Strategic Plan that connects and contributes to the organization's mission, vision and values
- The importance of ensuring that the "cobblers' kids have shoes"

🕒 3:15pm CT

Interactive Discussion: 2021 Top Concerns of CHROs Annual Report

In this interactive group discussion, we will discuss HRO Today's new annual Top Concerns of CHROs Report, examining valuable CHRO insights and long-term workforce planning goals. While there are other studies that examine the perceptions of CEOs, none effectively capture the CHRO outlook – until now. Come ready to share the top HR concerns in your organization!

🕒 3:45pm CT

Day 1 Sessions Conclude

🕒 9:00am CT

Fireside Chat: At the Center of the Storm - Managing Through the Crisis

🗣️ Elliot Clark, *Chief Executive Officer, SharedXpertise Media*

🗣️ Cecilia McKenney, *Chief Human Resources Officer, Quest Diagnostics*

During this pandemic Quest Diagnostics, a market leader in healthcare testing and diagnostic services was in the center of the storm servicing governmental testing programs, healthcare systems and essential employer testing programs. All of this was being done while trying to keep their own associates safe and maintain their own staffing levels. During an informal "Fireside Chat" CHRO, Cecilia McKinney, shares their team's story of managing through the crisis and how her prior experiences in the corporate world prepared her for managing in the healthcare industry and what she has learned is unique to HR in healthcare.

🕒 9:45am CT

Your TA Strategy Sucks - Why You are Managing the Wrong Things & Suffocating Your Staff, and How to Get it Right

🗣️ Chris Nichols, *Vice President Marketing, Endevis*

🗣️ Steve O'Brien, *President Talent Solutions, Job.com*

Talent acquisition is strategic, yet companies ask recruiters to do too much. This conversation is about how you craft a strategy that is effective, metric-driven, and streamlined.

- Strategy vs outcomes: Recognize if your internal TA team is spending too much time making hiring managers and operational leaders feel good about their strategy for finding talent instead of being focused on outcomes
- Recruiting time: How to effectively manage recruiters to avoid them from being consumed in meetings about candidates, intake calls, etc further limiting their effectiveness
- Meeting the market: How candidates in healthcare have too many hoops to jump through to be considered a viable option and why limit activities that don't change the outcome such as multiple phone screens and in-person interviews

🕒 10:30am CT

Break

🕒 11:00am CT

Strengthening Partnerships - Transforming HR in Tumultuous Times

🗣️ Brandie Kalinowski, *Senior Vice President Human Resources, Advantia Health*

Distributed and decentralized HR teams and support models are often strained under the pressure of company growth or in the midst of unpredictable and ever-changing environmental factors. As these conditions warrant, it is important to assess and identify whether a company's HR model continues to meet its needs – both for employees and in alignment with the broader goals of the business. This session will focus on HR transformation and, specifically, moving from a decentralized to centralized HR support model.

- Learn to assess when a new HR model is needed
- Learn approaches for shifting from a transactional to strategic HR focus
- Review methods for building entirely new, centralized HR functional areas
- Consider change management strategies for your stakeholders that go beyond the tactical
- Learn how to obtain buy-in for HR transformation and then how to measure success

🕒 11:45am CT

How Promoting and Sustaining Employee Wellbeing Increases Recruitment Efficiency

Promoting and sustaining employee wellbeing in times of change and beyond is the most crucial thing you can do for your employees recruiting efforts. Employee wellbeing leads to increased success in the workplace, and improves recruitment metrics and retention. In fact, statistics show that employees who have strong overall wellbeing are 6x more likely to be engaged at work and are 32% more likely to stay with a company. Not only will promoting wellbeing make your employees happy, it will also increase recruitment efficiency by far. Learn more during DZConneX's panel discussion, How Promoting and Sustaining Employee Wellbeing Increases Recruitment Efficiency.

3 Key Takeaways:

1. Learn how to create a health and work behavior plan that fits your organization.
2. Understand how employee wellbeing can help employers mitigate the impacts of The Great Resignation.
3. Learn how technology can be used in correlation with employee wellbeing & deployed to increasing recruitment efficiency.

Moderator:

🗣️ Colleen Cuba, *Manager Sales Support, DZConneX*

Panelists:

🗣️ Diana Doro, *Vice President Enterprise Sales, DZConneX*

🗣️ Christine (Mosessian) Torres, *Team Lead Sales Healthcare, Yoh*

🕒 12:30pm CT

Lunch

🕒 1:30pm CT

What's in a Number - How Covid-19 Brought Out the Best in our HR Talent



🗣️ David Cook, *SVP HR & Chief People Officer, TriHealth*

This Covid-19 pandemic came upon us suddenly and swiftly. Customary habits, thinking, and acting became anchors instead of lifelines. As HR professionals, we had to do what we have always done, Step Up and Meet the Challenge head-on. Our organization and its team members needed us to bring all of our calm, creativity and flexibility to the table. By keeping the needs our patients and team members first, we were able to continually shift priorities, create innovative approaches to solve system-wide issues, and continually deliver a level of service beyond normal expectations in order to successfully navigate this pandemic.

1. Learn how we organized our work and teams to nimbly meet each challenge and priority
2. Discover how we leveraged communication and innovation to support a vast array of organizational needs
3. Learn how we leveraged our team's talents to lead the organization through chaos as a trusted partner
4. Share experiences on all the great work accomplished by HR teams across the country

🕒 2:15pm CT

Employee Engagement 2.0 - Sustaining Employee Morale During Challenging Times



🗣️ Creslyn Foster, *Chief Human Resources Officer, Spindletop Center*

The global pandemic has yielded unprecedented challenges for everyone. Special events such as the Olympics, graduations, and weddings have been postponed or drastically altered to accommodate the "new normal-ish" environment we now have at this time. Leaders within organizations are struggling with maintaining optimal employee morale while simultaneously navigating uncharted territory. This session will provide information and insight regarding how leaders can elevate employee morale by implementing innovative engagement methods.

Key take-a-ways include:

- Learn how to utilize technology to enhance and improve employee morale.
- Discover the multiple platforms to ascertain employees' feedback and thoughts
- Create opportunities for growth and learning
- Learn the importance of active listening and taking action

🕒 3:00pm CT

Conference and Day 2 Sessions Conclude



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