



— LEVERAGING OUR —
COLLABORATION

109TH ANNUAL MEETING & EDUCATION SUMMIT

June 10-12, 2024

Hilton Columbus at Easton

109TH OHA ANNUAL MEETING & EDUCATION SUMMIT

KEYNOTE SPEAKERS

June 10, 2024
11 a.m. – Noon

Ted A. James, MD, MHCM, FACS
Medical Director and Vice Chair
Harvard-Affiliated Beth Israel Deaconess Medical Center

“Health Care Transformation”

Bringing about transformational change in patient care is not a simple task. However, it is a requirement for health care organizations striving to move forward and succeed in a value-driven health care system. Establishing a culture of clinical innovation and transformational leadership is a necessary step to achieve sustained, reliable, system-wide improvements in patient care.

This presentation will review proven models and techniques to support health care organizations in their efforts to pursue fundamental system redesign and achieve dramatic improvements in clinical quality. Using best practices of Evidence-Based Leadership, participants will gain practical insight into their own leadership capacity. Inspired and effective clinical leaders bring about changes that result in improved patient outcomes, greater professional satisfaction and enhanced performance of health care organizations.

James will show how to apply proven strategies to successfully engage clinicians and develop transformational clinical leaders; develop an organizational framework for system-wide quality improvement and establishment of a “just culture”; leverage clinical pathways to improve quality while reducing waste; integrate principal characteristics of high reliability into your organization’s culture; and implement a framework for translating local improvements to system-wide change.

James is a recognized voice in health care transformation, bringing a wealth of experience leading change as a medical director within the Harvard health care system and a clinical advisor in health care technology. With an in-depth understanding of the health care ecosystem, he provides innovative strategies for redesigning care.

He is also a clinical advisor for medical technology, digital health and biotech companies, guiding them through the concept stage to successful market entry. He directs health care transformation programs at Harvard Medical Executive Education and has held key roles in physician leadership development for Studer Group and the Institute for Healthcare Improvement.

June 11, 2024
11 a.m. – Noon

Steven Berkowitz, MD
Founder and President
SMB Health Consulting

“Artificial Intelligence in Health Care: What Health Care Leaders Need to Know. NOW”

Hardly a day goes by when there is not a story in the news about artificial intelligence and its impact on society. New advances in technology and applications – both exciting and scary- seem to be occurring exponentially.

There is now evidence that AI can learn on its own and that it can “make things up” or even hallucinate. GPT is enabling technology that performs increasingly like a human. Computer-brain interfaces can physically connect the mind to the computer or to a robot. Moore’s Law is functionally alive and well.

Berkowitz will review the basic models and concepts of AI such as processing speed, machine learning and networks, with particular emphasis on their applications in health care. He will discuss special interest topics such as GPT, brain-computer interfaces, emergent properties, AI bias, and the concept of singularity; present and future impact of AI on health care systems, patients and providers; and finally he will discuss the moral implications of AI and the role of future regulations and compliance. The application of AI in multidisciplinary health care practice will be considered. The application of AI in multidisciplinary health care practice will be considered.

How does the health care executive stay on top of the science and make knowledgeable decisions? Or do we just let AI take over the world? Might your new doctor be an AI Hologram?

Berkowitz has over 30 years of experience in health care management and consulting. He specializes in clinical/operational performance improvement and preparedness for health care systems, and in strategic leadership development for administrators, physicians and trustees. He speaks on artificial intelligence, strategic planning, physician enterprise, quality management, provider resilience and trustee education.

Previously, Berkowitz was the chief physician executive for Northern Light Health in Bangor, Maine. For 12 years he was the division chief medical officer of St. David’s Healthcare, a six-hospital system in Austin, Texas. Berkowitz in 2014 was appointed chairman of the board of the Texas Institute for Healthcare Quality and Efficiency. He has served on the boards of the Society of Cardiovascular Patient Care, Texas Hospital Association, Texas Association for Healthcare Quality and Texas Healthcare Information Council.

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CLINICAL QUALITY & PATIENT SAFETY TRACK

Day	Time	Presentation Name	Description	Presenters
Monday	8-9 a.m.	Session # 1 - Journey to Zero Harm and the Change in Mentality to Get There	Strategies for staff training and developing a culture of zero harm will be discussed as well as techniques to overcome barriers to having a speak up culture. The impact of our tiered huddle system as well as high-level results of key safety benchmarks will be shared. Unique approaches to engage non-clinical departments in zero harm will be contrasted with tools and techniques to reduce harm in clinical areas. Along the journey, complimentary strategies to improve quality such as the Baldrige journey and a transition to annual accreditation surveys further enhanced the team's tools and culture.	Yvonne Moon, MHA, BSN, RN-BC Chief Nursing Officer University Hospitals Jason Glowczewski, BA PhD, MBA Chief Operating Officer University Hospitals Kevin Andryc, DO Chief Medical Officer University Hospitals
Monday	9:45-10:45 a.m.	Session # 2 - Hospital Acquired Infection Governance Council: Enhanced Accountability and Improved Patient Outcomes	The presenters will describe the development of an enterprise-wide health care-acquired governance council and its impact on prevention efforts. The objective of the council is to implement evidence-based practices, review data, and identify areas for improvement. Guiding principles include patient-centeredness, just culture, high reliability, process focus, standardization, sustainability, and transparency.	Ruth Labardee, DNP, RN, CNL, NEA-BC, CPPS, LSSGB Director of Health System Nursing Quality and Evidence-Based Practice The Ohio State University Wexner Medical Center Justin Smyer, MBA, MPH, MLS(ASCP)CM, CIC, FAIPC Director, Clinical Epidemiology The Ohio State University Wexner Medical Center
Monday	2-3 p.m.	Session # 3 - Understanding the Cost to the Hospital of a Readmission	While there are many figures available for the cost to the health system as a whole of a readmission, there are no clear ways to understand the cost to the hospital site. The presenters will share a framework and methodology to calculate the cost to the hospital of a readmission, enabling future return on investment calculations for counter measures.	Geoffrey Lake, MBA, MSW Quality Improvement Specialist Cleveland Clinic
Monday	3:15-4:15 p.m.	Session # 4 - Inpatient to OR Surgical Site Infection Prevention: Meeting Patients Where They Are	Come and meet our patients where they are! The presenters will take you through our out of the box solution to decreasing our surgical site infection rate at West Chester Hospital and increasing our CHG compliance.	Laura McGee, BSN, RN, MSN Clinical Nurse Educator West Chester Hospital Angie Johnson, MSN, BA, RN Periop Clinical Coordinator West Chester Hospital
Tuesday	8-9 a.m.	Session # 43 - Establishing a Hospital Quality Process Improvement Team Improves Patient Outcomes	Sepsis and hospital acquired infections are responsible for \$52 billion in health care expenditures annually in the U.S. I will show how the incorporation of a Process Improvement Team, trained in Lean Six Sigma methodologies, will lead to sustainable reduction in sepsis and HAIs, leading to improved patient outcomes.	Georgia Weillbacher, MBOE, BSN, PCCN, LSSGB Clinical Performance Improvement and Quality Manager 3 The Ohio State University Wexner Medical Center Mary Wightman, MAOM, MSW, CPHQ Senior Quality Manager The Ohio State University Wexner Medical Center
Tuesday	9:45-10:45 a.m.	Session # 44 - Improving Maternal Morbidity: Sepsis as an Underappreciated Contributor to Maternal Outcomes	Attendees will learn how Summa Health System implemented and developed an improved multidisciplinary maternal sepsis response and treatment regimen. This includes: development of the Program's infrastructure, goals, multi-disciplinary team, and interventions. Data outcomes showing improvement as a result of the program will be shared.	Meghan Mehl, DO Division Chief of Obstetrics, OB Hospitalist Summa Health Systems

Tuesday	2-3 p.m.	Session # 45 - CLEAN Rounds at a Community Hospital: Partnership Delivers Results	Central line associated blood stream infections (CLABSI) and urinary catheter associated infections (CAUTIs) affect length of stay, morbidity, and mortality. Eliminating exposure to central lines and foley catheters is an effective CLABSI and CAUTI prevention strategy. Line necessity rounds and central line and foley catheter maintenance bundles lower SIR and SUR.	Jonathan Castro, MD Physician, Pulmonary Medicine and Medical Director, ICU Marymount Hospital Cleveland Clinic Marymount Hospital Serah Murumba, MSN, RN Nurse Manager, Critical Care Cleveland Clinic Marymount Hospital Serah Murumba, MSN, RN Nurse Manager, Critical Care Cleveland Clinic Marymount Hospital Rebecca Cartwright, RN Acute Care Nurse Practitioner/Resuscitation House Officer Cleveland Clinic Marymount Hospital
Tuesday	3:15-4:15 p.m.	Session # 46 - Real Life Case Study in Turning Around ED Metrics and Patient Satisfaction	Our ED when I started had very low sat scores and throughput metrics and was not respected by our community. Within 2 months we were able to improve all metrics to below national benchmarks and better, pat sat scores improved as well as community perception. We will share with you how we did it.	Shaheed Koury, MD, MBA, FACEP Chief Clinical Officer Adena Health System

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DIVERSITY, EQUITY, INCLUSION & BELONGING TRACK

Day	Time	Presentation Name	Description	Presenters
Monday	8-9 a.m.	Session # 5 -The Evolving Responsibility & Reach of the DEIB Program and Leader	During this session, the presenters will explore why DEI programs are essential for providing equitable care to our diverse patients and a positive work environment for staff. We'll discuss the changing role of the DEI leader. Lastly, we'll explore why DEI enhances the reputation, retention/recruitment, and community engagement.	Adrian Taylor, CDP Director of Diversity Premier Health
Monday	9:45-10:45 a.m.	Session # 6 - Addressing Joint Commission Standards: Compassionate, Accountable, Respectful, Equitable Care (CARE) Project	The presenters will highlight lessons learned from the Ohio Perinatal Quality Collaborative's Compassionate, Accountable, Respectful, and Equitable, or CARE, Learning Community of 13 hospital teams. Focused on addressing maternal and infant health disparities, CARE is testing measurable strategies to improve health equity that align with Joint Commission standards relevant to all care settings.	Kamilah Dixon, MD, MA Associate Professor, Vice Chair of Diversity Equity and Inclusion The Ohio State University Wexner Medical Center Greg Braylock, Jr., MBA VP, Talent & Organizational Effectiveness, Chief Diversity, Equity & Inclusion Officer ProMedica Carole Lannon, MD, MPH Senior Faculty Lead, Learning Networks Program, James M. Anderson Center for Health Systems Excellence at Cincinnati Children's Medical Center Professor of Pediatrics, University of Cincinnati and senior quality advisor, American Board of Pediatrics
Monday	2-3 p.m.	Session # 7 - Harmony in Diversity: Unveiling the Power of Adaptive Sensory Environments for Neurodiverse Patient Support	This session explores the significance of adaptive sensory environments in enhancing medical care for neurodiverse patients. Providers can create equitable environments to improve patient experiences and ensures safe outcomes by understanding the individual's sensory preferences. Environments can be adapted to promote inclusivity and address the unique needs of neurodiverse individuals.	Sean Antosh, MD Pediatric Anesthesiologist Dayton Children's Hospital Elise Huntley, MA, CCLS Certified Child Life Specialist Dayton Children's Hospital
Monday	3:15-4:15 p.m.	Session # 8 - Not Impossible: Rural Hospitals Road to Health Equity	How our rural health system implemented SDoH, Risk Stratification to tackle Health Equity and Create a Leadership structure to support it.	Katherine Tester, BSN, RN, PCMH CCE Director Population Health Grand Lake Health System.

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EMERGENCY PREPAREDNESS TRACK

Day	Time	Presentation Name	Description	Presenters
Monday	2-3 p.m.	Session # 9 - Pediatric Behavioral Health Considerations in Preparedness and Response: Crises, Disasters, and Pandemics	A pediatric mental health emergency was declared in 2021 with rates exacerbated by the COVID-19 pandemic. This session will address coordinated behavioral health preparedness initiatives across the care continuum in response to ED surge and disasters (natural, biologic and manmade) to enhance hospital readiness.	<p>Kimberly Burkhart, PhD Pediatric Psychologist, Rainbow Babies and Children's Hospital Associate Professor of Pediatrics, Case Western Reserve University School of Medicine</p> <p>Deanna Dahl-Grove, MD, FAAP Pediatric Emergency Physician, UH Rainbow Babies and Children's Hospital Professor of Pediatrics, Case Western Reserve University School of Medicine</p>
Monday	3:15-4:15 p.m.	Session # 10 - Are You Ready for an Emergency? Really Ready?	Hospitals are at risk for many emergencies: natural disasters, technological disruption, workforce shortages, public health emergencies, etc. Disaster preparedness planning is only the first step in readiness and response. Attendees will understand how to thoroughly prepare for and effectively respond to the multiple dimensions of a disaster or emergency.	<p>David Johnston, JD Member of the Firm Epstein Becker & Green, P.C.</p> <p>Richard Hughes, JD Member of the Firm Epstein Becker & Green, P.C.</p> <p>Alaap Shah, JD Member of the Firm Epstein Becker & Green, P.C.</p>

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ENERGY & SUSTAINABILITY TRACK

Day	Time	Presentation Name	Description	Presenters
Tuesday	2-3 p.m.	Session # 47 - Leveraging Data to Reduce the Cost and Carbon Emissions of Anesthesia Care	Climate change adversely affects human health and wellbeing. Additionally, healthcare costs are steadily rising. We must develop techniques to control costs and lessen our carbon footprint while providing high quality care. We will demonstrate how we used EMR data to reduce cost and a produce a 50% reduction in carbon emissions from anesthetics.	Brian Weimerskirch, MD Pediatric Anesthesiologist Dayton Children's Hospital Carrie Wisler, BS, MS Certified Registered Nurse Anesthetist Dayton Children's Hospital
Tuesday	3:15-4:15 p.m.	Session # 48 - Leveraging ASHRAE Guideline 36 for Transformational Energy Efficiency in Healthcare	The presenters will share the journey of implementing Guideline 36 within The Ohio State Wexner Medical Center and the tremendous results it has delivered. The presentation will cover all phases of implementation from planning to long term operation.	JoeDon Breda, PE Sr. Mechanical Engineer The Ohio State University Wexner Medical Center Perry Straughter, CEM Sr. HVAC Systems Analyst The Ohio State University Wexner Medical Center

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FACILITIES MANAGEMENT TRACK

Day	Time	Presentation Name	Description	Presenters
Monday	8-9 a.m.	Session # 11 - How to Prepare for ANSI/ASHRAE 514	ASHRAE 514 Risk Management for Building Water Systems: Physical, Chemical, and Microbial Standards, was published in August 2023 to provide further guidance on developing a robust multi-hazard program. As a member of the standard development committee, Phigenics will provide valuable insight to facilities/engineering, infection prevention and control, environmental health and safety, and administrators on how they can prepare for the requirements in this new standard.	Andrew Ward, MS Regional Program Manager Phigenics
Monday	9:45-10:45 a.m.	Session # 12 - Are You Ready for OSHA's Knock on the Door?: OSHA Inspection Readiness in 2024	Provide a general overview by describing what attendees will gain from this presentation. Attendees will learn the most recent updates on OSHA's inspection procedures, investigation approaches, and citations as well as practical tips for being well prepared if OSHA knocks on their door in 2024.	Daniel E. Burke, JD Partner Bricker Graydon LLP
Monday	2-3 p.m.	Session # 13 - Construction Contracting Pitfalls: Key Contract Terms and What They Mean	Contracts can be a Project Owner's most useful tool in a construction project – the contract terms will impact a project from start to finish and BEYOND (dollars, delays, warranty, indemnification, limitation of liability)! Learn how to build a strong foundation of risk management through construction contract terms.	Doug Shevelow, JD Partner, Construction Attorney Bricker Graydon LLP
Monday	3:15-4:15 p.m.	Session # 14 - Comprehensive Water Management Programs: From Design to Integration	Attendees learn about Legionella bacteria and biofilm concerns in potable building water systems. We will discuss the concepts and goals of a Water Management Program (WMP) that complies industry best practices, guidelines, and regulations. We will discuss potential solutions using short- and long-term supplemental disinfection. We will review how to implement a WMP during the Construction and Design phase and the importance of a Water Management for Construction Infection Control Risk Assessment, or WMC ICRA.	Spenser Johnson, BS Senior Environmental Group Manager Barclay Water Management

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FINANCE TRACK

Day	Time	Presentation Name	Description	Presenters
Monday	8-9 a.m.	Session # 15 - Auditing the Impact of Clinical Workforce Constraints: Assessing and Managing the Multiple Risks Associated with Clinical Labor Shortages	As a result of labor shortages, health care organizations have experienced a significant increase in clinical labor costs. However, the risks caused by the shortage of clinical labor go well beyond the financial domain. In addition to auditing and monitoring the financial impact of clinical labor shortages, health care providers should also consider assessing and managing the implications to clinical quality, patient access, patient throughput, patient experience, employee satisfaction, regulatory compliance and third-party risk management. During this session, demonstrate how internal audit departments can take a holistic approach to assessing and addressing this prevalent industry risk.	David Kelly, MHSA, FHFMA VP Revenue Cycle and Ambulatory Operations Mary Rutan Health Michael Haas, MBA Health Care Senior Analyst RSM US LLP
Monday	9:45-10:45 a.m.	Session # 16 - OHA Health Economics and Policy Updates	OHA staff will provide an overview of the latest updates on the Hospital Care Assurance Program, Hospital Franchise Fee program, payer scorecard and outreach activity along with Medicare and Medicaid policies and their impacts on Ohio hospitals.	Ryan Biles, BA Executive Vice President, Health Economics & Policy, Data, Public Affairs and Patient Safety & Quality Ohio Hospital Association Andy Sturgess-White, MBA, MPA Senior Director, Health Economics & Policy Ohio Hospital Association Quyen Weaver, BS, MPH Senior Director, Health Economics & Policy Ohio Hospital Association
Monday	2-3 p.m.	Session # 17 - The C-suites Guide to Margin Transformation	This session explores how C-suite leaders can achieve financial sustainability through strategic margin transformation. Discover proven strategies to optimize profitability and drive growth while focusing on delivering high-quality care. Gain valuable insights into identifying your organization's starting point, executing actionable initiatives, navigating complex organizational structures, and effectively measuring results. Additionally, this session explores the benefits of external support in providing strategic focus, additional resources, and a deeper understanding of your unique margin drivers.	Bradley Bond, MBA, CPA Chief Financial Officer University Hospitals Beryl Ramsey Finlan, MBA National Health Care Clinical Operations Leader RSM US LLP
Monday	3:15-4:15 p.m.	Session # 18 - Innovate, Integrate, Dominate: Mastering Denial Management and Workflows in your Revenue Cycle	The presenters will discuss revolutionizing your revenue cycle and dive into the diverse applications of AI in revenue cycle management, such as denial management, staff productivity and optimizing workflows. Acquire practical approaches to leverage AI for proactive denial resolution, efficiency enhancement, and resource savings. Uncover how these innovations enhance efficiency, boost revenue, and result in substantial cost savings.	Candy Thompson, BA EDI Account Manager Quadax Missy Hellwig EDI Key Account Manager Quadax John S. Leskiw II Vice President of Sales EDI Services Quadax
Tuesday	8-9 a.m.	Session # 49 - Improving Prior Authorization & the Preparing for the CMS Final Rule	In this session, the presenters will evaluate key insights from the new CMS Final Rule, examine the capabilities highlighted in the rule, and distinguish what the rule means to providers vs. payers. In addition, we'll discuss learnings from real-world experience implementing prior auth automation with provider and payer organizations, and how success has been measured.	Daniel Cawood, BS Product Manager, Interoperability Solutions MCG Health Nick Engelhardt, MBA Senior Product Owner, Interoperability Solutions MCG Health
Tuesday	9:45-10:45 a.m.	Session # 50 - Unleashing Innovation: Exploring Out of the Box Strategies for 340B Savings	Provide ideas of changes to the 340B program over the last year, how it affects Ohio hospitals, and provide innovative ideas to improve savings or increase revenue from the program.	Jason Prokopik, Pharm.D., MBA 340B ACE Senior Manager - Pharmacy Blue & Co., LLC

Tuesday	2-3 p.m.	Session # 51 - Ready to Improve Your Health Care Organizations Revenue Cycle	Address the challenges of an antiquated system, improved reporting by leveraging data and analytics, and making significant improvements in billing and revenue practices.	<p>Diane Powell, BA Vice President, Revenue Cycle Summa Health Systems</p> <p>Dawn Ahner, DSc, MBA, CPA, FACHE, CHFP SVP, Chief Financial Officer Summa Health System</p>
Tuesday	3:15-4:15 p.m.	Session # 52 - Successful Joint Ventures: How to Achieve Higher Quality Care and Increase Profitability	Partnerships and joint ventures are an important source of revenue and innovation for many health care organizations. Our panelists will share insights from their backgrounds in business, valuation, and law and discuss how to best position your joint ventures for success.	<p>Tim Cahill, JD Partner Dinsmore & Shohl, LLP</p> <p>Patrick Kendall, CPA/ABV Managing Director – Healthcare Valuation Huron</p>

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HOSPITAL LEADERSHIP TRACK

Day	Time	Presentation Name	Description	Presenters
Monday	8-9 a.m.	Session # 19 - Triad Healthcare Leadership: A Revolutionary Approach to Solving Today's Healthcare Leadership Challenges	The healthcare landscape today is marked by significant complexity and evolving challenges, influenced by various factors such as technological advancements, regulatory changes, patient expectations, and global health issues. Strong leadership triads of nursing, physician, and administrative leaders have a strong synergistic effect on the ability to tackle complex challenges.	James Hill, MD, MBA CPE, FASA, FACHE Chief Operating Officer University Hospitals Parma Medical Center Christopher Dussel, MD, MBA, CPE, FACEP, FACHE Chief Medical Officer University Hospitals Parma Medical Center Ashley Carlucci DNP, MHA, RN, CEN East and West Market Chief Nursing Officer University Hospitals Health System
Monday	9:45-10:45 a.m.	Session # 20 - Governance Pitfalls and Best Practices	Good governance practices are constantly challenged by the complexity of operating hospital businesses and the political, social and regulatory environments in which hospitals operate.	James F. Flynn, JD Managing Partner Bricker Graydon LLP Rob Gerberry Senior Vice President & Chief Legal Officer Summa Health
Monday	2-3 p.m.	Session # 21 - Board Governance: 2024 Trends and Practical Tips and Tricks	Attendees will gain an understanding of the evolving issues and concerns facing system, hospital, and nonprofit governing boards and the practical steps they can take to address those issues.	Joseph D. Wheeler, Esq, JD Associate Dinsmore & Shohl, LLP Kim Thomas, BSN, RN, JD, LLM Director of Legal and Risk Management Blanchard Valley Health System
Monday	3:15-4:45 p.m.	Session # 22 - How to Attract, Recruit and Retain Great Employees	Securing and retaining skilled personnel is vital. Steve Anderson-PhD, drawing on two decades of expertise, will discuss effective strategies for recruiting and retaining top talent. Participants will gain insights into implementing hiring processes that sifts through candidates, ensuring the selection of the finest individuals. This fosters an empowered and successful culture.	Steve Anderson, PhD, MBA President and CEO Integrated Leadership Systems Rodney Stout, MD, CPE CEO Holzer Health System
Tuesday	8-9 a.m.	Session # 53 - Driving Performance and Financial Sustainability: Achievable Strategies for Ohio Hospitals	Attendees will review current headwinds facing Ohio hospitals, discuss the benefits of incorporating lean performance improvement into their organizational culture and learn about the development and execution of an organization's comprehensive 12-month margin improvement plan. Outcomes from a new independent four hospital partnership will also be reviewed.	Jim Spicer, PharmD, RPh, MBA, FACHE Vice President of Operations & Chief Administrative Officer Firelands Health
Tuesday	9:45-10:45 a.m.	Session # 54 - Creating a Team of Teams Environment: The Ohio State Triad!	To meet our organizational and team needs, a leadership model that is responsive, agile, and data driven is required. This led to the formation of a team of team's Triad and Dyad structure. The goal was to use evidence-based practice and shared decision-making to drive outcomes, engagement, and alignment.	Matthew Munroe, MHA, RRT, RCP, CTTS Senior Administrator-Hospital Operations The Ohio State University Wexner Medical Center Jamie Corral, MS, RN, NE-BC Director of Nursing, Critical Care The Ohio State University Wexner Medical Center
Tuesday	2-3 p.m.	Session # 55 - Developing Emotional Intelligence and Maintaining Your Balance	This interactive session uncovers the crucial role of self-awareness in forming successful professional relationships. Participants will leave with an understanding of how the brain works, how staying cool and confident can boost productivity, and how to develop their leadership skills by recognizing and managing damaging office behaviors.	Aaron Helton, MSIO Leadership Consultant Integrated Leadership Systems
Tuesday	3:15-4:15 p.m.	Session # 56 - How to Ensure Your Organization's Success Through a Winning Succession Plan	Successfully passing leadership to the next generation is a critical challenge for healthcare organizational success. Ms. Clark, leveraging her experience, will guide participants in talent assessment and training for future leadership. Attendees will gain insights into identifying communication obstacles, fostering coaching dialogues, addressing training needs, and evaluating leaders for future achievements.	M.J. Clark, BS, MS, APR, Fellow PRSA Vice President Integrated Leadership Systems

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HOSPITAL VIOLENCE TRACK

Day	Time	Presentation Name	Description	Presenters
Tuesday	8-9 a.m.	Session # 57 - Leadership Best Practices in Managing Violence Incidents and Injuries	Hospital violence occurs daily and includes a plethora of potential consequences. As a leader with an overflowing plate of responsibilities, what do you do when violence affects your employees? Do you maintain your 30,000-foot view or get into the weeds? Learn best practices from OHA's hospital violence corporate partner.	Kelly L. Austin, PsyD Vice President, Hospital Workplace Violence KLA Risk Consulting Tiffany P. Thompson, DNP, MSN Director, Hospital Workplace Violence KLA Risk Consulting
Tuesday	9:45-10:45 a.m.	Session # 58 - OSHA's Prevention of Violence in Health Care and Social Assistance	Attendees will learn how to prepare for and comply with OSHA's proposed rule coming in 2024.	Brad Hunt, MBA, MGA Chief Risk Officer Acrisure
Tuesday	2-3 p.m.	Session # 59 - Workplace Violence De-escalation and Self defense	This program has been developed for our staff to recognize, de-escalate, prepare to respond to and protect themselves.	David S. Hall, AS Manager of Security Services Southern Ohio Medical Center
Tuesday	3:15-4:15 p.m.	Session # 60 - Active Assailant: Response Options	Regardless of the industry or location, incidents of workplace violence continue to rise, particularly since the beginning of the COVID-19 pandemic. Nearly every day we see news of mass shootings and other active assailant incidents. However, there are ways to prepare your organization to respond to such incidents. Our presentation will provide the attendees an understanding of the risk of a violent incident in the workplace and help understand the actions that can be taken to protect yourself and others if faced with such an event.	Stacey Markel, CHSP, HEM, CHCM Lead Risk Consultant RCMD SISCO Greg Hart, ALCM, ARM, CHSP, CIC, CRM Risk Consultant RCMD / SISCO

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HUMAN RESOURCES TRACK

Day	Time	Presentation Name	Description	Presenters
Tuesday	8-9 a.m.	Session # 61 - Creating Less Stress to Keep and Retain Employees	To decrease stress for caregivers and increase retention. Improve orientation process, teamwork, and workflow of the Progressive Care Unit.	Chad Ziegler, BSN NE-BC Nurse Manager Cleveland Clinic
Tuesday	9:45-10:45 a.m.	Session # 62 - Mitigating the Impact of Healthcare Stressors: Critical Incident Response & Peer Support	Long-term, unmitigated exposure to the intense and challenging incidents inherent to health care work can lead to distress, burnout and post-traumatic stress disorder. Through training in psychological first aid and critical incident response, we can moderate the impact of these stressors and improve the health and well-being of our health care workforce.	Lyenochka Djakov, BA Med Advisor, Provider and Associate Well-Being OhioHealth
Tuesday	2-3 p.m.	Session # 63 - Leading Tomorrow's Workforce: Building a Culture That Attracts, Engages, and Builds Loyalty	Hospitals are facing unprecedented workforce challenges. While historically difficult, today's market is even more grim. By focusing on culture, one rural Ohio hospital decreased turnover, raised engagement, and improved the bottom line. This session outlines how leaders focused on culture as their core strategy yielding significant results.	Tim Parry, MBA, BSN, RN President and CEO Highland District Hospital Kristin Baird, MHA, BSN, RN President and CEO Baird Group
Tuesday	3:15-4:15 p.m.	Session # 64 - Elevating Employee Engagement with Authentic Communication	In the health care setting, employee engagement is a crucial long-term strategy to address recruitment and retention challenges. Leaders should foster employee agency and dignity, promote authentic communication, and embrace transparency. This approach, emphasizing autonomy, psychological safety, and effective dialogue, leads to a more enthusiastic and committed workforce.	Hattie Hunter, MSIO Leadership Consultant Integrated Leadership Systems

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INNOVATION TRACK

Day	Time	Presentation Name	Description	Presenters
Monday	8-9 a.m.	Session # 23 - The Promise and Peril of AI: How Healthcare Systems can Encourage Innovation while Managing Risk	This session is intended to explore the sweet spot between innovation and risk. We will identify positive use cases through a lens of ethical considerations, regulatory compliance, and transparency expectations. Along the way, we will highlight potential pitfalls that may arise, focusing on privacy, security, bias, and HIPAA compliance.	Jeffrey Knight, BS/BA, JD Of Counsel Bricker Graydon LLP N. Bradford Wells, JD Of Counsel Bricker Graydon LLP
Monday	9:45-10:45 a.m.	Session # 24 - Make the EHR Pop Up's Stop: A Health Systems Journey to Improve Workflow and Decrease Interruptions for Clinicians	With the understanding that pop up alerts communicate important patient information to healthcare providers, the triggering actions and methodologies are often developed unilaterally; creating mixed perceptions for care teams. By attending this session, you will see how improved collaboration and partnerships led to improved outcomes with reduced interruptions in workflow.	Katrina Moog, MSN, RN, CPHQ System Director of Reliability Bon Secours Mercy Health
Monday	2-3 p.m.	Session # 25 - Key Market & Provider Metrics to Drive Strategic Service Line Growth	Maximizing a service line's overall market penetration requires a holistic understanding of a multitude of dynamics. Learn to measure and interpret key data analytics like patient utilization of care continuum, competitor market positioning, provider alignment, inpatient and outpatient market share (HOPD, ASC, other ancillary services) and physician practice dynamics.	DJ Sullivan, MBA, MHA Chief Strategy Officer HSG Advisors Travis Ansel, MBA Chief Executive Officer HSG Advisors
Monday	3:15-4:15 p.m.	Session # 26 - Using Advanced Analytics and Data-Based Solutions to Solve Health Disparities	The Center for Health Affairs convened 200+ community partners—including 10 health systems in Northeast Ohio and 38 hospitals—to create the world's first scalable Social Determinants of Health Innovation Hub with support of Amazon Web Services that uses advanced analytics and AI to identify patterns linked to health disparities.	Brian Lane, MSHSM, FACHE CEO The Center for Health Affairs/CHAMPS Group Purchasing/The Essentials Group Airica Steed, EdD, MBA, RN, FACHE CEO MetroHealth System Kim Byas, Sr., PhD, MPH, FACHE Leader, Social Determinants of Health The Center for Health Affairs

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LEGAL & COMPLIANCE TRACK

Day	Time	Presentation Name	Description	Presenters
Monday	8-9 a.m.	Session # 27 - Stuck in the Hospital: Managing Complex Patient Discharges	This session will focus on one of the biggest challenges facing hospitals and health systems: difficult-to-discharge patients. This session will share practical ways to address these challenging situations.	Sharon Peters, JD Partner Epstein Becker & Green, P.C. Emma Pelkey, JD Partner Epstein Becker & Green, P.C.
Monday	9:15-10:45 a.m.	Session # 28 - 100 Days Until Ohio Hospitals Must Be Licensed: Are You Ready?	This session will cover Ohio's new hospital licensure requirements including detailed review of the newly issue rules. We will also review application timeline and requirements as well as penalties associated with violations of the law.	Jennifer M. Nelson Carney, JD Partner Epstein Becker & Green, P.C. Allen Killworth, JD Partner Epstein Becker & Green, P.C.
Monday	2-3 p.m.	Session # 29 - Updates on Legislation Impacting Your Hospital's Potential Liability for Medical Malpractice	The presenters will provide an update and interpretation of Ohio H.B. 179, which is the legislative response to Clawson v. Heights Chiropractic and Elliot v. Durrani	Victoria F. McCurdy, JD Member Epstein, Becker & Green, P.C. Jonathan T. Brollier, JD Member Epstein Becker & Green, P.C. Sean McGlone, JD Senior Vice President and General Counsel Ohio Hospital Association
Monday	3:15-4:15 p.m.	Session # 30 - Effective IT Vendor Contract Negotiations From an In-House and Outside Counsel Perspective	Health care organizations today rely heavily upon information technology (IT) products and services. Attendees will gain an appreciation of the most important issues in IT vendor agreements and proven strategies for efficiently achieving favorable outcomes in their negotiation, including "market" terms, trends, negotiation strategies, legal updates, and key issues.	Greg Krabacher, JD Member of the Firm Epstein Becker & Green, P.C. Elizabeth Kastner, JD Senior Corporate and Transactional Counsel TriHealth, Inc.
Tuesday	8-9 a.m.	Session # 65 - What Hospitals Need to Know About Antitrust in 2024	Antitrust law has been rapidly evolving during recent years. This presentation will focus on the most-recent updates to antitrust law and how those changes might impact hospital operations.	Jeremy Morris, JD Member of the Firm Epstein Becker & Green, P.C.
Tuesday	9:45-10:45 a.m.	Session # 66 - Controlled Substance Prescribing, Training, and Telehealth Rules: What's New?	The DEA's rules regarding controlled substance prescribing and practitioner training have been in flux during and following the PHE. Telehealth considerations only make this more complex. This session provides an update on current DEA and Ohio prescribing and telehealth law, their operational implications, and considers possible future regulation.	Andrew Lenobel, JD Associate General Counsel Nationwide Children's Hospital Avery Schumacher, Esq. MHA, JD Associate Attorney Epstein Becker & Green, P.C.
Tuesday	2-3 p.m.	Session # 67 - Employment Law Crystal Ball: Taking a Proactive Look at Employment Law Issues Facing Healthcare Employers	The presenters will take a proactive look at employment law issues that healthcare employers should be thinking about today to reduce risk in the future, including wage and hour litigation, NLRB and union activity, DEI efforts, return to work and remote work considerations, and pay equity and pay transparency trends.	Jill K. Bigler, JD, Esq. Member Epstein Becker & Green, P.C. Chad J. Smith, JD Associate Epstein Becker & Green, P.C. Chris Page McGinnis, JD Associate Epstein Becker & Green, P.C.
Tuesday	3:15-4:15 p.m.	Session # 68 - Understanding Third-Party Tracking Technologies and the Risks to Your Organization Moving Forward	Leading U.S. hospitals inadvertently allowed a website tool that tracked visitor activity to operate inside secure patient portals, sending data such as patient names to Facebook. Participants will learn about the institutional shortcomings that allowed this problem to go unnoticed and how to reduce such risks in the future.	Gregory Tapocsi, JD Partner Dinsmore & Shohl LLP

109TH OHA ANNUAL MEETING & EDUCATION SUMMIT

NURSING LEADERSHIP TRACK

Day	Time	Presentation Name	Description	Presenters
Monday	8-9 a.m.	Session # 31 - Building Efficiency with Mandatory Nurse Reporting and Other Related Ohio Legislative Issues	The Ohio Board of Nursing will explain how Hospitals and organizations that employ nurses are mandated by the state to report multistate license holders, how that can benefit the institution, and reveal upcoming legislative polices that could impact hospital, nursing and patient care.	Marlene Anielski, MBA, OCPM Executive Director Ohio Board of Nursing
Monday	9:45-10:45 a.m.	Session # 32 - Care Team of Tomorrow Becomes Reality at University Hospitals	University Hospitals facilitated efficient, compassionate patient care and establish an improved work environment for our caregivers in a new care delivery model. We will share the why and how we began the journey to a new model, the roles we have implemented to enhance the patient and staff experience and the impact of the new model on our patients and caregivers.	Ashley Carlucci, DNP, MHA, RN, CEN Chief Nursing Officer University Hospitals East and West Markets Anthony Perella, MBA, BSN, RN Senior Operations Engineer University Hospitals
Monday	2-3 p.m.	Session # 33 - Excel at the Business of Caring: Nursing Leadership Development and Succession Planning	Nurse leaders are required to be knowledgeable about the business of caring and skilled in leading diverse teams in a complex healthcare environment. This session will provide an overview of the focused strategies that have been implemented in the last 24 months to promote nurse leader development and succession planning.	Jasmine Rausch, DNP, RN, CENP, C-OB, C-EFM Manger of Learning, Nursing Excellence OhioHealth
Monday	3:15-4:15 p.m.	Session # 34 - Nursing Leaders for Impact Fellowship: Fostering Development through Self-Awareness and Mentoring	Learn how to enhance the impact of informal and formal nurse leaders in the health care setting by developing a longitudinal fellowship using a validated personality assessment tool, creating an individualized learning experience, using structured mentorship in a group dynamic, and providing focused learning opportunities.	Jodi Guzman, MSN, RN, NPJ-BC, CMSRN Nursing Professional Development Specialist University Hospitals Health System Holly Ma, DNP MS RN NPJ-BC Marian Shaughnessy Endowed System Director of Nursing Education and Nurse Leader Center University Hospitals Health System
Tuesday	8-9 a.m.	Session # 69 - Implementation of ED Crowding Metric in the EMR of a Large Pediatric Trauma Center	The presenters will share our work related to (1) identification of reliable and measurable ED crowding score (2) integration into EMR (3) communication strategies at varying levels of crowding and (4) strategies in response to ED surge.	Nathan Timm, MD Medical Director, Emergency Management, Cincinnati Children's Hospital Medical Center and professor of Pediatrics, UC College of Medicine Elena M. Duma, MD Associate Chief of Staff, Emergency Services Associate Professor, Division of Pediatric Emergency Medicine Cincinnati Children's Hospital Medical Center Laura Kemp, DNP, RN Sr. Analyst-EMR Cincinnati Children's Hospital Medical Center Amanda Thorne, DNP, RN, CPEN, CEN, CNML Clinical Director Patient Services Cincinnati Children's Hospital Medical Center
Tuesday	9:45-10:45 a.m.	Session # 70 - The Art and Science of Connection: The Leadership Imperative	A Chief Nursing Officer will share her leadership journey, providing examples of the value of personal and professional connections. Attendees will gain evidence-based tools and strategies to enhance professional relational competencies that facilitate change management, effective communication, strategic planning, and a sense of staff and leader belonging and inclusion.	Corrin Steinhauer, DNP, RN, NEA-BC, CPPS Chief Nursing Officer The Ohio State University Wexner Medical Center, The Ohio State University Arthur G. James Cancer Hospital and Solove Reseach Institute

Tuesday	2-3 p.m.	Session # 71 - Front-line Nurse Manager Span of Control: An Evidence Based Approach	How the utilization of an evidence-based tool to assess front-line nurse manager span of control can guide the creation of a business case for nursing department reorganization. We will share the growing number of non-supervisory aspects of the nurse manager role that are linked to burnout, decreased engagement, and intent to leave. We will demonstrate how to use this span of control data to create a business case for department reorganization.	Bonnie Jensen, DNP-c, MSN, RN VP, CNO Summa Health System Amy Dawson, MSN, RN, ACCNS-AG ACNO Summa Health System
Tuesday	3:15-4:15 p.m.	Session # 72 - Strengthening Staff Satisfaction Utilizing Bedside Nurse Driven Strategies	Post pandemic, one intensive care unit found interprofessional relationships suffering. Use of the AACN's Healthy Work Environment Assessment Tool, or HWEAT, allowed for identification of specific unit needs and the development of interventions. This session will discuss how employee satisfaction was improved through the use of staff nurse-driven strategies utilizing HWEAT.	Erinn Cable, BSN, RN, CCRN Staff Nurse The Ohio State University Wexner Medical Center Hannah Morgan, BSN, RN, CCRN Assistant Nurse Manager The Ohio State University Wexner Medical Center

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PHYSICIAN LEADERSHIP TRACK

Day	Time	Presentation Name	Description	Presenters
Monday	8-9 a.m.	Session # 35 - Improving Inpatient Provider-to-Patient Interactions and Service Excellence Through Coaching and Consistent communication	Developed jointly by hospitalists and hospital service excellence partners, this session will cover a simple and effective 3-point patient-provider communication method to keep patients informed about their care plan and promote open-ended conversation, as well as a structured provider-peer coaching method to promote consistency in this method.	Craig Barker, MD Riverside Methodist Hospital Program Director for MedOne Hospital Partners MedOne Healthcare Partners
Monday	9:45-10:45 a.m.	Session # 36 - Fostering Innovation: Transforming Hospital-Clinics into Healthcare Startups	Attendees will gain insights on rethinking the hospital-based clinic into a startup-based environment, using a sleep clinic as a model. They will discover the benefits of an agile approach, collaborative culture, and embracing technology. Learn how innovation can enhance patient care, improve access and foster a more dynamic and patient-centric system.	Logan Dalal, MD Medical Director, Sleep Medicine at Memorial Hospital of Union County MedOne Healthcare Partners
Monday	2-3 p.m.	Session # 37 - Evolving Paths for Physician Leadership in Medical Operations	With growing complexity of hospitals and healthcare systems ensuring there is a physician voice at all levels has become even more crucial. Historically physician leadership has focused on divisional or departmental leadership without as much involvement in system wide medical operations to ensure reliable care delivery. Engaging physicians at different levels and creating a career path for them ensures the value of physician voice is incorporated in improving and growing medical operations.	Richard Falcone, MD, MPH, MMM Chief of Staff Cincinnati Children's Hospital Medical Center
Monday	3:15-4:15 p.m.	Session # 38 - Implementing an Effective FPPE and OPPE Process for Your Medical Staff	In 2008, the Joint Commission created its standards for evaluating practitioners' performance through processes known as FPPE and OPPEs. Attendees will understand processes that are in place to help health care organizations identify professional practice trends that may impact the quality of care and patient safety as applied to all privileged practitioners.	Shawnelle Contini, MSHS, PA-C Co-chair of Professional Practice Evaluation Committee, Lead Advanced Practice Provider for Inpatient Neuroscience, Neurosurgery and Neurology Consult Service, Physician Assistant Akron Children's Hospital Heather Bailey, MHA Peer Review Systems Coordinator Akron Children's Hospital
Tuesday	8-9 a.m.	Session # 73 - Peer Review & Professional Practice Evaluation of Privileged Providers	This session will address common questions and best practice for conducting peer review.	Kim Parks, Esq, JD Senior Counsel Epstein Becker & Green, P.C. Steve Kleinman, Esq, JD Member of the Firm Epstein Becker & Green, P.C.
Tuesday	9:45-10:45 a.m.	Session # 74 - Building Better Recruitment and Retention Strategies for Early Career Physicians	This session will discuss the results of a new survey of early career physicians that uncovers the specific factors they prioritized in their first job search, what motivated them to stay or leave, and what they wish they would have done differently, so that hospitals can better recruit and retain.	Tim Sheley, BA Executive Vice President, Business Development Jackson Physician Search Carly Clem, BA Senior Director of Recruiting Jackson Physician Search
Tuesday	2-3 p.m.	Session # 75 - Innovating to Improve Physician Productivity & Satisfaction	MHS has created an enhanced experience for the operation of our employed physician clinics that has boosted productivity by more than 25%	Scott Cantley, FACHE, MBA CEO Memorial Health System Dan Breece, DO Vice President Physician Services and CMO Memorial Health System Joe Mack, MD Owner, MedOne Systems Memorial Health System

Tuesday	3:15-4:15 p.m.	Session # 76 - What Medical Staff Leaders Need to Know in 2024	Medical staff leaders are regularly involved in complex quality, interpersonal, and operational issues that significantly impact hospitals and this presentation will seek to help those leaders.	Jeremy Morris, JD Member of the Firm Epstein Becker & Green, P.C. Stephen Kleinman, JD Member of the Firm Epstein Becker & Green, P.C.
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109TH OHA ANNUAL MEETING & EDUCATION SUMMIT

PUBLIC RELATIONS TRACK

Day	Time	Presentation Name	Description	Presenters
Tuesday	8-9 a.m.	Session # 77 - The Most Obvious, Yet Highly Missed, Opportunity in Healthcare: Brand Ambassadorship	Understand who, what, how to launch, and why. Join us in an interactive live demonstration, allowing every attendee the direct opportunity to make this conference the most beneficial conference personally ever attended, through direct testing brand ambassadorship. This session offers action, participation, and immediate application. Come see for yourself.	Troy Miller, CPA, MBA Executive VP and Chief Strategic Officer Holzer Health System
Tuesday	9:45-10:45 a.m.	Session # 78 - TikTok 101: Strategies for Healthcare Marketing	The Nationwide Children's Hospital TikTok channel launched in 2021 and has become a leading health care account in the country. Learn how to navigate business account hurdles while making your content stand out. Our team shares wins, learnings and how we have used TikTok to meet organizational goals while earning leadership buy-in along the way.	Jody Ganschinietz, BS Social Media Strategist Nationwide Children's Hospital Callista Dammann, MS, BS Senior Social Community Manager Nationwide Children's Hospital
Tuesday	2-3 p.m.	Session # 79 - Preparing for Crisis Response: Positioning Hospital Leaders for Success	During this session, attendees will learn strategies for how to lead through a crisis, including understanding what a crisis is, crisis preparedness planning tools, how media and social media impact a crisis, stakeholder communications, media engagement tips and techniques, and how hospital leaders can best respond when a crisis occurs.	Diane Hurd, MBA Senior Vice President and Partner Inspire PR Group
Tuesday	3:15-4:15 p.m.	Session # 80 - #Like #Repost #Subscribe The Pitfalls And Benefits of Social Media	Participants will explore real life examples of health care providers' use and misuse of social media. This deep dive will consider the role individual providers play, as well as the role played by health care systems. Too, participants will learn of potential boundary crossing issues and the positive uses of social media.	LaTawnda Moore, Esq, JD Associate of Counsel Dinsmore & Shohl LLP Daniel S. Zinsmaster, Esq, JD Partner Dinsmore & Shohl LLP

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RISK MANAGEMENT TRACK

Day	Time	Presentation Name	Description	Presenters
Tuesday	8-9 a.m.	Session # 81 - The Aftermath of Healthcare Violence	Health care workers are five times more likely to face workplace violence. Participations will learn to identify warning signs that a patient or guest may engage in violence, learn strategies to protect their employees from harm and learn about proposed legislative regulations and liability prevention strategies to prevent potential civil liability.	LaTawnda Moore, Esq, JD Attorney of Counsel Dinsmore & Shohl, LLP Beth Collis, Esq, JD Partner Dinsmore & Shohl LLP
Tuesday	9:45-10:45 a.m.	Session # 82 - Responding to Trial Subpoenas	Attendees will learn how individuals in their organization may be served with trial subpoenas and how to respond when this occurs. They will also learn the importance of their and their employees' responses, including the negative repercussions of responding in the wrong way.	Karin M. Long, JD Associate Attorney Bricker Graydon LLP Bobbie S. Sprader, JD Partner Bricker Graydon LLP
Tuesday	2-3 p.m.	Session # 83 - Documentation Challenges and Opportunities	Documentation of care and informed consent continue to be a high-level of risk in health care today. Information and case studies will be reviewed to demonstrate challenges related to different aspects of care and documentation. Discussion will include the most common risks, top reasons for the claims, and the financial impact.	Ann Carter, HRM, CPHRM, CMPE Senior Risk Specialist Coverys Susanne Hess, RN, BSN, MBA, CPHRM Senior Risk Consultant Coverys
Tuesday	3:15-4:15 p.m.	Session # 84 - Beyond the Basics: Empowering Healthcare Teams to Proactive Risk Success	Health care risk is more than compliance, quality and safety, and legal issues. Uncover risk that can cost your organization valuable resources. In this moderated panel, hear from leaders in fields that go beyond traditional risk. Discover the pivotal role of individuals in risk strategy and leave with actions for implementation.	Scott Nelson, MBA, FACHE Managing Principal SpringParker

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WORKFORCE TRANSFORMATION TRACK

Day	Time	Presentation Name	Description	Presenters
Monday	8-9 a.m.	Session # 39 - When the Juice is Worth the Squeeze: How to Use Labor Benchmarking to Drive Operation Efficiency	A labor benchmarking analysis can identify operational inefficiencies draining your organization's labor spend. Yet, it can be difficult to translate that data into actionable change. We will discuss how healthcare leaders can utilize the results of a benchmarking analysis to drive productivity daily using the right tools and reporting mechanisms while promoting ownership of productivity performance at the department level.	Bailey Benoit, BBA, INMHSA Acute Healthcare Consulting Manager Plante Moran Tyler Gregory, BA, MHA Acute Healthcare Consulting Manager Plante Moran
Monday	9:45-10:45 a.m.	Session # 40 -Implementation of Geographic Localization to Develop Accountable Care Units (ACUs)	The presenters will describe the ACU model which can drive several inpatient KPIs including length of stay. We will share how we rapidly implemented the first key step in this model – geographic localization of medical teams over the course of a year using iterative change management strategies.	Deepak Rai, MD Area Medical Director for Acute Care University Hospital at The Ohio State University Wexner Medical Center Isaac Spears, MD Unit Medical Director for 3 inpatient units University Hospital at The Ohio State University Wexner Medical Center
Monday	2-3 p.m.	Session # 41 - Making Sustainable Workforce Solutions Reality: Healthcare Leaders Share Their Struggles and Strategies	Health care leaders face a paradigm shift of epic proportions, whether due to advanced technologies or deep-seated trends related to caregiver burnout, stressful working conditions, career changes, and early retirements. Staffing deficiencies that have long plagued the industry need urgent solutions to bolster a workforce that feels overworked, underappreciated and with little incentive to remain in their profession. Health care leaders struggle to find sustainable solutions focusing on improving the caregiver experience without sacrificing quality and safety. Join Cross Country Healthcare executives as they provide insight to understand the dynamics and trends impacting labor at health care institutions and what they have learned about workforce pressure points and the strategies many are making to invest in solutions.	Hank Drummond, PhD, RN Chief Clinical Officer Cross Country Healthcare Michael Skovira, MBA, MPAS, PA-C Chief Medical Officer Cross Country Healthcare
Monday	3:15-4:15 p.m.	Session # 42 - Identifying Hidden Institutional Components to Strengthen Recruitment and Retention of Diverse Employees	Institutional culture can have both formal and hidden components, which can be stressful and burdensome for even the most seasoned medical professional. Understanding how diverse employees must navigate and mitigate these hidden components is critical to creating and promoting an equitable and inclusive workplace needed to recruit and retain employees.	Shari Snyder Pollack, PhD, MA, CDP Operations Lead/Project Manager University Hospitals Rainbow Babies & Children's Hospital