Transformation is a requirement and not a luxury for hospitals to flourish and stay competitive

Thursday, February 10th, 2022
9:20 – 10:15am CST

OVERVIEW:
When Novant Health closed its doors during the COVID-19 pandemic, it began performing over 20,000 virtual visits per day. The $8-billion health system quickly recognized that embracing digital health is a necessity for engaging with today’s patients and improving access to care.

In this session Angela Yochem, a leader of Novant’s digital transformation, discusses the system’s journey and current approach, how she thinks creatively about innovation opportunities, and why Novant’s embrace of digital health has been essential to providing the best virtual and physical care.

FEATURED SPEAKERS:

Angela Yochem
Executive Vice President & Chief Transformation and Digital Officer, Novant Health

Sanjeev Agrawal
President & COO, LeanTaaS

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9:00–9:05 AM CT  Opening Comments from the Publisher
Fawn Lopez, Publisher, Modern Healthcare, Vice President, Crain Communications, Inc.

9:05–9:20 AM CT  Keynote Address
What Theory of Change Will Drive our Future?
As we look toward the hospital of the future, what will define its role to the patient, providers and the communities we serve? Two theories of change might provide a roadmap for how the hospital of the future will be defined and how it will expand its role in people’s lives. The decisions we make today will set the stage for how we embrace these theories and apply them to our plans. While factors outside of our control can significantly contribute to change, it’s important to see where we have both the responsibility and opportunity to influence change. This keynote session will take a look at two theories of change and how they have contributed to the past and will likely influence the future.

SPEAKER
Terry Shaw, President and Chief Executive Officer, AdventHealth

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LEARN MORE
Transformation is a Requirement and not a Luxury for Hospitals to Flourish and Stay Competitive

When Novant Health closed its doors during the COVID-19 pandemic, it began performing over 20,000 virtual visits per day. The $8-billion health system quickly recognized that embracing digital health is a necessity for engaging with today’s patients and improving access to care. In this session, Angela Yochem, a leader of Novant’s digital transformation, discusses the system’s journey and current approach, how she thinks creatively about innovation opportunities, and why Novant’s embrace of digital health has been essential to providing the best virtual and physical care.

Join this session to hear about the success of one major health system’s transformation and lessons for other healthcare organizations looking to grow, compete and thrive by digital innovation.

PRESENTERS
Sanjeev Agrawal, President and Chief Operating Officer, LeanTaaS
Angela Yochem, Executive Vice President and Chief Transformation and Digital Officer, Novant Health

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10:15–10:40 AM CT  
**Live Case Study: How SSM Health Created a New, Flexible Work Option for Local Nurses**

Upon joining SSM Health in 2018, Grady Brimley already saw the future of work. He knew hospitals would need a flexible, cost-effective workforce and that many healthcare professionals were willing to work more, but didn’t have an easy way to do so. Fast forward to 2022, and SSM has successfully implemented a platform that addresses both needs. Join this session to learn how SSM built a local, flexible talent pool that meets the needs of today and prepares them for the challenges of tomorrow.

**PRESENTERS**
- Grady Brimley, Vice President of Transformation, SSM Health
- Will Patterson, Chief Executive Officer, CareRev

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![CareRev](image)

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10:40–11:15 PM CT  
**Keynote Address**

A Tech-tonic Shift: How Technology is Shaping the Future of Hospitals

When COVID-19 began raging, healthcare administrators were challenged not only with curbing the global pandemic but also with rethinking everything about the way hospitals care for their communities. Almost overnight, digital technologies and platforms were designed, tested and implemented, leading to a spike in the number of patients who now received some form of medical attention virtually. These measures mark the beginning, not the end, of a great wave of innovation after innovation. As this engaging conversation with Phyllis Teater, Chief Information Officer at The Ohio State University Wexner Medical Center, will show, new emerging technologies, from telehealth to artificial intelligence, are radically changing the way we think about and design hospitals, a change likely to have an enormous and beneficial impact on the wellbeing of tens of millions of Americans.

**SPEAKER**
- Phyllis Teater, Chief Information Officer, The Ohio State University Wexner Medical Center

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11:15 AM–12:15 PM CT  
**Overcoming Top Barriers to Optimal Care Quality**

Without adequate clinical support or patient engagement, health systems cannot succeed in their important mission to deliver high-quality care. In this panel, a diverse group of experts will share novel approaches to staffing, communication and other key components of quality care. Join the discussion to gain a deeper understanding of the tools and strategies that will set hospitals apart for decades to come.

**MODERATOR**
- Angie Stewart, Content Strategist, Modern Healthcare

**PANELISTS**
- Kim Anders, Group Vice President, Strategic Supplier Engagement, Premier
- Arne Brock-Utne, MD, Founder, President and Chief Executive Officer, Issio Solutions
- Robert Reiter, Director of Product Marketing Management, DIRECTV for Business

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Join CareRev’s panel session with CEO Will Patterson and SSM’s VP of Healthcare Transformation, Grady Brimley.

Listen to them discuss the empowerment of healthcare facilities through a sustainable workforce.

Healthcare workforce resilience starts here
Keynote Address
Crisis as Catalyst: The Future of the Hospital

Healthcare is changing because health care absolutely has to change. Our patients and our teams are demanding it. Technology has accelerated the use of digital platforms and our awareness of societal inequalities. In the post-pandemic era, this change is going to happen even faster. The pandemic has fundamentally changed the acceptance of a digital interface for information flow, patient care, and administrative interactions. The hospital of the future will deliver superior outcomes, strive towards racial, gender and climate justice, and provide a better patient and provider experience.

SPEAKER
David Lubarsky, Vice Chancellor, Human Health Sciences and Chief Executive Officer, UC Davis Health

Closing Comments from the Publisher
Fawn Lopez, Publisher, Modern Healthcare, Vice President, Crain Communications, Inc.

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CareRev is a marketplace technology that connects hospitals and health systems and local, vetted healthcare professionals on demand. We help our customers build a more flexible and resilient workforce by lowering premium labor costs, automating staffing operations, and building a modern-day float pool powered by technology.

LeanTaaS develops software that increases patient access to medical care by optimizing how health systems use expensive, constrained resources like infusion chairs, operating rooms and inpatient beds. More than 100 health systems and 300 hospitals—including five of the 10 largest systems, 12 of US News and World Report’s top 20 hospitals, 70% of all National Comprehensive Cancer Network institutions, and 55% of all National Cancer Institute locations—rely on the company’s iQueue cloud-based platform to increase patient access, decrease wait times and reduce healthcare delivery costs. LeanTaaS is based in Santa Clara, California, and Charlotte, North Carolina.

Issio Solutions is a rapidly scalable, healthcare-specific, workforce optimization, staffing and staff scheduling platform. Issio helps healthcare systems optimize hour-by-hour staffing, improve care, lower costs and enhance communications. In choosing Issio, you can combat understaffing and overstaffing in real-time, and get comprehensive benchmarking and data analytics.

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