

# What's Right in Health Care®

## Boston | Aug. 12-14, 2025

All times are in Eastern Time Zone (ET) | Eligible for continuing education (CE) credits via livestream and on-demand content.

### Day 1: Tuesday, Aug. 12

6:30 - 8 a.m. **Registration Open for Badge Pick Up**

7 - 8 a.m. BREAKFAST

#### GENERAL SESSION

Conference Kickoff

#### Unleash Your Curiosity: Setting the Stage

8 - 9:15 a.m.

Diana Kander, New York Times Best-Selling Author, Innovation Consultant, and Keynote Speaker

9:15 - 9:45 a.m. BREAK

#### CONCURRENT BREAKOUT SESSIONS

9:45 - 10:45 a.m.

#### Advancing Healthcare With Smart Room Technology

UW Medicine



#### Financial Improvement Through Change Leadership and Revenue Cycle Excellence

Community Health System



#### Enhancing Employee Engagement and Patient Experience

Crawford Memorial Hospital



10:45 - 11 a.m. BREAK

<p><b>CONCURRENT BREAKOUT SESSIONS</b></p> <p>11 - noon</p>	<p><b>Hospital at Home: Acute Care Improvement Strategy</b></p> <p>Boston Medical Center and Medically Home</p> 	<p><b>Transforming Revenue Cycle With Automation</b></p> <p>Sentara Healthcare (Invited)</p> 	<p><b>Effective Leadership for Achieving Results</b></p> <p>Riverside Healthcare</p> 
<p>noon - 1:15 p.m.</p>		<p>LUNCH</p>	
<p><b>CONCURRENT BREAKOUT SESSIONS</b></p> <p>1:15 - 2:15 p.m.</p>	<p><b>Engaging ERs as a Strategic Asset to Address Systemwide Capacity</b></p> <p>University of North Carolina and Northwell Health</p> 	<p><b>Improving Workforce With Revenue Cycle Transformation</b></p> <p>Cambridge Health Associates</p>  	<p><b>Transforming Patient Experience With Dyad Leadership</b></p> <p>RWJBarnabas Health</p>  
<p>2:15 - 2:45 p.m.</p>		<p>BREAK</p>	
<p><b>GENERAL SESSION</b></p> <p>2:45 - 4 p.m.</p>	<p><b>Excellence in Healthcare Recognition</b></p> <p><b>The Future of Healthcare: Trends, Transformation, and Innovation</b>          Marcus Whitney, Founding Partner, Jumpstart Health Investors</p> <p>Takeaways and Closing Remarks</p>		
<p>4 - 6 p.m.</p>		<p><b>Welcome Reception</b></p>	

## Day 2: Wednesday, Aug. 13

6:15 - 7 a.m.

**Early Bird Workout Session**

7 - 8 a.m.

BREAKFAST

Welcome Back and Opening Remarks

### GENERAL SESSION

**2025 Huron Hall of Fame Induction**

8 - 9:15 a.m.

**The Future of Healthcare: Care Transformation**

Joanne M. Conroy, M.D., President & CEO, Dartmouth-Hitchcock Medical Center; Immediate Past Chair, American Hospital Association

9:15 - 9:45 a.m.

BREAK

### CONCURRENT BREAKOUT SESSIONS

**Optimizing Scheduling for Better Patient Access**

Samaritan Health Services



**Enhancing Productivity With Workday Implementation**

Cincinnati Children's



**Enhancing HCAHPS With Patient Experience Practices**

Tampa General Hospital



9:45 - 10:45 a.m.

10:45 - 11 a.m.

BREAK



<p><b>CONCURRENT BREAKOUT SESSIONS</b></p> <p>11 a.m. - noon</p>	<p><b>Optimizing Access, Scheduling, and Clinical Capacity</b></p> <p>Children's Hospital of Orange County (CHOC)</p> 	<p><b>Achieving Margin Growth Through Clinical and Corporate Transformation</b></p> <p>Westchester Medical Center Health Network</p> 	<p><b>Transforming Workforce and Talent</b></p> <p>ECU Health Orlando Health UPMC</p> 
<p>noon - 1:15 p.m.</p>	<p>LUNCH</p>		
<p><b>CONCURRENT BREAKOUT SESSIONS</b></p> <p>1:15 - 2:15 p.m.</p>	<p><b>Innovation for an Aging Nation: Scalable, Tech-Enabled Care Delivery</b></p> <p>West Health Institute</p> 	<p><b>Boosting Financial Turnaround Through Productivity Training</b></p> <p>Southeast Alaska Regional Health Consortium (SEARHC)</p> 	<p><b>Systemwide Implementation of Epic and Workday</b></p> <p>CoxHealth (Invited)</p> 
<p>2:15 - 2:45 p.m.</p>	<p>BREAK</p>		
<p><b>GENERAL SESSION</b></p> <p>2:45 - 4 p.m.</p>	<p><b>Connect to Purpose by Healthcare Hero</b></p> <p><b>The Future of Healthcare: Intelligent Care Panel Discussion</b></p> <p>Takeaways and Closing Remarks</p>		

## Day 3: Thursday, Aug. 14

6:15 - 7 a.m.

**Early Bird Workout Session**

7 - 8 a.m.

BREAKFAST

**GENERAL  
SESSION**

Welcome Back and Opening Remarks

8 - 9:15 a.m.

**The Future of Healthcare: Business Transformation**  
Niyum Gandhi, CFO & Treasurer, Mass General Brigham

9:15 - 9:30 a.m.

BREAK

**GENERAL  
SESSION**

**Connect to Purpose by Healthcare Hero**

9:30 - 10:45 a.m.

**The Future of Healthcare: Artificial Intelligence**  
Jeff Gautney, SVP & CIO, Rush University System

10:45 - 11 a.m.

BREAK

**GENERAL  
SESSION**

**The Future of Healthcare: The Next Generation of Leaders**

Edward M. Hundert, M.D., Associate Director, Harvard Medical School Center for Bioethics; Senior Lecturer on Global Health and Social Medicine, Harvard Medical for Health

11 a.m. – 12:15 p.m.

**Unleash Your Curiosity: Reflections and Insights**

Diana Kander, New York Times Best-Selling Author, Innovation Consultant, and Keynote Speaker  
Key Takeaways and Closing Remarks

12:15 p.m.

Conference Adjourned

12:15 – 1:30 p.m.

GRAB N' GO LUNCH

