

What's Right in Health Care®

From Pressure to Progress

Fort Worth, TX · August 4–6, 2026 · All times Central Time (CT) · Eligible for up to 14.25 CE credits (Approved marked with *)

Day 1 Tuesday, August 4

7 – 8:30 a.m.	Registration & Badge Pick-up · Breakfast
8:30 – 9:45 a.m.	GENERAL SESSION · CONFERENCE KICKOFF HERO AWARD RECOGNITION: Song Betancur, AVP Revenue Cycle (Duke Health) *Transforming Lives: The Heart and Soul of Health Care Allison Massari, Renowned Healthcare Speaker, Burn Survivor
9:45 – 10 a.m.	Break
10 a.m. – Noon	CONCURRENT FOCUSED TRACKS · MORNING SESSION Select one track for the morning session *C-Suite Strategy · *Clinical Leadership · Revenue Innovation & Financial Performance · Growth, Access & Physician Enterprise · *Leadership & Culture Transformation <i>Select your track when registering. Descriptions on the last page.</i>
Noon – 1 p.m.	Lunch
1 – 4 p.m.	CONCURRENT FOCUSED TRACKS · AFTERNOON SESSION (CONTINUED) *C-Suite Strategy · *Clinical Leadership · Revenue Innovation & Financial Performance · Growth, Access & Physician Enterprise · *Leadership & Culture Transformation
4 – 6 p.m.	Networking Reception Appetizers, cocktails, and engaging conversation to close out the day.

Day 2 Wednesday, August 5

6 – 7 a.m.	Orangetheory Fitness Session · Optional Early Bird Workout
7 – 8 a.m.	Breakfast
7 – 7:45 a.m.	EARLY BIRD SESSION *From Scarcity to Abundance: Agentic AI for Access, Equity & Care at Population Scale Learn how health systems leverage agentic AI to improve access, personalize care, and drive better outcomes.
8 – 9:30 a.m.	GENERAL SESSION · DAY TWO KICKOFF EXCELLENCE IN HEALTHCARE AWARDS *Accelerating Progress: Shaping the Future Together Shawn Kanungo, Globally Recognized Innovation Strategist and Best-Selling Author

9:30 – 10 a.m.	Break
10 – 11 a.m.	CONCURRENT BREAKOUT SESSIONS · CHOOSE ONE • *Transformative M&A: Unlocking Value through Strategy and Execution in Acquisition - Hartford HealthCare • *One Team, One Access Strategy: Transforming Patient Access Across a Complex Health System - UVA Health • Modernizing Supply Chain with Workday: Lessons from Implementation - Carilion Clinic
11:00 a.m. – 12:15 p.m.	Lunch
12:15– 1:15 p.m.	CONCURRENT BREAKOUT SESSIONS · CHOOSE ONE • Built to Last: How Johns Hopkins Is Transforming Its Operations Without Losing Its Mission - Johns Hopkins • Transforming the Revenue Cycle to Enable the Future of Care - UC Davis Health • *Driving Workforce Productivity in a Changing Care Environment - Bassett Healthcare Network
1:15 – 1:30 p.m.	Break
1:30 – 2:30 p.m.	CONCURRENT BREAKOUT SESSIONS · CHOOSE ONE • *Advancing Clinical Excellence and Patient Safety at Scale - Franciscan Health • Optimizing Revenue Cycle Performance for Sustainable Growth - Emerson Health • *Building Stronger Leaders: Modern Approaches to Emerging Leader Development - Community Medical Center
2:30 – 3:00 p.m.	Break
3 – 4:45 p.m.	GENERAL SESSION · CLOSING *The AI Imperative in Healthcare: From Burning Platform to Proven Transformation AI expert Rob Whiteman and Jared Staal, Executive Director of Intelligent Automation & AI, Mayo Clinic Takeaways and Closing Remarks
5:15 – 8:15 p.m.	EVENING EVENT River Ranch Stockyards Welcome Reception Texas flair, great conversation, and Fort Worth hospitality.

Day 3 Thursday, August 6

6:30 – 8:00 a.m.	Breakfast
8 – 9:15 a.m.	GENERAL SESSION · DAY THREE KICKOFF HERO AWARD RECOGNITION: Pam Stoyanoff, President & COO (Methodist Health System, Dallas) *Leading from Pressure to Progress: Executive Panel Healthcare leaders share real-world strategies for building resilience and leading through change. • Okey Agba, EVP & CFO, Hartford HealthCare • Doris Tetz Carpenter, Chief Culture & Transformation Officer, Adventist Health

	• Amir K. Jaffer, MD MBA SFHM, Regional CMO, SSM Health • Michael Richards, MD MPA, EVP, UNM Health Sciences & CEO, UNM Health System • Christine Schuster, RN MBA, President & CEO, Emerson Health
9:15 – 9:30 a.m.	Break
9:30– 10:30 a.m.	CONCURRENT BREAKOUT SESSIONS · CHOOSE ONE *Expanding Access Through Community-Focused Care Models - UNM Health System *The Reliability Journey: Aligning Leadership, Culture, and Patient Safety - Methodist Health System From Fragmentation to Alignment: How Supply Chain Partnerships Drive Better Decisions and Better Outcomes - Ann & Robert H. Lurie Children’s Hospital of Chicago
10:30–10:45 a.m.	Break
10:45 a.m. – Noon	GENERAL SESSION · CLOSING KEYNOTE *Choose to Thrive Charles Clark, Charles Clark, Olympic Silver Medalist, Author & Motivational Speaker Closing Remarks
Noon	Conference Adjourned · Grab & Go Lunches Available

Day One Focused Track Descriptions

C-Suite Strategy · CEO, COO, CFO, CIO & Enterprise Chiefs Only

An executive-only peer forum focused on enterprise strategy, financial performance, digital and AI-enabled transformation, and the future direction of healthcare organizations. Sessions center on bold decision-making, competitive positioning, financial health, and leading enterprise-wide transformation in a rapidly evolving healthcare landscape. (4.50 CEs)

Clinical Leadership · CMOs, CNOs & Clinical Executives

Designed for CMOs, CNOs, physician and nursing leaders, and clinical stakeholders focused on quality, capacity, digitally enabled care models, and care delivery transformation. Sessions highlight innovative clinical models, workforce optimization, and the integration of technology and data to improve patient outcomes, operational performance, and caregiver satisfaction. (4.50 CEs)

Revenue Innovation & Financial Performance

For CFOs and VP-level Revenue Cycle leaders. Sessions focus on optimizing end-to-end revenue performance while expanding into adjacent areas including reimbursement, revenue integrity, denial management and prevention, financial health, and digital enablement. Explores strategies that strengthen margin, improve operational resilience, and leverage technology and AI for sustainable financial outcomes.

Growth, Access & Physician Enterprise Leadership

For executives accountable for ambulatory performance and enterprise growth. Explores how to unlock scalable expansion through digitally enabled access, consumer-centered engagement, and physician alignment. Discussions focus on operating models, service line optimization, and data-informed decision-making to expand market reach, improve access, and enhance enterprise value.

Leadership & Culture Transformation

For leaders shaping strategy, talent, culture, and organizational performance. Conversations focus on change leadership, leadership development, workforce resilience, and creating high-performing cultures in an increasingly AI-enabled healthcare environment. (4.50 CEs)

Keynote Descriptions and Learning Objectives

Transforming Lives: The Heart and Soul of Health CareSM (Allison Massari, Renowned Healthcare Speaker)

Through her extraordinary journey as a burn survivor and internationally recognized healthcare speaker, Allison Massari delivers a moving and inspiring keynote that reminds healthcare professionals of the profound difference they make in the lives of patients and families. Blending powerful storytelling with practical strategies, she helps audiences reconnect with their purpose, strengthen resilience, and cultivate a culture of compassion that elevates both the patient and caregiver experience. (1.0 CE)

Accelerating Progress: Shaping the Future Together (Shawn Kanungo, Globally Recognized Innovation Strategist)

As technology and disruption reshape healthcare, leaders must learn to innovate from within. In this dynamic keynote, Shawn Kanungo explores how organizations can combine AI, creativity, and bold leadership to challenge the status quo, embrace change, and drive meaningful transformation. Through engaging stories and practical insights, attendees will discover how to become catalysts for innovation in an increasingly complex world. (1.0 CE)

The AI Imperative in Healthcare: From Burning Platform to Proven Transformation (Rob Whiteman & Jared Staal, Mayo Clinic)

Artificial intelligence is rapidly transforming healthcare, creating both urgency and opportunity for organizations seeking to improve patient outcomes, workforce efficiency, and operational performance. Join digital transformation expert Rob Whiteman and Mayo Clinic's Jared Staal as they explore the realities of AI adoption, sharing lessons learned from Mayo Clinic's AI journey and the leadership strategies required to move from experimentation to enterprise-wide impact. (1.0 CE)

Leading from Pressure to Progress: Executive Panel

Healthcare leaders are navigating unprecedented challenges while driving transformation across their organizations. In this engaging panel discussion, senior executives from diverse healthcare sectors share practical insights on leading through change, building resilient teams, and sustaining progress in complex environments. By bringing together clinical, financial, operational, cultural, and executive perspectives, this session offers valuable lessons for leaders at every level. (1.0 CE)

The Mental Game of Winners: How to Get Unstuck, Out of Your Head, and Thrive (Charles Clark, Former Professional Athlete, Mental Wellness and Resilience Expert)

Success in today's healthcare environment requires more than technical expertise—it demands resilience, mental agility, and the ability to perform under pressure. In this inspiring keynote, Charles Clark shares proven strategies for overcoming self-limiting beliefs, navigating challenges with confidence, and developing the mindset needed to thrive personally and professionally. Attendees will leave with practical tools to strengthen resilience, improve focus, and unlock their full potential. (1.0 CE)

Breakout Session Descriptions

EARLY BIRD SESSION: From Scarcity to Abundance: Agentic AI for Access, Equity & Care at Population Scale

Healthcare has long operated under a scarcity model: too few clinicians, too little time, and too many patients falling through the cracks. Agentic AI is changing that equation, enabling health systems to extend personalized care navigation, outreach, and engagement to entire populations without adding headcount. In this focus group, we want to hear how health system executives are thinking about deploying AI agents to close gaps in access and equity — and what operational, clinical, financial, and governance guardrails matter most as these models scale across the enterprise. Join us for a candid conversation about balancing the promise of AI-driven abundance with the realities of trust, workforce transformation, and measurable outcomes. (.75 CE)

Learning Objectives:

1. Explain the clinical abundance methodology in voice AI
2. Apply the framework to their health system to identify high-abundance use cases and quantify ROI

Transformative M&A: Unlocking Value through Strategy and Execution in Acquisition

Learn how Hartford HealthCare leverages M&A as both an opportunistic and strategic growth enabler to expand access, strengthen services, and advance its mission. Executive leaders will share their approach to acquisition strategy and execution, along with key lessons learned from driving successful operational, technical, clinical, and cultural integration. (1.0 CE)

Organization: Hartford HealthCare

Speakers: Deb Hayes, Chief Integration Officer and Okey Agba, Chief Finance Officer

Learning Objectives:

1. Examine how M&A can support strategic growth and mission advancement in healthcare organizations.
2. Explore key considerations for planning and executing successful hospital integration.
3. Identify lessons learned and leading practices for creating sustainable value through acquisition.

One Team, One Access Strategy: Transforming Patient Access Across a Complex Health System

UVA Health launched the One Team United on Access initiative to improve access to care, enhance the patient experience, and create a more consistent approach to patient access across its health system. In this session, UVA Health leaders will share lessons learned from leading a large-scale transformation, balancing standardization with specialty-specific needs, and driving measurable improvements in access, patient experience, and organizational performance. (1.0 CE)

Organization: UVA Health

Speakers: John Bennet, Chief Ambulatory Access Officer; Frank Abreu, Asst. Chief of Ambulatory Access; Rachel Nauman, DNP, RN, NEA-BC, Associate Chief Nursing Officer, Ambulatory

Learning Objectives:

1. Identify key elements of an enterprise patient access strategy.
2. Explore effective approaches to leading large-scale operational change.
3. Understand how standardization and flexibility can work together to improve access and patient experience.

Modernizing Supply Chain with Workday: Lessons from Implementation

Implementing a modern supply chain platform requires more than technology—it demands process redesign, strong change management, and organizational alignment. In this session, leaders from Carilion Clinic share lessons learned from their Workday Supply Chain implementation, including how they addressed data quality challenges, standardized manual processes, and drove adoption across supply chain and clinical teams. Attendees will gain practical insights into navigating complex implementations while realizing measurable operational improvements.

Organization: Carilion Clinic

Speaker: Luis Richard, Senior Vice President of Supply Chain

Learning Objectives:

1. Identify key strategies for successfully implementing and adopting Workday Supply Chain.
2. Explore approaches to change management, stakeholder engagement, and cross-functional alignment during transformation initiatives.
3. Understand how process standardization and improved data quality can enhance reporting, inventory management, and supply chain performance.

Built to Last: How Johns Hopkins Is Transforming Its Operations Without Losing Its Mission

What does it take to fundamentally transform how one of the most complex and highly reputable academic institutions in the world operates—without disrupting the mission it was built to serve?

Join JoAnn Ioannou and Matt Nesbitt as they share the inside story of Sightline, Johns Hopkins multi-year enterprise modernization initiative. Through candid conversation, they will pull back the curtain on how Hopkins is rebuilding core operating models across HR, finance, supply chain, and sponsored research—while navigating federal funding shifts, the AI revolution, and the unique governance demands of a quaternary academic medical center.

This is not a technology story. It is a leadership story about building institutional will, aligning a complex enterprise, and keeping hundreds of people anchored to a shared purpose when the ground keeps moving.

Organization: Johns Hopkins

Speakers: JoAnn Ioannou, Vice President, Strategic Initiatives and Matt Nesbitt, Sightline Program Executive

Learning Objectives:

1. Describe how senior leaders can structure governance and executive sponsorship to sustain long-term enterprise transformation.
2. Identify strategies for preserving team momentum and organizational resilience in the face of external disruption.
3. Apply lessons from Hopkins' operating model redesign to their own institution's administrative transformation efforts.

Transforming the Revenue Cycle to Enable the Future of Care

UC Davis Health's new CFO and VP of Revenue Cycle inherited a revenue cycle in need of modernization. They redesigned operations by launching a comprehensive transformation spanning seven workstreams, from authorization centralization to charge capture redesign. The results: a 22% reduction in AR days, \$195M reduction in open denials, and \$17.1M in annualized charge capture revenue (nearly double initial projections). Join CFO Jennifer Doll and VP of Revenue Cycle Paul LePage for a candid fireside chat on what it takes to turn organizational pressure into measurable, sustainable progress.

Organization: UC Davis Health

Speakers: Jennifer Doll, CFO and Paul LePage, VP of Revenue Cycle

Learning Objectives:

1. Identify executive sponsorship strategies that drive successful large-scale revenue cycle transformation.
2. Describe operational approaches that produce measurable financial outcomes.
3. Explain how to sustain transformation results through structured transition planning, staff empowerment, and cross-functional accountability.

Driving Workforce Productivity in a Changing Care Environment

Labor is the single largest health system expense yet foundational practices to manage it well are often inconsistent and siloed. In this fireside chat, a health system leader shares hard-won lessons from a system-wide productivity transformation: standardizing definitions, building real-time staffing visibility, and creating accountability structures that turn data into decisions. (1.0 CE)

Organization: Bassett Healthcare Network

Speaker: Angela Belmont, CNE

Learning Objectives:

1. Identify the foundational building blocks of an effective labor productivity program, including standardized definitions, reporting sources, and shared terminology.
2. Describe how real-time schedule management and accountability forums enable leaders to make proactive, data-driven labor decisions.
3. Recognize common barriers to labor productivity initiatives and strategies for building leader buy-in and sustaining momentum.

Advancing Clinical Excellence and Patient Safety at Scale

Join this session to explore practical strategies that support clinical teams in delivering exceptional patient care that is free from harm. Learn how to develop system-level structures that are patient-centered and support effective clinical risk management. (1.0 CE)

Organization: Franciscan Health

Speaker: Tammy Awald DHA,MS,MBA,RN, VP of Quality, Patient Safety, and Risk Management

Learning Objectives:

1. Understand how patient safety organizations partner with healthcare systems to improve learning and patient safety across departments, functions, and sites of care.
2. Describe the core principles of a Patient Safety Evaluation System and how patient safety work product is effectively managed to balance clinical risk and organizational learning.
3. Explain strategies to align systems around common structures to advance patient safety and support clinical teams.

Optimizing Revenue Cycle Performance for Sustainable Growth

Healthcare organizations face growing pressure to improve financial performance while managing workforce and operational challenges. Join Christine Schuster, President and CEO of Emerson Health, as she shares how Emerson reimaged its revenue cycle operating model to strengthen performance, improve efficiency, and achieve sustainable results. Learn key lessons from Emerson's transformation journey and the strategies that continue to drive success.

Organization: Emerson Health

Speaker: Christine Schuster, CEO

Learning Objectives:

1. Identify strategies for improving revenue cycle performance through workforce, process, and technology optimization.
2. Explore approaches to building accountability and alignment across revenue cycle operations.
3. Examine how healthcare organizations can sustain financial and operational improvements over time.

Building Stronger Leaders: Modern Approaches to Emerging Leader Development

Strong leaders are essential to building an engaged and resilient workforce. In this session, explore innovative approaches to emerging leader development, including blended learning, peer connection, and practical leadership experiences. Learn how to strengthen your leadership pipeline, accelerate leader readiness, and avoid common design pitfalls. Attendees will leave with actionable strategies that can be adapted to organizations of any size and level of leadership development maturity. (1.0 CE)

Organization: Community Medical Center

Speakers: Carol Hayes, MBS MS CPPS CFLE, AVP Organizational Development & Quality Resource Services; Cassandra Glowinski, MHA BSN RN, Leadership Development & Patient Experience Coach; Joanne Pierce, BSN RN, Leadership Development & Patient Experience Coach

Learning Objectives:

1. Identify two modern approaches that enhance traditional emerging leader development programs.
2. Describe strategies for building trust, engagement, and leadership effectiveness among new leaders.
3. Recognize common leadership development design pitfalls and apply practical solutions to improve program outcomes.

Expanding Access Through Community-Focused Care Models

Communities are increasingly becoming the foundation for improving access, advancing health outcomes, and creating more sustainable healthcare systems. This session explores how community-focused models of care are transforming healthcare delivery across diverse settings. Participants will examine innovative approaches to rural healthcare, workforce development, behavioral health, research, primary and specialty care, and cross-sector partnerships. Through practical examples, including state-level transformation efforts, attendees will gain a framework for building community-centered systems that improve access, strengthen local capacity, and support long-term health system sustainability. (1.0 CE)

Organization: UNM Health System

Speaker: EVP UNM Health Sciences Center and CEO UNM Health System

Learning Objectives:

Agenda subject to change. Visit [www. https://www.huronconsultinggroup.com/en/events/whats-right-in-health-care](https://www.huronconsultinggroup.com/en/events/whats-right-in-health-care)

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1. Describe the principles of community-focused care models and explain how they improve access, health outcomes, and healthcare system sustainability.
2. Explain how rural healthcare transformation is driving the development of new community-based models of care that better align clinical services, workforce, and financing with local community needs.

The Reliability Journey: Aligning Leadership, Culture, and Patient Safety

Methodist Health System has advanced its patient safety and quality performance through a sustained commitment to high reliability. By aligning governance, executive leadership, and frontline teams around shared goals, the organization has built a strong culture of safety and continuous improvement. This session will highlight key strategies, lessons learned, and practical tactics that have supported Methodist's journey and can be applied across healthcare organizations. (1.0 CE)

Organization: Methodist Health System

Speakers: Amanda Binnix, RN BSN MBA CPHQ, AVP Patient Safety & Organizational Readiness and Laura Weber, Vice President Clinical Effectiveness & Patient Safety

Learning Objectives:

1. Describe how board and executive engagement can accelerate patient safety and quality improvement efforts.
2. Identify key strategies used to advance a culture of safety and high reliability.
3. Apply lessons learned from Methodist's journey to strengthen reliability and quality outcomes within their own organizations.

Beyond Operations: Supply Chain's Role in Enterprise Resilience

Cyberattacks, shortages, natural disasters, and other disruptions are reshaping healthcare. As organizations navigate increasing uncertainty, supply chain leaders are emerging as critical strategic partners to the C-suite. This session will explore how supply chain can strengthen executive alignment, drive organizational resilience, and help health systems respond effectively when disruption occurs.

Organization: Ann & Robert H. Lurie Children's Hospital of Chicago

Speaker: Katelyn Storton, CMRP, Senior Director, Supply Chain

Learning Objectives:

1. Explore strategies for building stronger executive partnerships before a disruption occurs.
2. Understand the role of supply chain in strengthening enterprise resilience and organizational performance.
3. Identify opportunities to position supply chain as a strategic driver of value across the health system.