

ALL IN

Insight **In**novation **In**spiration

2017 IHA Leadership Summit
September 12 - 13, 2017 | Westin Lombard Yorktown Center



Illinois Health
and Hospital
Association

Your trusted voice and resource

innovative
introduction

NEW

• **FOUR
CONCURRENT TRACKS**

Competing on
Consumer Experience

Driving Value Through
Delivery System and
Payment Model Innovation

Excellence in Leadership
and Governance

Quality and Performance
Improvement

• **ACHE FACE-TO-FACE
CREDIT SESSIONS**

As the premier leadership event for Illinois' hospital community, the Summit is designed for C-suite leaders, clinical and administrative leaders throughout hospitals and health systems, and emerging leaders.



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Are you **ALL IN**?

Being all in is a mindset and a path to building a culture of belief. To me, it's about giving your all for yourself, your team and the purpose that binds you.

This year's Leadership Summit—**ALL IN: Insight, Innovation, Inspiration**—is designed for you and leaders across your organization. We're expanding our educational offerings with new concurrent tracks that will focus on the following key areas of growth:

- Competing on the Consumer Experience
- Driving Value Through Delivery System and Payment Model Innovation
- Excellence in Leadership and Governance
- Quality and Performance Improvement

Also new this year are two ACHE Face-to-Face Credit sessions covering the critical topics of sustainability and physician-hospital integration.

All In for Leadership Summit means bringing you new *insights*, encouraging *innovation* and leaving you with *inspiration*.

- Keynote speaker Susan Dentzer, President and CEO of the Network for Excellence in Health Innovation, will discuss health and healthcare innovation in the current policy environment.
- An all-star panel of six leaders and experts in innovation—from Intermountain Healthcare to healthfinch—will share how high-impact change can help you reinvent your organization for the future.

As you review our program brochure, I ask you to consider the power of shared learnings on your organization. If you're all in, are your staff all in, too?

I look forward to seeing you at Leadership Summit.

A.J. Wilhelmi
IHA President & CEO



TUESDAY, SEPTEMBER 12

7:30 am – 6:30 pm
Registration

8:00 – 11:00 am
**IHA Board of Trustees Meeting
(invitation only)**

7:30 – 8:30 am
Breakfast Buffet

8:30 – 11:45 am **NEW IN 2017**
**ACHE Face-to-Face
Credit Education Program**

This program has been developed and is presented locally by the Chicago Health Executives Forum. The American College of Healthcare Executives has awarded 3.0 (1.5 per session) ACHE Face-to-Face Education Credits to this program.

8:30 – 10:00 am
**Sustainability of Healthcare Organizations:
A Plan of Action**

Moderator: Rupert Evans, FACHE, Professor, Governors State University, University Park; and Chairman, Board of Trustees, Roseland Community Hospital, Chicago

Panelists: Michael Allen, MHA, CPA, FHFMA, Chief Financial Officer, OSF HealthCare, Peoria; Alisa Coleman, MHA, Chief Executive Officer, Ferrell Hospital, Eldorado; and David A. DiLoreto, MD, MBA, Senior Vice President, GE Healthcare Camden Group, Chicago

Issues surrounding sustainability for healthcare institutions into the 21st century in the United States, with regards to the era of healthcare reform, are very complex. Within the scope of priorities, this discussion will emphasize the necessity of understanding the key potential and existing operational and cost problem areas of adaptability for healthcare system sustainability as healthcare providers continue to face future operational challenges. The primary goal of this discussion is to provide an overview of the models of current successes and solutions with a focus on a realistic plan of action.

10:00 – 10:15 am
Break

10:15 – 11:45 am
**Physician-Hospital Integration
in the 21st Century**

Moderator: David Schreiner, President and Chief Executive Officer, Katherine Shaw Bethea Hospital, Dixon

Panelists: Christopher Anderson, Partner, Hogan Marren Babbo & Rose, Ltd., Chicago; Dennis Hesch, Executive Vice President and Chief Financial Officer, Carle Foundation Hospital, Urbana; and Craig Miller, FACHE, Executive Director, Specialty Physicians of Illinois LLC, Olympia Fields

The relationship between hospitals and their medical staffs has changed throughout the years from independence to interdependence. The current economic environment and healthcare reform have caused a reassessment of physician-hospital integration models. Healthcare reform promotes an expectation that better coordination of care will improve patient outcomes and community health status. With the movement away from fee-for-service payment and toward provider integration, there is the belief that better coordination of care will slow healthcare costs by reducing duplication of services, hospital readmissions and inappropriate use of the emergency department. Strategies to integrate physician and hospital interests are a necessary component of providing quality care and achieving economic goals for both parties. The degree of integration varies from minimal to full integration or full employment. This program explores physician-hospital integration models and opportunities and challenges in developing successful models.

11:45 am – 1:00 pm
Summit Luncheon



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WEDNESDAY, SEPTEMBER 13



1:00 – 2:30 pm

OPENING GENERAL SESSION

President's Address

*A.J. Wilhelmi, President and CEO,
Illinois Health and Hospital Association*

Healthcare Reform 2.0: Disruptive Innovation in a Dynamic Policy Environment

*Susan Dentzer, President and CEO,
Network for Excellence in Health Innovation*

Illinois hospitals and health systems must embrace high-impact change and innovation to thrive no matter the healthcare policy changes at the federal and state levels. Adopting new business and care delivery models will help organizations thrive into the future. In her keynote address, noted health policy expert Susan Dentzer will explore the current policy environment and the efforts of leading health systems to pursue new opportunities in health and healthcare innovation.

2:30 – 3:00 pm

Refreshment Break with Corporate Partners

3:00 – 4:15 pm

CONCURRENT SESSIONS

(See pages 5 & 6)

4:15 – 6:00 pm

Reception with Corporate Partners

7:30 am – 4:00 pm

Registration

7:30 – 8:30 am

Breakfast Buffet with Corporate Partners

8:30 – 9:45 am

CONCURRENT SESSIONS

(See pages 5 & 6)

9:45 – 10:15 am

Refreshment Break with Corporate Partners

10:15 – 11:30 am

CONCURRENT SESSIONS

(See pages 7 & 8)

11:30 am – 1:00 pm

Summit Luncheon

1:15 – 2:30 pm

CONCURRENT SESSIONS

(See pages 7 & 8)

2:45 – 4:30 pm

CLOSING GENERAL SESSION

IHA Awards Presentation

High-Impact Change – Stretching Our Minds and Inventing Our Own Futures

*Moderator: Leslie Wainwright, PhD, Partner and
Business Designer, do tank and Executive-in-
Residence, AVIA, Chicago*

*Panelists: Lyle Berkowitz, MD, FACP, FHIMSS,
Chief Innovator, Northwestern Memorial
HealthCare, Chicago, and Chairman and
Co-Founder, healthfinch; Michelle Conger,
Senior Vice President and Chief Strategy
Officer, OSF HealthCare, Peoria; Christopher
Cornue, Chief Strategy and Chief Innovation
Officer, Navicent Health, Macon, GA; Todd Dunn,
Director of Innovation and Director, Healthcare
Transformation Lab, Intermountain Healthcare,
Salt Lake City, UT; Joan Evans, Executive Vice
President, Innovation and Transformation,
Cone Health, Greensboro, NC.*

Are you ready to rethink healthcare? New technologies, changing patient needs, new ways to finance healthcare, and new experience and engagement models are reshaping the industry. If we don't respond, our patients and others will fill in the gaps for us. By stretching our minds and looking in places we haven't traditionally looked, it's possible to shift our thinking, find solutions and start inventing our own future—regardless of what happens in politics and health policy. Our all-star panel of leading innovation and change experts and practitioners will explore successful approaches for high-impact change and disruptive innovation to enhance the patient experience, improve clinical results and reduce costs.

4:30 pm

Adjournment



TUESDAY, SEPTEMBER 12 | 3:00-4:15 pm

Strategic Pricing in an Era of Consumerism

*Jason O’Riordan
Senior Vice President, Kaufman Hall, Skokie*

With high-deductible health plans increasing consumers’ sensitivity to their healthcare expenses, strategic pricing is an important opportunity for healthcare organizations to make a measurable difference in attracting and retaining consumers. This presentation will discuss a methodology to understand what consumers are willing to pay and quantify the effect of pricing strategies for different consumer segments.

Thinking Outside the Walls: Partnering for Community Health Improvement

*Will Snyder, System Vice President of External Affairs,
Presence Health, Chicago*

More than ever before, hospitals and health systems are focused on improving the health of their communities by utilizing resources and capitalizing on partnerships. This session will highlight best-practice collaborations between hospitals and community partners to address the social determinants of health in their communities.

WEDNESDAY, SEPTEMBER 13 | 8:30-9:45 am

What Matters Most to the Healthcare Consumer?

*David Betts
Principal, Deloitte Consulting LLP, Pittsburgh, PA*

The decision-making of healthcare consumers is complex. With the continuing shift from volume to value, consumers are taking a more active role in managing their healthcare. It’s imperative that hospital and healthcare leaders understand what matters most to consumers. This session explores recent research on consumer needs and desires, presenting important considerations for healthcare providers.

Demonstrating the Value of Improved Behavioral Health Care Coordination

*Kathe Dellacecca, System Vice President for Behavioral Health, Sinai Health System, Chicago;
Mary A. Petersen, MSN, RN, Chief Operations Officer and Director of Behavioral Health Services, UnityPoint Health – Robert Young Center, Moline; and Theodore Michalke, Senior Manager, ECG Management Consultants, Chicago*

Demand for behavioral health services is growing rapidly, fueled in part by seismic demographic and socio-economic shifts. This session will explore the transformative forces that are reshaping mental health and substance use treatment and evaluate early outcomes from behavioral health programs that are forging new treatment options, redefining the complex system of care and retaining consumers.



TRACK 3

EXCELLENCE IN LEADERSHIP
AND GOVERNANCE

TRACK 4

QUALITY AND PERFORMANCE IMPROVEMENT

NEW in 2017 YOUR CHOICE OF CONCURRENT SESSIONS

The Future of Healthcare: Implications for Developing Future Leaders

Andrew N. Garman, PsyD, Professor of Health Systems Management, Rush University, Chicago; and CEO, National Center for Healthcare Leadership, Chicago

A key challenge for healthcare organizations is to ensure the availability of high-quality, relevant and accountable leadership to meet the needs of 21st century healthcare. This session will explore recent research on healthcare leadership development and how successful organizations are preparing new leaders for the future.

Engaging Patients and Families: Leadership In Action

Sue Collier, MSN, RN, FABC, Clinical Content Development Lead, Health Research & Educational Trust, American Hospital Association, Chicago; and Michael J. Born, MD, MBA, CPE, Chief Medical Officer/Chief Quality Officer, SwedishAmerican, Rockford; Additional panelists TBA

A panel of Illinois healthcare champions will share proven practices for building stronger partnerships with patients and families, a key strategy to improving the patient experience and internal processes.

NEW in 2017 YOUR CHOICE OF CONCURRENT SESSIONS

Pardon the Interruption: A Rapid-Fire CEO Panel on Advancing Healthcare in Illinois

In this rapid-fire session, you'll get the answers to burning questions on leadership, strategy, partnerships and affiliations, healthcare consumerism, and other topics related to healthcare in Illinois from a panel of Illinois hospital and health system CEOs.

Assessing Physician Burnout and Fostering Resiliency

Allison Winkler, MPH, Senior Practice Development Specialist, Professional Satisfaction and Practice Sustainability, American Medical Association, Chicago

The American Medical Association's STEPS Forward™ program offers tools, educational materials and support to successfully move through five phases of lasting practice transformation. Designed to help physicians achieve the Quadruple Aim, the program offers lessons on how organizations can assess and address burnout. This session will provide key insights from STEPS Forward. You'll also hear how IHA members are using team-based approaches to enhance resiliency and improve patient outcomes.

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WEDNESDAY, SEPTEMBER 13 | 10:15-11:30 am

**Consumer Convenience:
The Process of Expanding Your Geographic
Reach Through Outpatient Facilities**

Pamela Kleba, EDAC, Manager, Facilities and Space Planning, ProHealth Care, Waukesha, WI; and Paul Stefanski, AIA, EDAC, LEED AP, Senior Design Architect + Principal, Eppstein Uhen Architects, Milwaukee, WI

To meet the growing demand for consumer choice and accessibility in healthcare, organizations are expanding their reach through “conveniently located” outpatient facilities. This presentation will examine what’s driving the accelerated development of outpatient facilities and the challenges and potential pitfalls that hospitals and health systems may encounter during the process.

**Creating High-Value Partnerships
Across the Continuum**

Gordon Phillips, MPS, Consultant, Numerof & Associates, St. Louis, MO

Rapidly growing value-based payment models are effectively making post-acute care providers an extension of the hospital’s care delivery model—with a direct impact on reputation and bottom line. This session will examine the steps to establish successful strategic partnerships with post-acute care organizations, from identifying and evaluating potential partners to maintaining relationships over time.

WEDNESDAY, SEPTEMBER 13 | 1:15-2:30 pm

Instilling Retail Thinking into Healthcare

David Grandy, FACHE, CMPE, Director of Strategic Innovation, HDR, Inc., Omaha, NE

The typical healthcare delivery model is designed primarily to meet acute demand. With chronic diseases on the rise, this approach is insufficient. Patients are demanding wellness-focused models—a need likely to increase in the near future. This approach, coupled with evolving consumer expectations, is forcing the “retailization” of healthcare. In other words, it’s healthcare delivery that mimics the typical commercial consumer experiences patients have outside the healthcare system. This session will identify retail thinking strategies from leading brands that can be used to transform the healthcare experience.

**Innovative Designs for
Value-Based Care Networks**

Joseph R. Lupica, JD, Chairman, Newpoint Healthcare Advisors, Phoenix, AZ

Hospitals and health systems of all sizes must tackle alignment challenges that have come with the industry’s shift toward payment and delivery models that reward population health management and the assumption of risk for value-based care. This session will explore new and innovative health network designs that allow participants to boost network performance without using the brute force of a merger.



NEW in 2017 YOUR CHOICE OF CONCURRENT SESSIONS

Enhancing Leadership Accountability to Drive Results

Pat Lapekas, Director, Navigant, Chicago; and Marsha Kessler, Director, Navigant, Boston, MA

Healthcare leaders face ever-increasing change and uncertainty, with a sharp focus on continuous cost and quality improvement. This session will explore evidence-based leadership frameworks that drive focused improvement, accountability and sustainable results, including the Baldrige Performance Excellence Framework and the ISO 9001 framework.

High-Reliability Organizations: Practical Perspectives from the Field

William Scharf, MD, Physician Change Agent, Division of Clinical Excellence, OSF HealthCare, Peoria; Coleen Smith, Director, High-Reliability Initiatives, Joint Commission Center for Transforming Healthcare, Oakbrook Terrace; and Stephanie Teets, RN, MSN, CNL, Director of Care Excellence, AMITA Health, Hinsdale

For organizations to excel in today's dynamic healthcare environment, they must incorporate the five key principles of high-reliability organizations into core operations. The expert panel in this session will share their journeys to high reliability and its benefits to their organizations. Panelists are members of the Midwest Alliance for Patient Safety and the Hospital Improvement Innovation Network.

NEW in 2017 YOUR CHOICE OF CONCURRENT SESSIONS

Using an Anchor Strategy to Pursue More Impactful Community Investments

Tricia Johnson, PhD, Associate Chair, Research and Education, Department of Health Systems Management, Rush University, Chicago; Shweta Ubhayakar, MBBS, MS-HSM, Manager, Building Healthy Urban Communities Program, Rush University Medical Center, Chicago; and Patricia O'Neil, MA, Vice President of Finance, Treasurer and Chief Investment Officer, Rush University Medical Center, Chicago

The most forward-thinking hospitals and health systems are increasingly adopting an "Anchor Mission" approach to community health investment, using not just direct programmatic investments but also investments in supply chain, corporate finance and hiring to improving community health. This session will explore the "Anchor Mission" concept and the experience of one academic medical center in pursuing this new approach

Opioid Addiction: Meeting the Treatment Needs of Opioid-Dependent Patients

Moderator: Elizabeth Salisbury-Afshar, MD, MPH, FAAFP, FASAM, Medical Director of Behavioral Health, Chicago Department of Public Health, Chicago

Panelists: Steven E. Aks, DO, FACMT, FACEP, Director, Toxikon Consortium, and Program Director, Medical Toxicology Fellowship Program and Associate Professor of Emergency Medicine, Rush University, Chicago; Jason Arres, Deputy Chief of Investigations Division, Connect for Life, Naperville Police Department; and Stephen R. Holtsford, MD, Emergency Department Physician, Northwestern Medicine Delnor Hospital, Geneva, and EMS Medical Director, ModernMed Recovery, Schaumburg

Opioid dependence and addiction is a public health crisis across the nation. Illinois is no exception. This session presents the experiences of unique community and hospital initiatives to stem the tide of the opioid epidemic to improve patient safety and enhance community well-being.



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SPEAKERS

KEYNOTE SPEAKER

Susan Dentzer, *President and CEO, Network for Excellence in Health Innovation (NEHI), Washington, DC*

A leading national expert in healthcare and health policy, Dentzer drives NEHI's strategic agenda and priorities, works closely with its members to identify key issues, promotes NEHI's research and policy recommendations, and serves as the organization's spokesperson, providing insightful analyses of the U.S. healthcare system on *PBS NewsHour*, National Public Radio, and other television and radio networks. She was previously senior policy adviser to the Robert Wood Johnson Foundation, served as editor-in-chief of *Health Affairs* and was an on-air health correspondent on *PBS NewsHour*.

CLOSING INNOVATION PANEL

Lyle Berkowitz, MD, FACP, FHIMSS, *Chief Innovator, Northwestern Memorial HealthCare, Chicago; and Chairman and Co-Founder, healthfinch*

Dr. Berkowitz is a primary care physician, healthcare IT innovator and serial entrepreneur with a passion for creating real-world solutions that improve the quality and efficiency of the healthcare system for both patients and physicians. He is Director of Innovation for Northwestern Memorial HealthCare and founder and director of the non-profit Szollosi Healthcare Innovation Program at Northwestern. Dr. Berkowitz has co-founded several healthcare startups and is the founder and chairman of healthfinch, a software company that optimizes clinical workflow efficiency. He is a nationally recognized author and speaker on innovation.

Michelle Conger, *Senior Vice President and Chief Strategy Officer, OSF HealthCare, Peoria*

Conger collaborates with OSF HealthCare's CEO, board and leadership to develop and refine the system's long-term strategy. She led the creation of the system's innovation agenda, which includes health technology incubation, usability and simulation strategies, and venture capital investment strategies. Conger has led several transformation initiatives, including implementation of electronic health records, organizational design transformation, population health strategy development, and a new system-wide program management office. She previously was senior vice president of the system's performance improvement division and executive director of planning for its information technology division.

Christopher Cornue, *Chief Strategy and Chief Innovation Officer, Navicent Health, Macon, GA*

Cornue leads Navicent Health's efforts to plan for the future and meet the organization's mission, vision and values. He collaborates with the organization's leaders, caregivers, physicians and community and other key stakeholders to establish and execute on strategy, operations and innovation across the system. He previously led the consulting practice at Sg2 in Skokie before joining Navicent. Cornue also served as CEO of McKee Medical Center in Colorado and vice president at Sinai Health System in Chicago, and he held several leadership roles at the University of Chicago Medical Center.

Todd Dunn, *Director of Innovation and Director, Healthcare Transformation Lab, Intermountain Healthcare, Salt Lake City, UT*

Dunn is the Director of Innovation for Intermountain Healthcare's I.S. Organization and leads Intermountain's Healthcare Transformation Lab. He has worked for notable companies such as Cisco, Siemens and GE. His efforts to pursue innovative approaches to solving complex problems span his work at Cisco and other companies to his focus on the fundamentals of innovation and deep employee engagement at Intermountain today. Dunn's work is highlighted in renowned Harvard Business School professor Clayton Christensen's recent book, *Competing Against Luck: The Story of Innovation and Customer Choice*.

Joan Evans, *MBA, Executive Vice President, Innovation and Transformation, Cone Health, Greensboro, NC*

Evans is charged with helping Cone Health leaders and employees develop innovative ways of improving quality, service and cost. She also is responsible for Cone Health's Office of Patient Experience and its Lean Office, organizational and leadership development, culture transformation, and the enterprise portfolio management function. Evans joined Cone Health in 1981 as a physical therapist. She has since served in various roles, including vice president of organizational effectiveness and performance, vice president of rehabilitation, vice president of health services, and chief learning officer.

Leslie Wainwright, *PhD, Partner and Business Designer, do tank and Executive-in-Residence, AVIA (moderator), Chicago*

Wainwright is a partner and business designer in do tank's Chicago office. She previously co-founded two cutting-edge startup companies—AVIA, a healthcare-focused innovation accelerator, and Sg2, a strategy consulting and analytics firm. Wainwright has been focused on addressing innovation for several years, including how complex organizations can build their own sustainable innovation. She is currently on the faculty of the Lake Forest Graduate School of Management and serves on the Women's Board of the Field Museum.



LOCATION



Westin Lombard Yorktown Center

70 Yorktown Center
Lombard, IL 60148
630.719.8000
westinlombard.com
Reservations: 888.627.9031

RATES:

\$147 single and double/\$162 triple (plus tax)

ROOM DISCOUNT DEADLINE:

Monday, August 21, 2017 by 5:00 pm

HOTEL AMENITIES:

- Valet service and free self-parking
- Disability-accessible facilities
- Fitness Center with whirlpool; indoor heated lap pool
- Jogging path
- High-speed internet access in all guest rooms (\$12.95/day)
- Close proximity to Oak Brook and Yorktown shopping centers
- Close proximity to numerous area golf courses

The Westin Lombard Yorktown Center is a smoke-free hotel.

CONTINUING EDUCATION CREDIT

ACHE

ACHE Face-to-Face Credit Education Program (Tuesday morning, September 12): This program has been developed and is presented locally by the Chicago Health Executives Forum. The American College of Healthcare Executives has awarded 3.0 (1.5 per session) ACHE Face-to-Face Education Credits to this program.

Main Conference: The Illinois Health and Hospital Association is authorized to award 7.75 hours of pre-approved ACHE Qualified Education credit (non-ACHE) for this program toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

NURSING

The Illinois Health and Hospital Association (IHA) is authorized by the State of Illinois Department of Financial and Professional Regulation (license number 236.000109) to award up to 10.0 hours of nurse continuing education credit for this program.

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invite your leaders

2017 IHA SUMMIT REGISTRATION FEE

	<i>By Friday, September 1, 2017</i>	<i>After Friday, September 1, 2017</i>
Full Leadership Summit (Including ACHE Face-to-Face Credit Sessions)	First three registrants from a hospital: \$475 per person	First three registrants from a hospital: \$495 per person
	Four or more registrants from a hospital: \$425 per person	Four or more registrants from a hospital: \$465 per person
ACHE Face-to-Face Education Credit Sessions ONLY	\$65 per person	\$75 per person

REGISTER TODAY

TEAM-IHA.CVENT.COM/2017LEADERSHIPSSUMMIT

CANCELLATION

Cancellations after Friday, September 1, 2017 will be charged 50% of the registration fee. Registrants who do not cancel and do not attend are liable for the entire fee. Registrants unable to attend may send an alternate.

