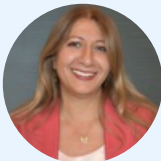


# AGENDA

The Future of Healthcare

# Healthcare Think Tank

## SPEAKERS



**Nora Osman**  
CEO  
Norvana



**Tom Cushing RN**  
Principal Advisor IT  
Strategy &  
Application Solutions  
Northwell Health



**Maxine Legall**  
Chief Diversity,  
Equity & Inclusion  
(former)  
The Jewish Board



**Tiffany Sturdivant**  
Director, Regional  
Needs Assessment  
and Planning  
United Hospital Fund  
New York



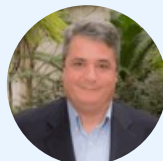
**Oleg Rivkin**  
CEO  
Select Specialty  
Hospital



**Janos Hajagos**  
Chief of Data  
Analytics  
Stony Brook  
Medicine



**Elizabeth Woodley**  
COO  
START Care



**Jim Rutt**  
CIO  
The Dana  
Foundation



**Paul Haser MD**  
Chief Medical &  
Research Officer  
One Brooklyn Health



**Benjamin Goldstein**  
CEO  
North Star Outcomes



**Hom Bahmanyar**  
Global Enablement  
Officer  
Ridge Security



**Michael Gross**  
Manager,  
Cybersecurity  
Intelligence  
Cleveland Clinic



**Valerie Walters**  
President & CEO  
LESC & COGENCY  
Integrated  
Healthcare IPA



**Jodi Leffingwell**  
Director, People  
Operations  
MedRite Urgent Care



**Raven Carter**  
Assistant VP,  
Operations  
Montefiore Medical  
Center



**Terence Mills**  
CEO  
Veuu



**Sumit Nagpal Ph.D.**  
Co-Founder/CEO/CTO  
Cherish Health



**Marvin O'Quinn**  
President & COO  
Former  
CommonSpirit  
Health



**Avijit Chatterjee**  
Ph.D  
Head of AI/ML  
MSKCC



**Christopher LaCoe**  
DBA,RN  
VP Virtual Health  
Penn State Health



**Purna Prasad Ph.D.**  
CTO  
Sterling Universal  
Group



**Rachael Spooner**  
VP Strategy &  
Development  
Northwell Health



**Jason Gottlieb**  
Director, Revenue  
Cycle Advisory  
Services  
New York  
Presbyterian  
Hospital



**Jose Azar MD**  
Executive Vice  
President  
Hackensack Meridian  
Health



**Judith Heller**  
VP Physician  
Recruitment  
Northwell Health



**Patrick Blahosky**  
RVP  
Lightrun



**Munish Khaneja M.D.**  
EVP Chief Physician  
Officer  
CareAbout Health



**Elina Petrillo**  
AVP HR Technology  
Northwell Health



**Travis Batiza**  
Director, Sales &  
Business  
Development  
Harte Hanks



**John Chelico MD**  
System CMIO  
CommonSpirit  
Health



**Will McCain**  
Operating Partner  
Morse



**Milla Ahmadullina**  
AVP  
Richmond University  
Medical Center



**Tiffany Sturdivant**  
VP Operations  
Cinqcare



**Maxine Legall**  
Former Chief  
Diversity, Equity &  
Inclusion  
The Jewish Board



**Michael Gross**  
CEO  
Engrossed Advisory

[Click Here to Register](#)



**March 26, 2024**

Eastern Time

**Registration**

8:30 AM-9:00 AM

**Morning Networking**

9:00 AM-9:20 AM

**Opening Remarks**

9:20 AM-9:30 AM

**VISION KEYNOTE PANEL**

9:40 AM-10:25 AM

[www.cvisionintl.com](http://www.cvisionintl.com)

# Managing The Margin

The healthcare industry is expected to undergo significant changes in 2024. Healthcare executives will need to make decisions and resource allocations concerning digital transformation, generative artificial intelligence, ESG, and margin pressures. Healthcare executives will face the challenge of adopting new technologies and business models while under sustained financial pressure. In terms of healthcare costs, estimates suggest that healthcare costs will rise by 7% in 2024, which is higher than the previous two years. This increase is attributed to continued labor shortages, drug price increases, and new contracts between payers and providers. It is also worth noting that the cost of job-based health care coverage for 2024 is expected to rise at its fastest pace in years as inflation pervades insurance policies. Overall, the healthcare industry is expected to undergo significant changes in 2024, and healthcare executives will need to adapt to the new environment to ensure their organizations' success.

## CHAIR



**Marvin O'Quinn**  
President & COO  
Former  
CommonSpirit  
Health

## PANELISTS



**Oleg Rivkin**  
CEO  
Select Specialty  
Hospital



**Tom Cushing RN**  
Principal Advisor IT  
Strategy &  
Application Solutions  
Northwell Health



**Jodi Leffingwell**  
Director, People  
Operations  
MedRite Urgent Care



**Jason Gottlieb**  
Director, Revenue  
Cycle Advisory  
Services  
New York  
Presbyterian  
Hospital

## KEYNOTE

10:35 AM-11:00 AM

### AI That Can Explain Itself is What Healthcare Requires. It is Hard to Build.

White box AI can explain itself leading to audit defense and perhaps material defenses in healthcare malpractice lawsuits. The same white box can stop bias depending on how it is built and the results that it generates. This technology is extremely hard to build, but when delivered, will change the industry of healthcare. Let's look at some examples.

## PANELISTS



**Terence Mills**  
CEO  
Veeva

## Coffee Break

11:00 AM-11:20 AM

## VISION VOICES

11:20 AM-11:40 AM

### How Are You Utilizing HR Technology

In the dynamic landscape of healthcare, Human Resource Technology can play a pivotal role in addressing critical challenges. The healthcare sector faces a significant talent shortage, with projections indicating a shortage of 124,000 physicians in the US by 2034. HR

teams are leveraging technology to manage staffing efficiently. Cloud-based Human Capital Management (HCM) systems provide real-time insights into staffing needs, aiding workforce planning and budgeting.

## PANELISTS



**Elina Petrillo**  
AVP HR Technology  
Northwell Health

## KEYNOTE

11:45 AM-12:10 PM

# The Patient's Symphony: Harmonizing Tech & AI in Contact Center Evolution

In the dynamic landscape of healthcare, where meeting patients' needs is paramount, hear about the imperative of integrating technology and AI to enhance personalized patient care within modern contact centers. Recognizing the challenges posed by call wait times and the necessity for prompt access to vital information, solutions, and assistance, we'll delve into the transformative potential of these advancements. Through the implementation of AI-driven systems, such as intelligent call routing and predictive analytics, healthcare organizations can efficiently manage call volumes, minimize wait times, and ensure seamless access to support, thereby elevating the patient experience.

By leveraging machine learning algorithms and natural language processing, healthcare contact centers can tailor communication channels and content to align with individual preferences and needs. We'll discuss how a personalized approach fosters deeper patient engagement, trust, and satisfaction while empowering patients through self-service options like interactive voice response systems and chatbots.

## PANELISTS



**Travis Batiza**  
Director, Sales &  
Business  
Development  
Harte Hanks



**Will McCain**  
Operating Partner  
Morse

## DISRUPTOR

12:15 PM-12:30 PM

# AI-Powered Security Testing: Continuous Risk Validation for Healthcare

In an era where cyber threats evolve at an unprecedented pace, Chief Information Security Officers (CISOs) in the healthcare sector face a daunting challenge within a complex landscape of cyber risks. This presentation delves into the transformative potential of AI-Powered Security Validation Platforms to continuously manage their vulnerabilities, attack surfaces, and exposure, thus proactively reducing cyber risks. This AI-driven approach not only prioritizes and validates security efforts but also enhances existing controls without the need for additional personnel or tools.

## PANELISTS



**Hom Bahmanyar**  
Global Enablement  
Officer  
Ridge Security

## Lunch & Networking

12:30 PM-1:20 PM

## FIRESIDE CHAT

### Value Based Care – What's the Strategy

1:20 PM-1:50 PM

Value-based payment and delivery transformation is not the future, it is the present. Successful health systems, hospitals, medical groups and other providers are those that seek to engage with members to improve their health and total cost of care, rather than simply providing episodic services when a patient is sick. Cost reduction is no longer primarily about per-visit cost, but rather total cost of care per member per month (PMPM). In addition to looking at cost from the payer perspective, cost reduction must also be viewed in terms of the member's out-of-pocket expenses. Put another way, providers must aim to reduce the totality of medical costs for each member they manage, rather than focusing only on the costs for a member when they show up at a clinic or hospital

## CHAIR



**Munish Khaneja M.D.**  
EVP Chief Physician  
Officer  
CareAbout Health

## PANELISTS



**John Chelico MD**  
System CMIO  
CommonSpirit  
Health



**Jose Azar MD**  
Executive Vice  
President  
Hackensack Meridian  
Health

## PANEL

### Clinic Innovation & Healthcare Equity

1:55 PM-2:35 PM

Health equity is when everyone has the opportunity to be as healthy as possible. Innovation can be defined as invention + adoption + diffusion. Successful innovations often possess two key qualities: they are both usable and desirable. We will consider working examples of how clinic innovation is favorably impacting health equity, the associated challenges, risks, and how to evaluate success.

## CHAIR



**Maxine Legall**  
Chief Diversity,  
Equity & Inclusion  
(former)  
The Jewish Board

## PANELISTS



**Tiffany Sturdivant**  
Director, Regional  
Needs Assessment  
and Planning  
United Hospital Fund  
New York



**Valerie Walters**  
President & CEO  
LESC & COGENCY  
Integrated  
Healthcare IPA



**Judith Heller**  
VP Physician  
Recruitment  
Northwell Health



**Elizabeth Woodley**  
COO  
START Care

## Networking Break

2:35 PM-2:55 PM

## PANEL

### Impacts of AI On Patient Care

2:55 PM-3:40 PM

AI is being applied within the healthcare field, especially for the tasks of diagnosis and treatment recommendations, patient engagement and adherence, and administrative activities of the healthcare workforce. Seemingly, the best thing about applying AI in healthcare is that it can be used to improve various spheres: from gathering and processing valuable patient data to being used for programming surgeon robots. Let's take a closer look at how AI is impacting healthcare diagnosis including detecting and classifying disease; improving decision making process and driving treatment solutions.

## CHAIR

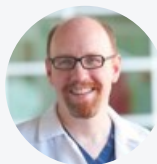


**Christopher LaCoe**  
DBA,RN  
VP Virtual Health  
Penn State Health

## PANELISTS



**Avijit Chatterjee**  
Ph.D  
Head of AI/ML  
MSKCC



**Paul Haser MD**  
Chief Medical &  
Research Officer  
One Brooklyn Health



**Purna Prasad Ph.D.**  
CTO  
Sterling Universal  
Group

## PANEL

### Improving Healthcare Outcomes- Diagnosis, Data, Patient Centric Care

3:45 PM-4:30 PM

Accuracy of diagnosis, data quality and patient centric care are the buzzwords around improving healthcare outcomes. Leveraging artificial intelligence with medical procedures to diagnose disease early, when there is the highest potential for impact. Data quality lives by accuracy, consistency, and relevancy. How can we improve data quality by reducing redundancy and decreasing medical errors? Patient centric care thrives if the partnership among practitioners, patients, and their families align with patients' wants, needs, and preferences. In this session, we will discuss what's working and what's not working, as we look to improve diagnosis, data quality and patient centric care.



## CHAIR



**Benjamin Goldstein**  
CEO  
North Star Outcomes

## PANELISTS



**Janos Hajagos**  
Chief of Data  
Analytics  
Stony Brook  
Medicine



**Sumit Nagpal Ph.D.**  
Co-Founder/CEO/CTO  
Cherish Health



**Michael Gross**  
Manager,  
Cybersecurity  
Intelligence  
Cleveland Clinic



**Rachael Spooner**  
VP Strategy &  
Development  
Northwell Health

## Raffle Giveaway & Closing Remarks

4:30 PM-4:40 PM

## Cocktail Networking

4:40 PM-5:30 PM

IN PARTNERSHIP WITH



**QGenda**

