

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



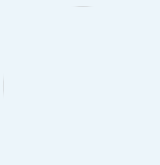
Oleg Rivkin
CEO
Select Specialty
Hospital



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 Goldsteen
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 A/VL
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



Judith Heller
VP Physician
Recruitment
Northwell Health



Patrick Blahosky
RVP
Lightrun



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



Eina Petrillo
AV/PHR Technology
Northwell Health



Travis Batiza
Director, Sales &
Business Development
Harte Hanks



John Chelico MD
System CMO
CommonSpirit Health



Will McCain
Operating Partner
Morse



Milla Ahmadullina
AVP
Richmond University
Medical Center



Tiffany Sturdivant
VP Operations
Cinque



Maxine Legall
Former Chief Diversity,
Equity & Inclusion
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Michael Gross
CEO
Engrossed Advisory

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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

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.

PANELISTS

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Chair

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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



Speaker

Terence Mills
CEO
Veuu

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



Speaker

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



Speaker

Travis Batiza
Director, Sales &
Business Development
Harte Hanks



Speaker

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



Speaker

Hom Bahmanyar
Global Enablement
Officer
Ridge Security

Lunch & Networking

12:30 PM-1:20 PM

Value Based Care – What's the Strategy

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

PANELISTS



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



Speaker

John Chelico MD
System CMIO
CommonSpirit Health



Speaker

Jose Azar MD
Executive Vice
President
Hackensack Meridian
Health

Clinic Innovation & Healthcare Equity

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.

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Elizabeth Woodley
COO
START Care

Networking Break

2:35 PM-2:55 PM

PANEL

2:55 PM-3:40 PM

Impacts of AI On Patient Care

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.

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PANEL

3:45 PM-4:30 PM

Improving Healthcare Outcomes- Diagnosis, Data, Patient Centric Care

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.

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Manager,
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Speaker

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

TOGETHER WITH



QGenda

