

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



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

Day 2: Wednesday, Aug. 13

6:15 - 7 a.m.

Early Bird Workout Session

7 - 8 a.m.

BREAKFAST

GENERAL SESSION

Welcome Back and Opening Remarks

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



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

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

