

# KATE KATZ

## SPEAKER PRESS KIT

### **INSPIRATION AND INNOVATION FROM EXPERIENCED HEALTHCARE SPEAKERS**

Providing on-site training for your leaders is a fast and economical way to bring your entire team up to speed on the industry's hottest topics and create organization wide urgency to execute change. Huron's speakers and authors bring up-to-the-minute knowledge from their work in healthcare organizations across the U.S. and beyond.

We are more than a speakers' bureau. Our speakers are results-driven performance experts who are directly involved in crafting solutions to some of your most pressing problems, including financial challenges, patient safety and quality, pay for performance, and more.

Prior to your event, Huron's speakers and support teamwork side-by-side with you to develop a fully customized presentation to meet your needs, regardless of the topic, size of your group, or purpose of the training. From physician retreats to Leadership Development Institutes (LDIs) to senior leader meetings, Huron speakers deliver the perfect balance of inspiration and education for every audience.



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# Kate Katz

## NATIONAL SPEAKER, PRINCIPAL

Kate Katz is an organizational transformation consultant and speaker with over 18 years of experience working with clients in the US, UK, and Canada. Kate serves as the Lead for our Healthcare Change Management and Leadership capability. She specializes in working with organizations to create an environment of psychological safety, evolving their culture, team structures, and ways of working for the future. She has deep expertise in helping healthcare providers, educators, payors, and commissioners to assess their organizational strengths, identify areas for improvement, and support leaders through the transformation process. Her research areas include inter-organizational trust, and the interconnection of payment reform and care transformation.

Throughout her career, Kate's focus has been on change and culture initiatives across the spectrum of healthcare operations. She serves as a trusted advisor to executive teams who want to improve their culture, designs new organizational structures and processes, and leads change programs to improve access to high-quality clinical care for her clients. She has managed change and training programs encompassing more than 22,000 employees.

## PROFESSIONAL EXPERIENCE

Prior to joining Huron, Kate led a multi-year change management program at HCSC, introducing a new claims operating model and organizational structure to a division of 7,000 people. Prior to this, Kate worked at the Center for Health Policy at The Brookings Institution, and before that spent nearly a decade as the Principal of her own boutique management consultancy in London.

## INDUSTRY SPEAKING ENGAGEMENTS

- "Psychological Safety and High Reliability", Keynote, Humber River Hospital Leadership Development Institute Nov 2021
- "Fostering Psychological Safety", What's Right in Health Care 2021
- "Wellness and Psychological Safety" Keynote at Healing, Leading, and Innovating for the Future 2021
- "Personal Change Journey", Change Leadership Workshop, 2020

## EDUCATION AND CERTIFICATIONS

- MA, Organizational Development in Healthcare and Health Education, Middlesex University
- Prosci Certified Change Management Practitioner (PCCP)
- Certified Kaizen Practitioner

## PROFESSIONAL ASSOCIATIONS

- Member, American College of Healthcare Executives (ACHE)
- Chapter Operations Director, Healthcare Businesswomen's Association (HBA) Chicago Downtown

## PUBLICATIONS/AUTHORED RESOURCES

- "Leading Through Change", Healthcare Businesswomen's Association, 2020
- "Getting to the Root of the Problem: The 5 Whys", Elevate K12, 2018
- "Improving complex disease management through Multi-Specialty Care Teams." Brookings, April 2015
- "How to reform Medicare physician payment and the Sustainable Growth Rate." Brookings Health360, Feb 2015

- “Transforming Rural Health Care: High-Quality, Sustainable Access to Specialty Care.” Health Affairs Blog, Dec 2014
- “Case Study: Transforming Cancer Care at a Community Oncology Practice.” HealthCare: The Journal of Delivery Science and Innovation, Aug 2014
- “The Beginner’s Guide to New Healthcare Payment Models.” Brookings Health 360, June 2014

# Presentations

## FOSTERING PSYCHOLOGICAL SAFETY

**Audience:** All Leaders

**Focus:** Leadership, Communication, Organizational Culture, Alignment and Accountability

**Length:** Keynote, Half-day, Full day

This session builds on evidence from leadership and management studies, and on Kate's experience as an executive coach and consultant to enable the participants to develop the skills needed to foster psychological safety within their teams. Leaders who foster psychological safety create the environment for their teams to succeed, ensuring that everyone can be their authentic self. The participants will learn specific self-leadership behaviors that will enable them to understand the importance of psychological safety, spot when it's missing, and learn how to improve their ability to foster psychological safety. A psychological safety action plan is provided as part of this session.

### Learning Objectives:

- Describe the importance of psychological safety
- Identify what an absence of psychological safety looks like
- Improve ability to foster psychological safety in teams

## PSYCHOLOGICAL SAFETY AND HIGH RELIABILITY: HOW DO YOU MAKE SURE IT'S SAFE TO SPEAK UP

**Audience:** All Leaders, All Healthcare Roles

**Focus:** Leadership, Communication, High-Reliability Organization (HRO)

**Length:** Keynote, Half-day, Full day

This session builds on evidence from leadership and management studies, and on Kate's experience as an executive coach and consultant to enable the participants to develop the skills needed to ensure employees feel safe to speak up. Leaders focused on high reliability and zero harm must create an environment of psychological safety, with every member of the team feeling comfortable to point out errors and open to receiving feedback without defensiveness. The participants will focus on how to establish and foster psychological safety on their path to high reliability.

### Learning Objectives:

- Describe the importance of psychological safety on high reliability and zero harm
- Improve ability to foster psychological safety in teams

## HOW HUMANS RESPOND TO CHANGE: THE PERSONAL CHANGE JOURNEY

**Audience:** All Leaders, All Healthcare Roles

**Focus:** Leadership, Communication, Employee Attraction and Engagement, Organizational Culture

**Length:** Keynote, Half-day

This session builds on evidence from leadership and management studies, and on Kate's experience as an executive coach and consultant. When we ask anyone to change the way they act, think, or behave, we are asking them to make a change on a personal level. Organizational change is the collective result of individuals

working in new ways. The participants will learn about the personal change journey as a framework for understanding individual change, use it to lead through change with empathy, and improve their own self-awareness for how they process change.

**Learning Objectives:**

- Understand how humans respond to change
- Reflect on how you individually process change
- Use the personal change journey to lead others with empathy

## LEADING THROUGH CHANGE

**Audience:** All Leaders

**Focus:** Leadership, Communication, Organizational Culture

**Length:** Keynote, Half-day, Full day

This session builds on evidence from leadership and management studies, and on Kate's experience as an executive coach and consultant to enable the participants to develop the skills need to lead change effectively. Leaders often fall back into comfortable old habits when they prepare to lead through change. This session provides a path for leaders to be intentional about what they say, how they act, and what they reward as they prepare to lead through change.

**Learning Objectives:**

- Gain practical tips on how to lead through change more effectively
- Improve ability drive behavior change through what you say, how you act, and what you reward

## MINIMIZING RESISTANCE TO CHANGE

**Audience:** All Leaders, All Healthcare Roles

**Focus:** Leadership, Communication, Organizational Culture, Alignment and Accountability

**Length:** Keynote

This session builds on evidence from leadership and management studies, and on Kate's experience as an executive coach and consultant to enable the participants to develop the skills needed to minimize resistance to change. Resistance to change, whether emotional or logical, is inevitable. A leader's role is to take the time to surface the motivation behind the resistance to change, understand that resistance, and effectively manage it. The participants will learn to identify passive and active resistance and understand which techniques to use to manage resistance based on the level of trust in their teams. A resistance management toolkit is provided to participants at the end of the session.

**Learning Objectives:**

- Understand why people resist change and the different types of resistance
- Learn about high and low-trust resistance management techniques and when to apply each.
- Improve ability to manage and minimize resistance to change.

## GETTING TO THE ROOT OF THE PROBLEM: THE 5 WHYS

**Audience:** All Leaders, All Healthcare Roles

**Focus:** Leadership, Communication, Organizational Culture, Alignment and Accountability

**Length:** Keynote, Half-day

This session builds on evidence from leadership and management studies, and on Kate's experience as an executive coach and consultant. Root Cause Analysis (RCA) is a systematic process for identifying root causes of problems so that permanent solutions can be found. The participants will focus on finding solutions to the cause of an issue rather than just treating the obvious symptoms as they build skills and practice a technique to enable a culture of continuous improvement

**Learning Objectives:**

- Understand Root Cause Analysis and why it is important
- Learn the 5 Whys method for identifying root causes
- Understand how implement Root Cause Analysis and develop actionable next steps to do so



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