



## Day 1 • Tuesday, February 28, 2023

ALL SESSION TIMES ARE IN EASTERN TIME

**9:00–10:00 AM**

### **Diagnosing Disruption from Clinical to Consumer: How New Consumer Values & Expectations Are Reshaping Healthcare**

**Ken Hughes**

*Consumer & Shopper Behavioralist*  
Customer Experience Strategist

**10:00–10:15 AM**

### **Break**

**10:15–11:00 AM**

### **Healthcare Boards & CEOs: The Next Chapter in Managing Talent, Risk, & Each Other**

**Andrew Chastain**

*President & CEO*  
WittKieffer

**11:00–11:15 AM**

### **Break**

**11:15 AM–12:00 PM**

### **SCOTUS Ruling on Abortion Requires Careful Board Consideration: Planning for Wide Ranging Impacts in a Politically Fraught Landscape**

**Todd Sagin, M.D., J.D.**

*National Medical Director*  
Sagin Healthcare Consulting, LLC

**12:00–1:00 PM**

### **Lunch Break**

For those who are virtual, this will be a one-hour break. Please return at 1:00 PM for the next session.

**1:00–2:00 PM**

### **Bringing Consumer Values to Life**

**Ken Hughes**

*Consumer & Shopper Behavioralist*  
Customer Experience Strategist

**Ryan Donohue**

*Strategic Advisor*  
NRC Health

## Day 2 • Wednesday, March 1, 2023

ALL SESSION TIMES ARE IN EASTERN TIME

**9:00–10:00 AM**

### **Perspectives on Capital Markets & Building Investor Confidence**

**Lisa Goldstein**

*Senior Vice President*  
Kaufman Hall & Associates, LLC

**10:00–10:15 AM**      **Break**

**10:15–11:00 AM**      **An Authentic Chat with Dr. Michael Ugwueke, Regarding Contemporary Governance & Management**

**Brian J. Silverstein, M.D.**  
*Chief Population Health Officer*  
Innovaccer

**Michael O. Ugwueke, M.P.H., DHA, FACHE**  
*President & Chief Executive Officer*  
Methodist Le Bonheur Healthcare

**11:00–11:15 AM**      **Break**

**11:15 AM–12:00 PM**      **Identity Crisis: Establishing Our Post-COVID Brand Before Someone Else Does It For Us**

**Ryan Donohue**  
*Strategic Advisor*  
NRC Health

**12:00–1:00 PM**      **Lunch Break**

For those who are virtual, this will be a one-hour break. Please return at 1:00 PM for the next session.

**1:00–2:30 PM**      **Board Oversight of the Hospital Professional Community: A Challenge More Critical Than Ever**

**Todd Sagin, M.D., J.D.**  
*National Medical Director*  
Sagin Healthcare Consulting, LLC

**2:30 PM**      **Adjourn**