



## Wednesday, 5 October 2016

10:30 - 11:00

Registration Opens

11:00 - 11:40

### **Welcome, Introductions and Program Overview**

Keith Fraidenburg MBA, Executive Vice President & Chief Strategy Officer, College of Healthcare Information Management Executives (CHIME), USA

Today's healthcare industry is undergoing unprecedented change accompanied by increasing expectations and pressures on provider organizations. With participant engagement, introductions will be made and a review of the program outline and objectives.

11:40 - 12:30

### **The Role of HIT in Today's Provider Environment**

Russell Branzell FCHIME, CHCIO, President and CEO, College of Healthcare Information Management Executives (CHIME), USA

HIT leaders must be a valued strategic partner both internal and external to their organizations. In order to do this, leaders must be well versed in top HIT applications, challenges and trends as well as the latest HIT related regulatory requirements. CIOs and HIT leaders must leverage this knowledge to provide solid, innovative and flexible technology strategies and solutions for their organizations.

In this session, gain a greater understanding of the dynamic and challenging role of the relationship with other C-Suite members and approaches for championing technology value and benefits required to achieve organizational transformation and success.

12:30 - 14:00

Networking Lunch

14:00 - 14:50

### **Setting Vision and Strategy in Dynamic Times**

Russell Branzell FCHIME, CHCIO, President and CEO, College of Healthcare Information Management Executives (CHIME), USA

Future HIT leaders should be an active participant with their C-Suite in defining the organization's future business vision while providing sound, innovative and flexible technology strategies and solutions. As the provider's community base

expands, HIT leaders must develop external strategic relationships to effectively support the organization's short and long term business services. This positions the future HIT leaders to champion technology value and benefits required to achieve organizational transformation and success. Attendees of this session will explore ways the HIT leader can successfully achieve technology deployment that tightly aligns with the organization's business vision, strategy and services as well as participate as a key leader in driving the organization's strategic vision.

Coffee Break

### **Making Change Happen**

Dr. George Reynolds MD, MMM, FAAP, CPHIMS, CHCIO, Retired CIO & CMIO, Children's Hospital & Medical Center, Omaha, USA

In today's healthcare environment, the only real certainty is that there will be constant change. Technologies, regulations, and healthcare practices are transforming rapidly. Organizations that are able to ride this wave of change and harness its power will prosper. Effective HIT leaders know that simply reacting to these changes is not enough, they must guide, implement and adapt to change in a way that is challenging, exciting and a regular part of everyday business. Learn to proactively create change to take advantage of the opportunities in a turbulent environment, cultivate new and more efficient ways of doing business, and improve your organization's ability to provide quality care.

### **Faculty Reactor Panel; Questions and Answers with Participants**

Networking Reception

14:50 - 15:20

15:20 - 16:15

16:15 - 17:00

17:00 - 18:00

## **Thursday, 6 October 2016**

08:30 - 09:00

Registration and Coffee

09:00 - 09:20

### **Announcements, Program Recap and Preview**

09:20 - 10:10

### **Demonstrating IT's Business Value**

Adrienne Edens FCHIME, LCHIME, CHCIO, Vice President - Education, College of Healthcare Information Management Executives (CHIME), USA

How can you effectively demonstrate IT's business value? How should you prioritize business-enabling IT investments? Most organizations have more IT-enabled initiatives than they can fund. Learn how to anticipate and assess new technologies, then make decisions about what to fund, what to delay, and what to discard. Understand how to develop defensible metrics that link operational business value to IT value indicators and effectively communicate the value proposition to satisfy all stakeholders.

Coffee Break

10:10 - 10:30

10:30 - 11:30

### **Case Study Exercise**

11:30 - 12:00	Coffee Break
12:00 - 12:30	<b>Faculty Reactor Panel; Questions and Answers with Participants</b>
12:30 - 13:20	<p><b>Developing Talent and Effective Teams</b>  Adrienne Edens FCHIME, LCHIME, CHCIO, Vice President - Education, College of Healthcare Information Management Executives (CHIME), USA</p> <p>Building, managing and retaining highly skilled, knowledgeable and effective staff and teams will be a cornerstone of success for any future HIT leader. Strong management skills are critical for all HIT leaders in developing and maintaining a creative, engaging and highly productive work environment. Attendees of this session will explore approaches in developing an attractive work environment, building cohesive teams, providing staff advancement and enrichment opportunities and building a pool of highly talented staff.</p>
13:20 - 14:50	Networking Lunch
14:50 - 15:40	<p><b>Instilling Customer Service as a Core Value</b>  Russell Branzell FCHIME, CHCIO, President and CEO, College of Healthcare Information Management Executives (CHIME), USA</p> <p>Customers, both internal and external to the organization, give the enterprise its purpose for existing. To synchronize business and IT to deliver maximum benefits, the HIT leader must work with customers to understand the greater needs of the business they serve. Instill continuous customer service as a core value in the IT organization and then provide your people with the skills and resources needed to meet these goals. Learn how to balance volatile external forces like business climates, customer expectations, political and economic environments, with slower-moving internal forces. The key: manage the inputs rather than the outputs.</p>
15:40 - 16:10	Coffee Break
16:10 - 17:00	<p><b>Building Networks and Community</b>  Dr. George Reynolds MD, MMM, FAAP, CPHIMS, CHCIO, Retired CIO &amp; CMIO, Children's Hospital &amp; Medical Center, Omaha, USA</p> <p>A critical factor to any HIT leader's success hinges on the ability to build trusted and successful relationships and collaborative partnerships. HIT leaders must hone their skills in relationship building, especially in tough situations, as their role continues to shift in the future. In this session, discuss key elements for HIT leaders in building trusted relationships within organizations and across business partners. Explore ways to quickly adapt to changing business objectives and ensure effective communication channels. Discuss various models of measuring effective relationships and anticipating needs in advance.</p>
17:00 - 17:30	<b>Closing Remarks and Adjournment</b>