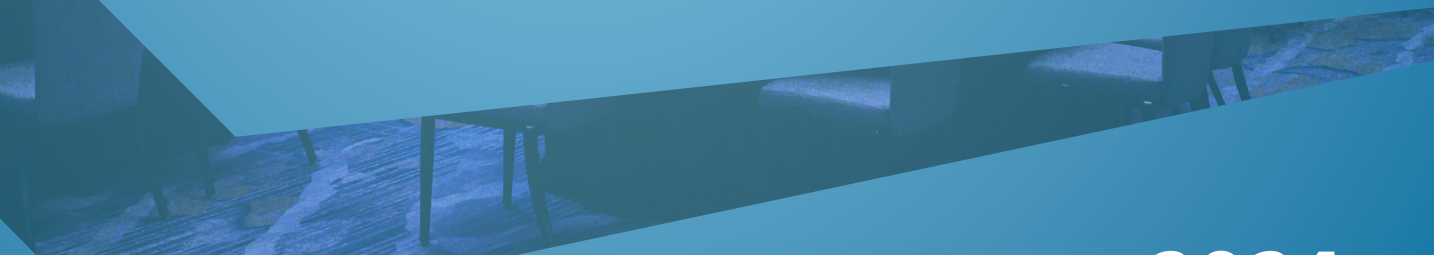
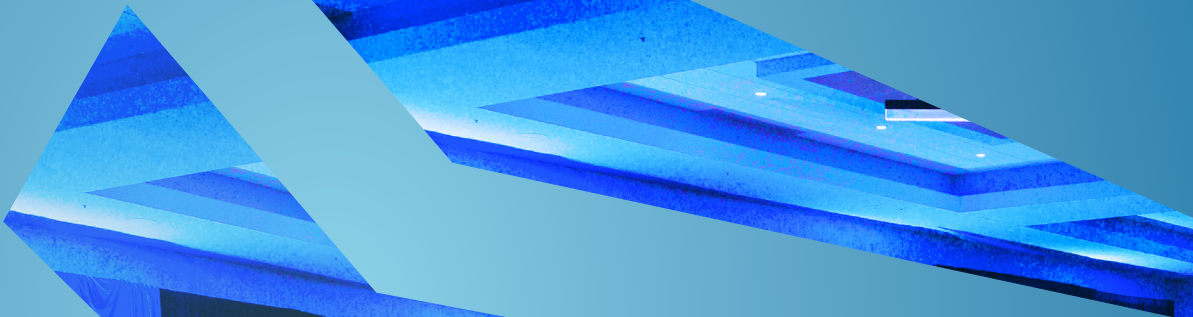




Indiana
Hospital
Association



2024

ANNUAL MEETING

WESTIN INDIANAPOLIS

2024 ANNUAL MEETING | NOV. 13-14

WESTIN INDIANAPOLIS | 241 W WASHINGTON ST

REGISTRATION

Register online at cvent.me/RYaVbn. IHA Member Rate: \$895 | Awards Luncheon Only: \$100

Cancellation Policy

- 10% of the registration fee will be retained for cancellations made before Oct. 13.
- 50% of the registration fee will be retained for cancellations made between Oct. 14 and Oct. 30.
- No refunds are available for cancellations made within two weeks of the event.
- Substitutions are allowed onsite or in advance.

Questions? Contact [Molly Kelly](#), IHA Member Engagement & Marketing Coordinator.

ATTENDANCE

If you are employed by an IHA member hospital, corporate sponsor, event sponsor, or Endorsed Business Partner, you are invited to attend IHA's Annual Meeting at the member rate. Please note that we do not have a non-member registration rate. If you are unsure whether your hospital is an IHA member, please reach out to [Shirley Jones](#).

ACHE CREDITS

As an independent chartered chapter of the American College of Healthcare Executives, the ACHE of Indiana will be offering ACHE Qualified Education credits toward advancement or recertification in the American College of Healthcare Executives.

ACHE is offering seven (7) Qualifying Education Credits for this event. Each one (1) hour session is worth one (1) credit. Craig Deao's session will qualify for one and a half (1.5) In-Person Education Credits.

Participants in this program who wish to have it considered for ACHE Qualified Education credit should list their attendance when they apply to the American College of Healthcare Executives for advancement or recertification.

JOIN US FOR A WELCOME RECEPTION NOV. 12

We're excited to kick off Annual Meeting with a special Welcome Reception the evening before the event starts. Join us on Nov. 12 at 5 p.m. ET in the Capitol Overlook room at The Westin for a chance to connect with fellow members and colleagues. Complimentary drinks and appetizers will be served.

This reception is proudly sponsored by **WellSky**, and we encourage you to take advantage of this opportunity to meet new faces and catch up with familiar ones before the conference officially begins.



WEDNESDAY, NOV. 13

AGENDA

7:45 - 8:45 a.m.	Networking Breakfast <i>Sponsored by Schmidt & Associates</i>
8:45 - 8:55 a.m.	Welcoming Remarks
8:55 - 9:55 a.m.	Managing Risk - Keeping Calm in a Crisis John Volanthen <i>Sponsored by Meadows & Ohly</i>
9:55 - 10:05 a.m.	Break <i>Sponsored by CarDon & Associates</i>
10:05 - 11 a.m.	Business Meeting <i>All members encouraged to attend</i>
11 - 11:10 a.m.	Break <i>Sponsored by Patients Choice Labs</i>
11:10 a.m. - 12:10 p.m.	The Other End of the Stethoscope Marcus Engel, MS, CPXP, CSP
12:10 - 1 p.m.	Lunch <i>Sponsored by Hokanson Companies</i>
1 - 2 p.m.	Speak Up Culture: When Leaders Truly Listen, People Step Up Stephen Shedletzky
2 - 2:15 p.m.	Break <i>Sponsored by CarDon & Associates</i>
2:15 - 2:45 p.m.	IHA Legislative Update
2:45 - 2:50 p.m.	Break <i>Sponsored by Patients Choice Labs</i>
2:50 - 3:50 p.m.	Medical MythBusters: Increasing Understanding by Listening to Overlooked Stories Joel Bervell
3:50 - 4:50 p.m.	Reception

THURSDAY, NOV. 14

AGENDA

7 - 8 a.m.

Networking Breakfast
7:15 - 7:45 a.m.: Matchwell Presentation

8 - 9 a.m.

Harnessing Headwinds: Successfully Navigating Change
& Adversity
[Col. Nicole Malachowski, USAF \(Ret.\)](#) | *Sponsored by Hall Render*

9 - 9:15 a.m.

Break | *Sponsored by CarDon & Associates*

9:15 - 10:15 a.m.

Artificial Intelligence in Health Care
[Steve Berkowitz, MD](#) | *Sponsored by Krieg DeVault*

10:15 - 10:30 a.m.

Break | *Sponsored by Patients Choice Labs*

10:30 - 11:30 a.m.

Lessons Learned from the 2024 Election:
America at a Crossroads
[Domenico Montanaro](#)

11:30 a.m. - 1 p.m.

Awards Luncheon

1 - 2:30 p.m.

Playing the Long Game: Moving Beyond Cost Cutting
[Craig Deao, MHA](#)

2:30 p.m.

Adjourn

MANAGING RISK: KEEPING CALM IN A CRISIS

WEDNESDAY, NOV. 13 | 8:55 AM



**JOHN
VOLANTHEN**

John Volanthen will take us on a remarkable and unforgettable journey, deep into the Tham Luang caves of Thailand where he and his diving partner located the missing young soccer team and their coach in the summer of 2018. Described as the “A Team” of diving rescues by the British Cave Rescue Council, he tells the incredible story of the Thai rescue and shares why great feats are rarely due to luck, but rather determination and preparation.

Volanthen’s gripping multimedia presentation follows the process the divers took to search for, find, and help guide the boys to safety in a complex rescue that many believed would end in tragedy. The events are chronicled in the National Geographic documentary, “The Rescue” and the Ron Howard film, “Thirteen Lives.”

Session Objectives

Drawing on his thirty years of civilian cave exploration, diving, and rescue work, Volanthen shares the lessons that are key to performing under high pressure and amid great uncertainty. Lessons he believes anyone can learn to lead with calm, focus, and certainty in any situation.

John Volanthen is a world record-holding British cave diver who has been involved in cave exploration and rescue for more than two decades. He began caving at the age of 14 and has been at the forefront of cave exploration since. In 2018, he was named one of *TIME Magazine’s* “Heroes of the Year” for the role he played in the Tham Luang Thailand cave rescue. Volanthen has designed and built diving equipment for 20 years, adapting units commercially available, and building other equipment to meet the unique requirements of individual caves. Problem solving and ‘out of the box’ thinking have been pivotal to his success.

In addition to Tham Luang, John has been involved in several other search, rescue, and recovery incidents around the world and he has been awarded the George Medal for bravery. He is one of only two people to have been awarded bronze, silver, and gold medals by the Royal Humane Society for his efforts.

This session is eligible for one (1) ACHE Qualified Education credit.

THE OTHER END OF THE STETHOSCOPE

WEDNESDAY, NOV. 13 | 11:10 AM



MARCUS ENGEL

MS, CPXP, CSP

As a college freshman, Marcus Engel was blinded and nearly killed after being struck by a drunk driver. Through two years of rehab, over 350 hours of reconstructive facial surgery, and adaptation through a multitude of life changes, Marcus witnessed the good, the bad, and the profound in patient care.

His messages provide insight and strategies for excellent patient care. The Other End of the Stethoscope has been witnessed by tens of thousands of health care professionals and his books are used in nursing and allied health programs to teach the basic foundations of caregiving.

Session Objectives

- Convey the foundation of compassionate care: human presence
- Demonstrate an understanding of Narrative Medicine and how it can be applied to workforce engagement
- Implement best practices in staff and patient communication

Marcus has authored four books. He holds a B.S. in sociology from Missouri State University and a M.S. in Narrative Medicine from Columbia University, New York. In 2017, Marcus was awarded an honorary doctorate from the Philadelphia College of Osteopathic Medicine and is currently an adjunct professor at the University of Notre Dame where he teaches pre-meds the art of “being with.”

Blending lived experience with evidence-based research, Marcus helps put an unforgettable name and face to patient experience. Using a lens of Narrative Medicine and compassion science, Marcus helps engage clinicians and leaders alike. His lived experience as a long-term trauma patient combined with the latest data on patient experience and staff engagement combine to give tools for staff retention, engagement, and satisfaction.

This session is eligible for one (1) ACHE Qualified Education credit.

SPEAK UP CULTURE: WHEN LEADERS TRULY LISTEN, PEOPLE STEP UP

WEDNESDAY, NOV. 13 | 1:00 PM



**STEPHEN
SHEDLETZKY**

Poor leadership behaviors result in toxic cultures and lackluster performance. Cultures of silence lead to missed opportunities, failure, and sometimes even disaster. Part of the problem is that the more senior a leader becomes, the more removed they can get from the truth—the experiences of team members and customers alike. These are the very people who make their organization a success.

Stephen Shedletzky demonstrates that in a speak-up culture, not only do leaders have the skills and attributes to hear ideas, concerns, voices of dissent, and even mistakes, they also encourage, acknowledge, reward, and act upon them. This fundamental ability to create a culture where it's safe and worth it to speak up is vital to the long-term success of any organization. Speak-Up Culture shows you how creating such an environment is the responsibility and the advantage of every leader who wants to be great at leading, and who wants to create a better version of humanity while they do.

Session Objectives

- Unpack the two main questions of a speak-up culture: Is it safe? Is it worth it?
- Explore why speak-up cultures are good for people and good for business
- Discover the two components of a speak-up culture: Encourage & Reward
- Learn tactical and proven methods to listen to your people and cultivate a feedback rich, speak-up culture
- Explore the destructive impact of toxic positivity and gaslighting on people, teams, and cultures
- Unpack leaders' responsibility and advantage in building a speak-up culture

Stephen "Shed" Shedletzky helps leaders listen and nurture the voice of others. He supports humble leaders that put their people and purpose first, all while knowing they are both a part of the problems they experience and part of the solutions they seek to create. A sought-after speaker, coach, and advisor, Shed is a thought-leader on psychological safety in the workplace and he works with leaders in all industries where human beings work. He is the author of the book, "Speak-Up Culture: When Leaders Truly Listen, People Step Up."

For more than a decade, Shed has contributed to Simon Sinek, Inc., where, as Chief of Staff, Head of Brand Experience, and Head of Training & Development, he has led a global team of speakers and facilitators. Shed continues to speak and facilitate with Simon Sinek, Inc., helping to create a more inspired, safe, and fulfilled world.

This session is eligible for one (1) ACHE Qualified Education credit.

MEDICAL MYTHBUSTERS: INCREASING UNDERSTANDING BY LISTENING TO OVERLOOKED STORIES

WEDNESDAY, NOV. 13 | 2:50 PM



**JOEL
BERVELL**

The COVID-19 pandemic helped highlight numerous health care inequities that exist. Data from early in the pandemic showed that African Americans were dying from COVID-19 at higher rates, highlighting health inequities that have existed for years. Black mothers are consistently more likely to die from complications surrounding pregnancy and childbirth. Medical schools don't frequently teach how dermatology conditions look on darker skin. At the same time, Diversity, Equity, and Inclusion programs in health care across the nation have come under attack via legislation.

In the wake of these events, a new wave of advocacy is emerging, led by young people, to combat systemic disparities in medicine. In this talk, Medical Mythbuster and health equity champion Joel Bervell will dive into the history of various health disparities that exist in medicine, discuss how they manifest in practice, and examine the changing landscape of Diversity, Equity, and Inclusion.

Session Objectives

- Identify health care disparities faced by marginalized communities and analyze medicine's role in reflecting and perpetuating societal inequities
- Understand the historical context and systemic factors contributing to health disparities in medicine, while defining a culture of health equity in clinical practice and its relevance today
- Analyze the impact of anti-Diversity Equity and Inclusion legislation on health equity and explore strategies for advocating and promoting health equity despite legislative barriers

Joel Bervell is a Ghanaian-American medical student and science communicator known as the 'Medical Mythbuster' for his viral content on racial disparities, hidden history, and biases in health care. After entering medical school, Bervell became a highly respected TikTok and Instagram creator, with 1M+ followers and 200M+ views. His videos breakdown complex topics about how health care still fails to serve marginalized groups. A gifted educator and engaging speaker, Bervell has been sought after to share his unique and inspiring perspective with groups like Meta, Google, TikTok, the Clinton Foundation, General Electric, the U.S. Food and Drug Administration, and on behalf of the Congressional Black Congress, among others. Bervell has been featured on "Good Morning America," NPR, WebMD, and more, and has advised organizations like TikTok on efforts to increase Diversity & Inclusion.

This session is eligible for one (1) ACHE Qualified Education credit.

HARNESSING HEADWINDS: SUCCESSFULLY NAVIGATING CHANCE & ADVERSITY

THURSDAY, NOV. 14 | 8 AM



COL. NICOLE MALACHOWSKI,
USAF (RET.)

Using the aviation-based idea of headwinds as a metaphor, this elite fighter pilot and military leader will share inspiring personal stories and practical tools to ignite your team’s ability to successfully harness the challenges in both their personal and professional lives.

Leaders across every industry and experience level share one thing in common: to be successful they need to effectively navigate failure, organizational change, and the unknown. Like headwinds to a pilot, these perceived barriers can force you to change direction, cost you momentum, and even take away options. These headwinds can feel confusing, disorienting, and downright uncomfortable. However, with the right mindset, anyone can learn to harness the energy of these headwinds in their personal favor, and to the favor of their teams and organizations.

Session Objectives

- Overcome personal and professional failures
- Effectively navigate organizational and cultural change
- Endure the discomfort of the unknown

Col. Nicole Malachowski, USAF (Ret.) defies stereotypes. Yes, she was a jet fighter pilot, but if you think you know her based on that, you’d be wrong. A leader, a combat veteran, the first woman pilot on the Thunderbirds Air Demonstration Squadron, a White House Fellow, and an inductee into both the National Women’s Hall of Fame and the Women in Aviation International Pioneer Hall of Fame. Nicole’s distinguished 21-year Air Force career exceeded her wildest dreams. But the dream came to an end when a devastating tick-borne illness left her struggling greatly to speak or walk for almost nine months. An indomitable spirit, Nicole fought back against overwhelming odds and prevailed. Drawing on stories from her career and personal life, Nicole inspires audiences to rethink the challenges they face every day. She urges them to go beyond resilience and become resurgent. Nicole’s empowers people with three key beliefs: failure and risk are the price of entry for achieving something great; sometimes you need to yield to overcome; and her personal mantra - “Nobody wants to lead a scripted life.”

This session is eligible for one (1) ACHE Qualified Education credit.

This session is sponsored by



ARTIFICIAL INTELLIGENCE IN HEALTH CARE: WHAT HEALTH CARE LEADERS NEED TO KNOW NOW

THURSDAY, NOV. 14 | 9:15 AM



**STEVE
BERKOWITZ,**
MD

Hardly a day goes by when there is not a story in the news about artificial intelligence and its impact on society. New advances in technology and applications seem to be occurring exponentially. There is now evidence that AI can learn on its own and that it can make things up or even hallucinate. GPT is enabling technology that performs increasingly like a human. Computer-brain interfaces can physically connect the mind to the computer or to a robot. Moore's Law is functionally alive and well. How does the health care executive stay on top of the science and make knowledgeable decisions? Or do we just let AI take over the world? Might your new doctor be an AI hologram?

Dr. Berkowitz will review the basic models and concepts of AI such as processing speed, machine learning, and networks, with particular emphasis on their applications in health care. He will discuss special interest topics such as GPT, brain-computer interfaces, emergent properties, AI bias, and the concept of singularity. He will discuss the present and future impact of AI on health care systems, patients, and providers.

Session Objectives

- Review the basic definitions and models of artificial intelligence
- Discuss the implications of specific topics such as emergent properties, hallucinations, brain-computer interfaces, deep fakes, and how they can contribute to AI singularity
- Review the impact of GPT technologies, particularly how they would affect the patients, providers and the hospital
- Discuss the importance of a partnership with AI
- Discuss the social/moral issues of AI and potential need for regulation

Dr. Berkowitz is board certified in internal medicine and is a prominent national speaker and writer in the health care arena, and as a consultant he specializes in health care quality improvement. He was the Chief Physician Executive and president of the medical group for Northern Light Health, a nine-hospital system in Maine. Previously, he was the Chief Medical Officer of St. David's Healthcare, a six-hospital system in Austin, Texas, as well as the Chief Medical Officer for the Central and West Texas Division of HCA. Dr. Berkowitz was Chairman of the Board of Capital Area Providers, a 5.01-(a) Texas medical foundation with over 800 participating physicians. In 2008, St. David's won the Texas Award for Performance Excellence and in 2014 was the recipient of the national Malcolm Baldrige award.

This session is eligible for one (1) ACHE Qualified Education credit.

LESSONS LEARNED FROM THE 2024 ELECTION: AMERICA AT A CROSSROADS

THURSDAY, NOV. 14 | 10:30 AM



**DOMENICO
MONTANARO**

Domenico Montanaro speaks to the latest trends in politics, including his reporting from inside the White House, analysis of the latest legislative movements, and the electoral landscape. He has a deep knowledge and understanding of polling and data and how they apply to presidential and congressional campaigns. And he can speak to a wide range of policy subjects, and where they're going on Capitol Hill – from health care and tax reform to immigration and infrastructure.

He has a deep understanding of context and history and where this moment fits into the broader landscape, how democratic institutions are holding up, and the global tension between nationalist populism and the global order that has largely been responsible for the world's security post-World War Two.

Session Objectives

- Identifying the causes of the election results from the presidential race to Congress, including racial and generational electoral shifts
- Identifying the legislative priorities of the new administration
- What the new congressional leadership will mean for future legislation and the power dynamic in Washington

NPR Senior Political Editor Domenico Montanaro joined NPR in 2015 and oversaw coverage of the 2016 presidential campaign, including for broadcast and digital. Before joining NPR, Montanaro served as political director and senior producer for politics and law at "PBS NewsHour." There, he led domestic political and legal coverage, which included the 2014 midterm elections, the Supreme Court, and the unrest in Ferguson, Mo.

Prior to "PBS NewsHour," Montanaro was deputy political editor at NBC News, where he covered two presidential elections and reported and edited for the network's political blog, "First Read." He has also worked at CBS News, ABC News, The Asbury Park Press in New Jersey, and taught high school English.

This session is eligible for one (1) ACHE Qualified Education credit.

PLAYING THE LONG GAME: MOVING BEYOND COST CUTTING

THURSDAY, NOV. 14 | 1:30 PM



CRAIG DEAO,
MHA

The past several years have been historically challenging for hospital financials. Virtually every organization has been compelled to engage in significant cost-cutting measures. But cost cutting isn't enough.

This session will outline how organizations can shift their focus beyond cost-cutting towards a balanced strategy that incorporates performance improvement and growth to create a more substantial and lasting positive effect on your bottom line.

Session Objectives

- Identify the limitations of solely relying on cost-cutting measures for long-term value creation in health care
- Articulate the various pathways through which growth can enhance value within healthcare systems, including revenue expansion and margin optimization
- Develop strategies for integrating performance improvement and growth initiatives into their organization's long-term strategic planning

Since 2006, Craig has led Huron's speaking team. He also co-led the organization's journey to become a recipient of the Malcolm Baldrige National Quality Award in 2010. In addition to his full-time work with Huron, he serves as faculty for the American College of Healthcare Executives (ACHE).

Craig's fieldwork focuses on partnering with senior leadership to achieve breakthrough, sustainable transformation. He is an author of numerous articles in healthcare publications, as well as a book on engagement, and speaks to tens of thousands of leaders annually. Prior to joining Huron, Craig served in several capacities for VHA (now Vizient), including patient safety improvement and executive networking, connecting 2,000 nonprofit health system members across the nation.

This session is eligible for one and a half (1.5) ACHE In-Person Education Credits.

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