ACCELERATING HEALTH EQUITY THROUGH DIVERSITY AND INCLUSION

COLLABORATION. EDUCATION. INNOVATION.

INSTITUTE FOR DIVERSITY in Health Management
An affiliate of the American Hospital Association

2016 NATIONAL LEADERSHIP AND EDUCATION CONFERENCE
JUNE 21–22 / PHILADELPHIA MARRIOTT DOWNTOWN
WELCOME TO PHILADELPHIA AND THE INSTITUTE FOR DIVERSITY IN HEALTH MANAGEMENT NATIONAL LEADERSHIP AND EDUCATION CONFERENCE!

Your presence here demonstrates your commitment to advancing diversity, eliminating health care disparities and ensuring that equitable care is delivered to all persons in every community.

The Institute, the American Hospital Association and our national partners have made ending health care disparities a top priority. Through efforts such as the AHA’s #123forEquity campaign and the National Call to Action to Eliminate Health Care Disparities, we are making some progress.

However, we need to accelerate that progress. We believe this conference, “Accelerating Health Equity Through Diversity and Inclusion,” will provide you with strategies, tools and resources that will help you and your organization advance the health of all the individuals and communities you serve.

Over the next two days we’ll focus on:

• **Collaboration:** Explore how you can build collaborative governance through community partnerships and how you can leverage unconventional community partnerships to improve population health. Network with senior health care executives, diversity practitioners and emerging leaders from across the country.

• **Education:** Hear from national experts on diversity and inclusion, and participate in exciting breakout sessions where you will receive valuable resources that can help guide your organization on your health equity journey.

• **Innovation:** Learn new innovative digital and telehealth strategies, and hear how health information technology plays a critical role in the patient experience and eliminating health disparities. Additionally, find out how to make the business, economic and clinical case for implementing efforts that will foster inclusion and health equity.

We’ll also unveil the findings from our “Diversity and Disparities: A Benchmark Study of U.S. Hospitals,” and recognize Equity of Care Champions who are leading the way.

Thank you for joining us as we take the next step on our journey to health equity. I look forward to talking with you during the next two days, and I hope you enjoy your time in Philadelphia.

Respectfully,

M. Tomás León, MBA
President and CEO
Institute for Diversity in Health Management
Dedicated to delivering CULTURALLY COMPETENT CARE.

PART OF OUR COMMITMENT TO A PATIENT-FIRST PHILOSOPHY.

At HCA, we will provide culturally competent care to every patient we serve. We will foster a culture of inclusion across all areas of our company that embraces and enriches the diversity of our workforce, physicians, partners and communities.

Ronnie Bond is a physician at Orange Park Medical Center, part of the HCA family of hospitals.

HCA
Hospital Corporation of America®

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TABLE OF CONTENTS

Agenda at a Glance ..............................................................................6–7
Conference Schedule ..........................................................................9–15
Speaker Biographies .........................................................................16–24
Conference Underwriters ..................................................................25–28
Exhibitors ..........................................................................................29–30
Floor Plan ..........................................................................................34–35

ABOUT THE INSTITUTE FOR DIVERSITY IN HEALTH MANAGEMENT

The Institute for Diversity in Health Management (Institute) was founded in 1994 to address the lack of ethnic, cultural and racial diversity in health care management. The Institute continues this mission of expanding leadership opportunities for diverse individuals by collaborating with educators and health services organizations. The Institute assists health care organizations with efforts to develop a pipeline of diverse leaders for health care, while providing cultural awareness and diversity management tools to hospitals and health care systems, all in an effort to enhance the care provided to an increasingly diverse society.

The Institute is committed to expanding health care leadership opportunities for ethnically, culturally and racially diverse individuals and to increasing the number of these individuals entering and advancing in the field.

The Institute was founded through a collaborative effort among the American Hospital Association, the American College of Healthcare Executives, the National Association of Health Services Executives and the Catholic Health Association of the United States.

Vision

Leadership of health care institutions should reflect the ethnic, racial and cultural diversity of the communities they serve, resulting in the delivery of culturally appropriate health care to all constituent communities.
Would you like to impact patient safety, readmissions, and budget constraints?

Experience how large-scale US interpreter contact centers may benefit your organization.

- Unified pricing for phone and video interpretation.
- Rapid access to hundreds of languages.
- Patient satisfaction, growth, and retention.

Visit our booth at the 2016 IFD Conference!

Learn more at www.cyracom.com
### AGENDA AT A GLANCE

*All rooms are located on Level 3 unless otherwise noted. The floor plan can be found on pages 34–35.*

#### TUESDAY, JUNE 21

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>7:00 a.m.–5:15 p.m.</td>
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<td>Accelerating Health Equity: How Diversity and Inclusion Are</td>
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<td>10:30 a.m.–11:00 a.m.</td>
<td>Networking Break</td>
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<tr>
<td>11:00 a.m.–12:15 p.m.</td>
<td>Success Strategies for Diverse Leadership and Inclusion</td>
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<tr>
<td>12:30 p.m.–2:00 p.m.</td>
<td>Luncheon: Race and Equity in the U.S.: Building Community</td>
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<tr>
<td>2:00 p.m.–2:15 p.m.</td>
<td>Networking Break</td>
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<tr>
<td>2:15 p.m.–4:00 p.m.</td>
<td>Leveraging Digital and Telehealth Strategies to Address Health</td>
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<tr>
<td>4:00 p.m.–5:00 p.m.</td>
<td>Trending Hot Topic Roundtable Discussions</td>
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<td>6:00 p.m.–7:30 p.m.</td>
<td>Connections Networking Dinner</td>
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#### WEDNESDAY, JUNE 22

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<td>Exhibit Fair and Poster Session</td>
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<tr>
<td>7:30 a.m.–8:30 a.m.</td>
<td>Institute Membership Breakfast (members only)</td>
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<tr>
<td>8:30 a.m.–9:15 a.m.</td>
<td>Creating an Equity Plan</td>
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<tr>
<td>9:15 a.m.–10:15 a.m.</td>
<td>Accelerating Progress: Health Equity and Diversity Officers</td>
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<td>12:30 p.m.–2:00 p.m.</td>
<td>Benchmarking Luncheon: Eliminating Disparities and Increasing</td>
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<td>2:00 p.m.–3:00 p.m.</td>
<td>Closing Remarks and Call to Action</td>
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<td>3:00 p.m.–5:00 p.m.</td>
<td>Building Community Capital: A Trustee Diversity Networking Event</td>
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<td>Time Session</td>
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<td>7:00 a.m.–5:15 p.m.</td>
<td>Registration Liberty Ballroom Foyer</td>
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<td>Breakfast Buffet Independence Ballroom</td>
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<td>CDM Fellows Graduation and Alumni Breakfast Rooms 303–304</td>
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<td>Luncheon: Race and Equity in the U.S.: Building Community Capital Salons A–B (Level 5)</td>
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<td>Benchmarking Luncheon: Eliminating Disparities and Increasing Diversity Liberty Ballroom</td>
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**Part 1**

- Room 307
- Room 306
- Room 305

**Unconventional Community Partnerships to Institutional Challenges**

- Rooms 303–304
- Rooms 309–310

**Part 2**

- Room 307
- Room 306
- Room 305

**Health Care Disparities Systems and Equity**

- Rooms 303–304
- Rooms 309–310

**Diversity**

- Liberty Ballroom
We proudly support the Institute of Diversity in Health Management in their efforts to accelerate health equity.
CONFERENCE SCHEDULE/ Monday, June 20

NEW—PRE-CONFERENCE ROUNDTABLE DISCUSSION: HEALTH CARE IS EVERYONE’S BUSINESS
3:00 p.m.–5:00 p.m., Liberty Ballroom B

Hosted by Carolinas HealthCare System and Diversity MBA

Join other health care, corporate and business executives in a roundtable discussion, facilitated by Pamela (Pam) McElvane, CEO, Diversity MBA, and M. Tomás León, president and CEO, Institute for Diversity in Health Management, on how to increase public and private partnerships that improve the health of diverse communities.

BECOME AN INSTITUTE MEMBER TODAY

Here’s Why...
During a time of rapid change in health care, the Institute for Diversity in Health Management provides timely and critical support to more than 1,300 of the nation’s hospitals, consulting firms and health care organizations through an ever-evolving variety of tools, programs and resources. A leading authority in health care diversity and inclusion, as well as cultural and linguistic competence, the Institute offers educational programs, summer internships, professional development and leadership events, and many additional services to its members. For more than two decades, the Institute has expanded health care leadership opportunities for ethnically, culturally and racially diverse individuals. Please join hospitals and health care organizations across the country as Institute members in a shared vision of diverse, culturally competent health care delivery for all communities.

For more information about becoming an Institute member, visit us online at www.diversityconnection.org or contact Pamela Janniere, Institute manager of membership, marketing and education, at (312) 422-2691 or pjanniere@aha.org.

SPECIAL INSTITUTE FOR DIVERSITY IN HEALTH MANAGEMENT MEMBERS-ONLY BREAKFAST

The Institute for Diversity in Health Management invites its members to participate in the “Members-only” breakfast on Wednesday, June 22, at 7:30 a.m. At the breakfast, participants will hear from Institute leaders about the organization’s strategic plan, new projects and programs, and the many benefits available to members of the Institute. In addition, participants will have the opportunity to ask the Institute’s leadership team questions and network with colleagues from other Institute member organizations that share the same commitment to equity, diversity and inclusion in health care.

For more information, please contact Pamela Janniere, Institute manager of membership, marketing and education, at pjanniere@aha.org.
CONFERENCE SCHEDULE / Tuesday, June 21

REGISTRATION
7:00 a.m.–5:15 p.m.

BREAKFAST BUFFET
7:30 a.m.–9:00 a.m.

NEW—CERTIFICATE IN DIVERSITY MANAGEMENT (CDM) FELLOWS GRADUATION AND ALUMNI BREAKFAST
7:30 a.m.–8:30 a.m.

The ceremony honors the CDM Fellows’ commitment to diversity and inclusion. CDM alumni and interested program participants are invited to this special recognition breakfast. A newcomers’ meet and greet follows the breakfast.

NEW—EXHIBIT FAIR AND POSTER SESSION
8:00 a.m.–5:00 p.m.

The exhibit fair provides access to the latest tools, resources and services. At the poster session, meet the CDM Fellows and learn about their diversity and disparities action plans.

WELCOME AND OPENING SESSION
9:00 a.m.–9:45 a.m.

M. Tomás León
President and CEO
Institute for Diversity in Health Management

Richard J. Pollack
President and CEO
American Hospital Association

Ninfa M. Saunders, DHA, FACHE
Chairman
Institute for Diversity in Health Management
President and CEO
Navicent Health
Macon, Ga.

Learn about the top issues affecting America’s hospitals and health systems. Hear the latest update on the #123forEquity Pledge to Act Campaign to Eliminate Health Care Disparities.

ACCELERATING HEALTH EQUITY: HOW DIVERSITY AND INCLUSION ARE TRANSFORMING OUR WORLD AND HEALTH CARE
9:45 a.m.–10:30 a.m.

In this session, keynote speaker and renowned author Steve Pemberton, vice president of diversity and inclusion and global chief diversity officer for Walgreens Boots Alliance, Deerfield, Ill., will examine the global impact of diversity and inclusion on health care.
SUCCESS STRATEGIES FOR DIVERSE LEADERSHIP AND INCLUSION
11:00 a.m.–12:15 p.m.

American College of Healthcare Executives Immediate Past Chairman Richard D. Cordova, FACHE, and president emeritus, Children’s Hospital Los Angeles, will share key insights from the study, “A Racial/Ethnic Comparison of Career Attainments in Healthcare Management: 2014.” James W. “Jim” Gauss, senior partner, health care and board services, Witt/Kieffer, Irvine, Calif., will moderate a discussion with Cordova, Thomas F. Zenty III, FACHE, CEO, University Hospitals, Cleveland, and Carolyn P. Caldwell, FACHE, president and CEO, Desert Regional Medical Center, Palm Springs, Calif. The panel will discuss how to evolve career pathways, develop emerging leaders and build teams and networks to promote diversity and inclusion.

LUNCHEON: RACE AND EQUITY IN THE U.S.: BUILDING COMMUNITY CAPITAL
12:30 p.m.–2:00 p.m.

Roslyn M. Brock, chairman of the National Board of Directors for the NAACP and vice president, advocacy and government relations for Bon Secours Health System in Marriottsville, Md., is the keynote speaker. Join your colleagues for lunch as you hear the latest on building trust with patients and diverse community stakeholders.

LEVERAGING DIGITAL AND TELEHEALTH STRATEGIES TO ADDRESS HEALTH DISPARITIES
2:15 p.m.–4:00 p.m.

Peggy D. Harris, CDM, FACHE, assistant vice president of diversity and inclusion, Carolinas HealthCare System, Charlotte, N.C., and chairman of the American Leadership Council for Diversity in Healthcare, will moderate a panel of health care leaders: Evelyn L. Lewis, M.D., chief medical officer, Warrior Centric Health, LLC, Clarksville, Md.; Anton Gunn, chief diversity officer, Medical University of South Carolina, Charleston; Olan A. Soremekun, M.D., vice chairman for clinical operations and new business initiatives, Thomas Jefferson University Hospital, Philadelphia; and Laura Marsh, founder and CEO, ReX. The panel will share innovative digital and telehealth strategies in rural and urban settings and discuss how health information technology plays a critical role in the patient experience and eliminating health disparities.

NEW—TRENDING HOT TOPIC ROUNDTABLE DISCUSSIONS
4:00 p.m.–5:00 p.m.

Join a roundtable discussion group for a conversation co-facilitated by Kinneil Coltman, DHA, CDM, chief diversity officer, Greenville Health System, Greenville, S.C., and Juana S. Slade, CDM, chief diversity officer and director of language services, AnMed Health in Anderson, S.C., on hot topics, trends and issues related to diversity, inclusion and health equity. Topics include employee resource groups, talent management, diversity research and more.

NEW—CONNECTIONS NETWORKING DINNER
6:00 p.m.–7:30 p.m.

Network and join your colleagues for a buffet dinner and live music. In addition, the Institute awards will be announced.
REGISTRATION
7:00 a.m.–12:00 p.m.

NETWORKING BREAKFAST BUFFET
7:00 a.m.–8:30 a.m.

EXHIBIT FAIR AND POSTER SESSION
7:00 a.m.–1:00 p.m.
The exhibit fair provides access to the latest tools, resources and services. At the poster session, meet the CDM Fellows and learn about their diversity and disparities action plans.

INSTITUTE MEMBERSHIP BREAKFAST (MEMBERS ONLY)
7:30 a.m.–8:30 a.m.

CREATING AN EQUITY PLAN
8:30 a.m.–9:15 a.m.

Ram Raju, M.D., FACHE
Chairman
American Hospital Association’s Equity of Care Committee
President and CEO
NYC Health + Hospitals
New York

Cara V. James, Ph.D., director of the Office of Minority Health at the Centers for Medicare & Medicaid Services, will share the agency’s equity plan and how it plays a critical role in eliminating health disparities and achieving a more equitable health care delivery system.

Sponsored by

ACCELERATING PROGRESS: HEALTH EQUITY AND DIVERSITY OFFICERS
9:15 a.m.–10:15 a.m.
In this executive plenary moderated by David Luna, J.D., executive director of Open Communities, Winnetka, Ill.; Marcos Pesquera, vice president, health equity, diversity and inclusion, CHRISTUS Health, Irving, Texas; Andres Gonzalez, vice president and chief diversity officer, Froedtert & the Medical College of Wisconsin, Milwaukee; Heidi L. Gartland, CDM, FACHE, vice president, government and community relations, University Hospitals, Cleveland; and Andrew Lee, Psy.D., vice president and chief diversity officer, Advocate Health Care, Downers Grove, Ill., will discuss their organizations’ diversity and inclusion and health equity strategies, and how their models are linked to positive outcomes in patient experiences.
COLLABORATION, EDUCATION AND INNOVATION: CONCURRENT BREAKOUTS
10:45 a.m.–11:30 a.m.

Participants will be able to select one of the in-depth, interactive sessions from the list below.

Advantages of a Supplier Diversity Program
Presented by Kevin J. Price, director, supplier diversity and performance, Novant Health, Winston-Salem, N.C.
The presenter will show how a supplier diversity program complements the objectives of cost reduction and diversity and inclusion. Participants will examine strategies, best practices and tools health care providers can use to gain competitive advantages from a supply chain perspective.

Behavioral Health Equity in an Era of Parity
Presented by Fredrick Sandoval, executive director, National Latino Behavioral Health Association
The building blocks and future of parity will profoundly benefit the system of care when informed by a disparities impact statement to address the underlying behavioral health disparities affecting individuals across the U.S. Participants will learn what parity efforts are taking place that will move systems of care from the Pre-Parity Act to a new business environment and to identify and target populations experiencing behavioral health disparities to improve the health outcomes for communities.

Fostering Community Benefits: How Hospitals Can Leverage Unconventional Community Partnerships to Improve Population Health
Co-presented by Phillip D. Robinson, FACHE, president, Lankenau Medical Center, Wynnewood, Pa.; Barry D. Mann, M.D., chief academic officer, Main Line Health, Wynnewood, Pa.; Stephanie Weiss, associate director of consulting, The Food Trust, Philadelphia; and Meg MacCurtin, executive director, Greener Partners, Collegeville, Pa., and moderated by Jeshahnton (Shaun) V. Essex, FACHE, vice president, administration, Main Line Health–Riddle Memorial Hospital, Media, Pa.
Lankenau Medical Center in Wynnewood, Pa., part of Main Line Health, has developed a multipronged strategy to address community needs, with particular emphasis on West Philadelphia, by developing unconventional partnerships with community-based organizations including local public schools, food access nonprofits, medical schools and county health departments. The key stakeholders in this community partnership will provide an overview and insight into how partnerships can work to enhance a hospital’s approach to improving population health.

Religion and Health Care: Solutions for Patient, Provider and Institutional Challenges
Presented by Eliza Blanchard, senior program associate, Tanenbaum Center for Interreligious Understanding, New York
Religious beliefs and practices can have a significant impact on how patients access care and how health care professionals provide it. How can hospitals and other health care facilities identify and address the impact of religion on their workforce and patient populations? This session will address this complex topic through a series of case study discussions. These case studies will help participants identify challenges that patients, providers and health care organizations face around the intersections of religion and health care, as well as demonstrating the costs of failing to provide religio-culturally competent care, and offer strategies for how to address these challenges and leverage opportunities.

(sessions continued on next page)
Participants will learn how to make equity actionable. In this session, participants will hear how to accelerate equity through the development of an action plan based on the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care, The Joint Commission Standards and the Affordable Care Act elements on culturally competent care. This session will combine peer learning and information shared by presenters. Attendees will understand the resources needed to operationalize equity, learn to develop and identify a framework for implementing equity, and preferred practices for measuring and reporting equity.

COLLABORATION, EDUCATION AND INNOVATION:  
CONCURRENT BREAKOUTS  
11:45 a.m.–12:30 p.m.

Participants will be able to select one of the in-depth, interactive sessions from the list below.

Building Collaborative Governance Through Community Partnerships
Presented by John R. Combes, M.D., chief medical officer and senior vice president, American Hospital Association, and president, Center for Healthcare Governance

Participants will learn how diversity in the boardroom can help build community trust, improve quality and eliminate disparities. The presenter will share a guide designed to illustrate the important role that trustees can play in the journey of improving the patient experience and community health.

Linking Patient Family Education With Quality of Care: Reducing Health Care Disparities
Presented by Lori C. Marshall, Ph.D., R.N., president, Innovative Simulation and Patient Involvement Resources Global, LLC

This session creates the context needed to recognize improvement opportunities, apply them organizationally, and measure their impact. The presenter will explain how to measure the impact of patient family education as a powerful tool to reduce disparities, and she will describe culturally relevant patient family education strategies that support the provision of equitable care across a health system.

Serving Those Who Served: Enhancing Health Care in Civilian Systems
Co-presented by Eric B. Johnson Jr., senior project manager, operations, Lehigh Valley Health Network, Allentown, Pa., and Ronald J. Steptoe, CEO, Warrior Centric Health, LLC (A Steptoe Group Company), Clarksville, Md.

This session will describe the organizational strategies, success factors (including the expertise of network employees who are veterans) and outcomes of a civilian health
network–based population health project. The presenters will demonstrate defined population health management opportunities driven by: disparities in health care provided to the veteran community; biological, psychological, social and cultural considerations of the veteran community and their impact on patient-provider interactions; and barriers to patient-provider communications with veterans and their families.

The Welcoming Hospital: Strategies for Transgender Inclusion and Equity
Presented by Tari Hanneman, deputy director, health and aging program, Human Rights Campaign Foundation, Washington, D.C.

The presenter and a hospital representative will share best practices for creating an inclusive patient care and workplace environment that welcomes transgender patients and employees. This session will include sharing the latest policy implications related to the civil rights provision (Section 1557) of the Affordable Care Act, a recently released guide on transgender patient care policies and best practices for transgender workplace inclusion.

BENCHMARKING LUNCHEON:
ELIMINATING DISPARITIES AND INCREASING DIVERSITY
12:30 p.m.–2:00 p.m.


CLOSING REMARKS AND CALL TO ACTION
2:00 p.m.–3:00 p.m.

In this closing session, Richard P. de Filippi, immediate past chairman, Institute for Diversity in Health Management, and managing partner, Ariano Partnership, Cambridge, Mass., and M. Tomás León, president and CEO, Institute for Diversity in Health Management, will assess lessons learned from the conference and different aspects of the state of diversity and disparities in health care. In addition, de Filippi and León will share progress on achieving the goals of the National Call to Action to Eliminate Health Care Disparities.

BUILDING COMMUNITY CAPITAL: A TRUSTEE DIVERSITY NETWORKING EVENT
3:00 p.m.–5:00 p.m.

Joe Wilkins, FACHE, chairman, St. Joseph Hoag Health, Indio, Calif., and AHA Board of Trustee, will deliver a brief presentation. This event is an opportunity to connect with your colleagues, trustees and local community leaders. This will be the last opportunity to network, discuss key learnings and identify solutions to board diversity and pressing community issues.

Hosted by the Center for Healthcare Governance

www.diversyconnection.org | Institute@AHA.org
SPEAKER BIOGRAPHIES

Eliza Blanchard is the senior program associate for the Tanenbaum Center for Interreligious Understanding, New York. As senior program associate at Tanenbaum, Blanchard supports the health care program by managing relationships with partners and clients, drafting educational curricula on religio-cultural competence and delivering trainings for health care providers. Most recently, she presented at the American Society for Bioethics and Humanities, Holy Name Medical Center, SUNY Downstate Medical Center and St. Joseph’s Medical Center. Blanchard received her B.A. from Vassar College in history and political science and is currently completing her M.A. in bioethics at New York University.

Roslyn M. Brock is chairman of the National Board of Directors for the NAACP. She made history in February 2010 when she was unanimously elected as its 14th chairman. Brock has been a servant leader with the NAACP for more than 27 years. In 1988, as vice chairman of the NAACP Board Health Committee, her advocacy for quality, accessible and affordable health care for vulnerable and economically challenged communities resulted in the National Board’s inclusion of a standing health committee in its Constitution. Brock also is vice president of advocacy and government relations for Bon Secours Health System in Marriottsville, Md.

Carolyn P. Caldwell, FACHE, is the president and CEO of Desert Regional Medical Center in Palm Springs, Calif. She has led the 387-bed tertiary acute care facility since 2012. A medical technologist by training, Caldwell has held several senior leadership positions at hospitals and health systems during her career, including serving as CEO of Lee’s Summit Medical Center in Missouri, and Centerpoint Medical Center in Independence, Mo. Board certified in health care management as an American College of Healthcare Executives Fellow, Caldwell also is a former trustee of the American Hospital Association and past chair of the Institute for Diversity in Health Management.

Kinneil Coltman, DHA, CDM, is chief diversity officer of Greenville Hospital System, S.C., serving in the role for nearly seven years. She has successfully spearheaded several initiatives including strengthening the language services department with teleconferencing capabilities and developing educational programs to improve cultural sensitivity in patient care. She also helped establish GHS’ first leadership pipeline program, assisted in the development of the diversity plans for the new University of South Carolina School of Medicine–Greenville, developed employee resource groups and partnered with other GHS leaders to improve diversity in the system’s recruitment and purchasing efforts. Coltman is a member of ACHE and a member of the American Leadership Council on Diversity in Healthcare.

John R. Combes, M.D., is chief medical officer and senior vice president of the American Hospital Association. He also is president of the Center for Healthcare Governance, an AHA affiliate organization. CHG is a dynamic community of board members, executives and thought leaders dedicated to advancing excellence, innovation and accountability in health care governance through education, tool development and research. Combes also leads the AHA’s Physician Leadership Forum, which provides education, tools and information to encourage physician leadership development. Combes serves on several national advisory groups on medical ethics, palliative care and reduction of medication errors.
Richard D. Cordova, FACHE, is president emeritus of Children’s Hospital Los Angeles. He led the hospital for a decade before retiring last August. He also serves as immediate past chairman of the American College of Healthcare Executives, an international professional society of more than 40,000 health care executives who lead hospitals, health care systems and other health care organizations. Board certified in health care management as an ACHE Fellow, Cordova served as an ACHE Governor from 2011 to 2014. He also has served on numerous ACHE committees and is a past chairman of the Institute for Diversity in Health Management.

Richard P. de Filippi is the immediate past chairman of the Institute for Diversity in Health Management. He also is a trustee and former chairman of the board of the Cambridge Health Alliance, a major safety net health care system and one of the largest health systems in Massachusetts. In addition, he is managing partner of the Ariano Partnership, a Cambridge, Mass.-based consulting group working largely with emerging technology-based companies. He is a former chairman of the AHA board of trustees and has chaired its Equity of Care Committee.

Jeshahnton (Shaun) V. Essex, FACHE, is vice president, administration, at Main Line Health–Riddle Memorial Hospital, a 227-bed community hospital in Media, Pa. He is responsible for oversight of many of the hospital’s operational, ancillary and clinical support departments. Essex also has system responsibility for the Wound Healing and Hyperbaric Centers of Main Line Health in Philadelphia, which includes four centers located at each of the organization’s acute care hospitals. He also serves as the chairman of Riddle Hospital’s Diversity, Respect and Inclusion Council. He is involved with several health care–related and community organizations such as the National Association of Health Services Executives and is board certified in health care management as an ACHE Fellow.

Heidi Gartland, CDM, FACHE, is vice president of government and community relations at University Hospitals, a $3.5 billion health care system in Cleveland with 18 hospitals and more than 25,000 physicians and employees. She leads UH’s external relations and strategy, including community relations, community benefit, corporate reinvestment, strategic economic-development projects, government and regulatory affairs, and diversity and inclusion commitments. She advocates for UH at the federal, state and local levels, and is an experienced leader in health care public policy. Board certified in health care management as an ACHE Fellow, Gartland is a member of the American Leadership Council for Diversity in Healthcare. She earned a Master of Health Administration at The Ohio State University.
SPEAKER BIOGRAPHIES

James W. “Jim” Gauss is senior partner, health care and board services, at Witt/Kieffer. He has more than three decades of experience consulting on senior executive leadership search and succession planning, skill set evaluation and recruiting in periods of rapid change and transformation. Gauss has participated in hundreds of executive search consulting engagements for health systems, hospitals and related associations across the nation. Gauss speaks nationally on health policy and health care issues and he has been widely recognized for his work on diversity and health care disparities. He is a former board member of the Institute for Diversity in Health Management.

Andres Gonzalez is vice president and chief diversity officer at Froedtert & the Medical College of Wisconsin in Milwaukee. He provides direction to the Office of Diversity and Inclusion, where he leads strategic initiatives that include community engagement, diversity action teams, diversity and cultural competence education, emerging markets initiative, health equity, language services, leadership development, supplier diversity and talent acquisition. Gonzalez has worked in the nonprofit sector for more than 20 years, and he has been instrumental in creating culturally and linguistically competent programs. Prior to Froedtert & Medical College of Wisconsin, he was chief diversity and inclusion officer for Baystate Health in Springfield, Mass.

Anton Gunn is chief diversity officer of the Medical University of South Carolina, Charleston. He is responsible for oversight and execution of the medical center’s diversity initiatives and innovative community health programs. Previously, he served as a senior official in President Barack Obama’s administration as the director of external affairs at the Department of Health and Human Services, where he advised Obama and then HHS Secretary Kathleen Sebelius on public engagement strategies on the Affordable Care Act. Gunn also was a 2014 Resident Fellow at the Institute of Politics in the Kennedy School of Government at Harvard University.

Tari Hanneman is deputy director of the health and aging program at the Human Rights Campaign Foundation in Washington, D.C. In her role, she oversees the annual LGBT Healthcare Equality Index and other projects related to LGBT health, HIV and aging. She has more than 20 years of experience in the nonprofit and philanthropic sector, primarily focused in the areas of health and women’s issues. Prior to joining the Human Rights Campaign, she served as the initial director of The Women’s Fund of Winston-Salem, where she led all aspects of developing The Fund’s programs and brand in the community.

Peggy D. Harris, CDM, FACHE, is assistant vice president of diversity and inclusion at Carolinas HealthCare System in Charlotte, N.C., and chairman of the American Leadership Council for Diversity in Healthcare. Carolinas HealthCare System is one of the nation’s leading and most innovative health care organizations, providing a full spectrum of health care and wellness programs throughout North Carolina and South Carolina. Its network of more than 900 care locations includes academic medical centers, hospitals, health care pavilions, physician practices, destination centers, surgical and rehabilitation centers, home health agencies, nursing homes, and hospice and palliative care. Harris manages diversity strategy execution and workplace inclusion efforts while developing and sustaining key cross-functional stakeholder relationships. She is board certified in health care management as an ACHE Fellow.
Cara V. James, Ph.D., is the director of the Office of Minority Health at the Centers for Medicare & Medicaid Services. The principal aim for CMS is better care, healthier people and smarter spending. To help achieve this aim, CMS OMH ensures the voices and needs of minority and underserved populations are present in the development, implementation and evaluation of the agency’s programs and services. Under James’ leadership, CMS OMH has tripled in size and is making consistent strides toward achieving its mission of improved minority health, reduced health care disparities and the attainment of health equity.

Eric B. Johnson Jr., is senior project manager for operations at Lehigh Valley Health Network in Allentown, Pa., where he serves as a senior action officer, project manager and business planner for special, large-scale initiatives. He serves as the founding chairman for the Lehigh Valley Military Affairs Council’s Healthcare in Our Community project. In this nationally acclaimed veteran health project, he leads a coalition of veterans’ advocacy liaison officers representing nine hospitals in the greater Lehigh Valley region in advocating for veterans, service personnel and their families. He is a decorated U.S. Air Force veteran.

Andrew Lee, Psy.D., is the vice president and chief diversity officer at Advocate Health Care in Downers Grove, Ill. Advocate Health Care is the largest health system in Illinois with more than 35,000 associates, including 6,300 affiliated physicians and nearly 10,000 nurses. As Advocate’s executive leader of diversity and inclusion, Lee is responsible for the development and execution of its system-wide strategic diversity and inclusion approach. Lee implements leading-edge and next-generation diversity and inclusion and community engagement strategies to progress the organization’s diversity management capability and regional presence as a diversity thought leader.

M. Tomás León is the president and CEO of the Institute for Diversity in Health Management, an affiliate of AHA. His leadership brings an innovative, inclusive and purpose-driven approach to promoting diversity within the health care field. León has two decades of experience in community mobilization, diversity and inclusion, business development, public health, policy advocacy, philanthropy and marketing communications. Prior to leading the Institute, León was president and CEO of the People of Color Network Inc. He also has served in leadership positions at the Community Foundation of Southern Arizona, the Tucson Hispanic Chamber of Commerce, Youth On Their Own Inc. and the Border Health Foundation.

Evelyn L. Lewis, M.D., is the chief medical officer of Warrior Centric Health LLC, Clarksville, Md.; deputy director of the W. Montague Cobb/NMA Health Institute, Washington, D.C.; and president of the American Academy of Family Physicians Foundation, Leawood, Kan. She also is a professor at Rutgers Robert Wood Johnson Medical School in New Brunswick, N.J., and Dillard University, New Orleans. Lewis is nationally recognized for her expertise in the areas of veteran health and health care, community outreach and engagement, program development and evaluation, cultural competency, and health and health care disparities. She is a fellow of the American Academy of Family Physicians, a fellow of the National Association of Corporate Directors and a diplomate of the American Board of Disability Analysts. She also holds numerous military honors.
**David Luna** is the executive director of Open Communities, an organization that is a leading voice for housing, economic and social justice in north suburban Chicago, working to promote inclusive communities that are welcoming to all. Luna, a long-time social justice leader, began this role in April. During his 30-year career, Luna is recognized for his expertise in organizational change, strategy development, policy advocacy, diversity and inclusion, and leadership coaching. Before his role at Open Communities, he was the principal of Teammates for Health Equity, and served as vice president for health equity at Mercy Health Saint Mary’s in Grand Rapids, Mich.

**Meg MacCurtin** is executive director of Greener Partners. She has worked at Greener Partners since 2009, guiding the organization’s growth from a single school garden project to programs in more than 100 schools. MacCurtin has been actively involved in promoting local, sustainable food systems since 1994, when she joined the first community supported agriculture farm in Portland, Ore. MacCurtin is focused on engaging strategic partners and stakeholders to help bring Greener Partners’ unique food access and food education programs to children and families throughout the Philadelphia region.

**Barry D. Mann, M.D.**, is chief academic officer for Main Line Health in Wynnewood, Pa., and a professor of surgery at the Sidney Kimmel Medical College at Thomas Jefferson University in Philadelphia. Mann also serves as program director of the General Surgery Residency Training Program at Lankenau Medical Center in Wynnewood, Pa., and as executive director of the Annenberg Conference Center for Medical Education, also at Lankenau Medical Center. Mann received both his bachelor’s and M.D. degrees from the University of Pennsylvania, Philadelphia. He completed his surgical residency at UC Health at the University of California, Oakland, where he completed a fellowship in surgical oncology.

**Laura Marsh** is founder and CEO of ReX, where she is spearheading an effort to establish health knowledge and readiness as a core life skill, available to, and achievable by all. A two-time cancer survivor and lifelong caregiver, Marsh believes that individuals, health care and business need to combine assets and goals to improve care. She is focused on using her personal and business experience to transform patient support and education. She has held senior positions at Publicis Healthcare Communications Group, New York, and was COO of Publicis Touchpoint Solutions, Yardley, Pa. Marsh is an award-winning business leader, named by PharmaVoice as one of the 100 most inspiring executives in life sciences.

**Lori C. Marshall, Ph.D., M.S.N., R.N.**, is president of Innovative Simulation and Patient Involvement Resources Global LLC. Marshall has more than 39 years of experience in health care, with a background in hospital leadership, home health and ambulatory care. She also is an assistant adjunct professor at the University of California Los Angeles School of Nursing and administrator of patient family education and resources at Children’s Hospital Los Angeles. She is a frequent speaker on patient-family engagement, quality, family-centered care, teams and teamwork at the national and international level. She also is the author of Mastering Patient & Family Education: A Healthcare Handbook for Success.
Pamela (Pam) McElvane is CEO of Diversity MBA, a P&L Group Brand, headquartered in Chicago. McElvane is celebrating 20 years as an entrepreneur and the 10th anniversary of Diversity MBA, which provides talent management assets through benchmarking, publishing and leadership development and training. Diversity MBA’s integrated brands have positioned companies to recognize top talent, celebrate diversity leadership and support thought leaders. *Diversity MBA Magazine* distributes print and digital publications to 1.85 million subscribers. She is a frequent guest on national and local radio and television speaking about diversity and inclusion business impact.

Steve Pemberton is vice president of diversity and inclusion and global chief diversity officer for Walgreens Boots Alliance, Deerfield, Ill., the first global pharmacy-led, health and well-being enterprise in the world, employing 370,000 people in 25 countries. He and his team are focused on strategic diversity management, global diversity councils and business resource groups, disability initiatives, supplier diversity and compliance objectives. Prior to this role, he served as chief diversity officer for Walgreens, becoming the first person to hold that position in the company’s 114-year history. He is widely considered a subject matter expert on matters of diversity and inclusion and its importance to the sustainability of organizations and the communities they serve.

Marcos Pesquera is the system vice president for health equity, diversity and inclusion at CHRISTUS Health, Irving, Texas. CHRISTUS Health is an international Catholic, faith-based, not-for-profit health system comprised of almost 350 services and facilities, including more than 60 hospitals and long-term care facilities, 175 clinics and outpatient centers, and dozens of other health ministries and ventures. Pesquera leads the integration of diversity and inclusion strategies, cultural competence and community partnerships to impact population health and achieve health equity. Prior to joining CHRISTUS Health, he was the executive director of the Adventist HealthCare Center for Health Equity and Wellness, Gaithersburg, Md.

Richard J. Pollack is president and CEO of the American Hospital Association. A 33-year veteran of AHA, Pollack became president and CEO of AHA in September 2015 after serving as its executive vice president and leading the association’s advocacy, representation and public affairs activities. The AHA represents and serves nearly 5,000 hospitals, health care systems, networks, other providers of care and 43,000 individual members. The AHA has been cited by numerous national publications as one of the most influential and effective lobbying organizations in Washington, D.C. Pollack began his career in Washington, D.C., as a legislative assistant to U.S. Rep. David Obey of Wisconsin.
**SPEAKER BIOGRAPHIES**

**Kevin J. Price** is the director of supplier diversity and performance at Novant Health, Winston-Salem, N.C. He is responsible for diversifying the procurement spend base by the development and implementation of Novant Health’s Supplier Diversity initiative. Working with various lines of business, Price identifies certified and qualified diverse suppliers, ensuring that they are given an opportunity to compete for Novant Health’s business. As a result of his efforts, Novant Health has increased its diverse supplier spending more than 300 percent using nearly 400 diverse suppliers. His latest endeavors include the refinement of the Tier II program, encouraging more majority/minority joint ventures and expansion of the Tuck School of Business Minority Executive training program to include a health care component.

**Ramanathan (Ram) Raju, M.D., FACHE,** is the president and CEO of the NYC Health + Hospitals, New York, the largest municipal health care system in the nation. Raju was appointed by New York City Mayor Bill de Blasio in January 2014 to lead the 37,000 employees of this $6.7 billion corporation, which includes 11 acute care hospitals, five nursing homes, more than 70 community-based health centers and more. Last year, its facilities served 1.4 million New Yorkers. Raju previously served as CEO of the Cook County Health & Hospitals System in Chicago. He also is the chairman of AHA’s Equity of Care Committee, and he is board certified in health care management as an ACHE Fellow.

**Phillip D. Robinson, FACHE,** is president of Lankenau Medical Center in Wynnewood, Pa., a position he has held since 2010. Robinson has nearly 35 years of health care experience and a career highlighted by successive executive leadership roles in both the for-profit and nonprofit sectors. The author of the book *Anticipate, Respond, Recover: Healthcare Leadership and Catastrophic Events*, Robinson has extensive experience in developing and executing emergency preparedness protocols in a hospital setting. He also serves on the adjunct faculty at the Texas A&M Health Science Center School of Rural Public Health and has served on the adjunct faculty at Washington University and Florida Atlantic University in Boca Raton. He has been board certified in health care management as an ACHE Fellow for more than 20 years.

**Yolanda Robles** is founder and president of CulturaLink LLC, Indianapolis, a certified minority and women-owned business specializing in helping organizations improve delivery of culturally competent solutions to diverse communities. CulturaLink provides a comprehensive range of services including cultural competence assessments, community needs assessments, and consulting services around diversity, inclusion and the provision of culturally competent care. In addition, on a national level it provides language services (interpretation and translation), and interactive training elements on inclusion. Robles is a member of numerous professional organizations. Her dynamic presentations have been heard at national and regional conferences, and she has conducted trainings for audiences of front-line staff and the C-suite.
Fredrick Sandoval is the executive director of the National Latino Behavioral Health Association, for which he has served two terms as president. He has more than 32 years of professional experience in health and human services. Sandoval conducts training and technical assistance to public, private and nonprofit organizations on effective, culturally-informed practices in serving Latino populations, including language access, community-defined evidence practices and spheres of engagement. He also instructs a graduate class on behavioral health policy at the University of New Mexico, Albuquerque.

Ninfa M. Saunders, DHA, FACHE, is the president and CEO of Navicent Health, Macon, Ga., a nonprofit corporation whose primary purpose is to coordinate the Medical Center, Navicent Health and other affiliated entities in their mission of providing a comprehensive continuum of high quality, reasonably priced health care services to the region. Navicent Health has 830 beds for medical, surgical, rehabilitation and hospice purposes. For more than 42 years, Saunders has been a major figure in driving excellence, innovation and transformation in many organizations, associations and communities. Saunders is the chairman of the Institute for Diversity in Health Management. She is board certified in health care management as an ACHE Fellow.

Juana S. Slade, CDM, is the chief diversity officer and director of language services for AnMed Health in Anderson, S.C., serving the residents of northwest South Carolina and northeast Georgia. AnMed Health, the state’s largest private, not-for-profit health system was one of the first in South Carolina to dedicate full-time resources to diversity management. Under her leadership, AnMed Health has developed a comprehensive, integrated diversity program to better manage the organization’s increasingly diverse patient population and workforce. Slade is a member of the board of directors of the Institute for Diversity in Health Management and founding member of its American Leadership Council for Diversity in Healthcare.

Olan A. Soremekun, M.D., is vice chairman for clinical operations and new business initiatives at Thomas Jefferson University Hospital in Philadelphia. At Jefferson, Soremekun balances seeing patients, managing Jefferson’s urban academic emergency department and developing innovative solutions, such as telemedicine, to deliver acute unscheduled care to patients. He received his medical degree and a Master of Business Administration from Columbia University, New York, in 2004.

Ronald J. Steptoe is CEO of Warrior Centric Health LLC, Clarksville, Md., which he started to bring health care advocacy, curriculum development and training to the federal and commercial sector marketplaces. A co-developer of the Warrior Centric Healthcare Training® system, Steptoe presents on mental and behavioral health disorders and comorbid physical conditions in the veteran and military communities. He is acclaimed internationally as a leading expert in creating innovative training and education technology transfer solutions. Steptoe is an adjunct instructor in the Department of Family Medicine and Community Health at Rutgers Robert Wood Johnson Medical School in New Brunswick, N.J. Steptoe is a graduate of the U.S. Military Academy, West Point, N.Y., and former Army officer.
Stephanie Weiss is associate director of consulting at The Food Trust, Philadelphia. She has more than 15 years of public health management, research and program development experience. In her current role, she works with communities across the country to create healthy food retail programs, including projects that incorporate in-store marketing strategies to promote consumer purchases of healthy food. She also manages The Food Trust’s programmatic collaborations with health care institutions. Prior to joining The Food Trust, she worked at the Robert Wood Johnson Foundation, Princeton, N.J., on childhood obesity and public health initiatives.

Joe Wilkins, FACHE, is chairman of St. Joseph Hoag Health in Indio, Calif., and he is on the AHA Board of Trustees. He has more than 30 years of experience in the health care industry, including experience in business development, technology, finance and service delivery at the C-suite level. After managing biomedical services for the three hospitals of the Kennedy Health System in New Jersey, he spent most of his career at Beckman Coulter, a health care provider of medical devices. Wilkins serves as vice chairman of the board of trustees of St. Joseph Hospital, and he serves on the board of the St. Joseph’s Hospitals Foundation. He is board certified in health care management as an ACHE Fellow, and for the past 10 years he has served in leadership roles for the National Association of Health Services Executives. He is also an active member of the American Association of Clinical Chemistry and the Forum for Corporate Directors. In 2010, Diversity MBA Magazine gave him a Top 100 Under 50 Emerging & Executive Leader Award. He received his MBA in finance from Argosy University.

Donna B. Yurdin is senior consultant with CulturaLink LLC, and an executive and career coach with more than 35 years of business experience in corporate leadership and consulting. She uses her experience, expertise and knowledge to bring effective solutions to individuals, teams and organizations seeking to enhance leadership effectiveness, team engagement and individual achievement. Her work with clients includes assessing organizational culture, developing learning and talent management strategies, and coaching individuals to set goals that support long-term growth. Previously, she was a human resource and organization development executive in the health care and financial services industries.

Thomas F. Zenty III, FACHE, is CEO of University Hospitals in Cleveland. He leads a comprehensive health system with more than 26,000 physicians and employees, 1 million patients, $3.5 billion in annual revenue and a national reputation for providing the highest-quality care. University Hospitals includes 18 hospitals, more than 40 ambulatory health centers and hundreds of physician offices. Zenty is a former AHA trustee and served as chairman of the Coalition to Protect America’s Health Care. He has received numerous honors, including the Global Institute for Leadership Development’s Warren Bennis Award for Excellence in Leadership Award, B’nai B’rith International’s National Healthcare Leadership Award and The Diversity Center of Northeast Ohio’s Humanitarian Award. He is board certified in health care management as an ACHE Fellow.
Advocate Health Care is the largest health system in Illinois and one of the largest health care providers in the Midwest. Advocate operates more than 250 sites of care and 12 hospitals, including two of the nation’s 100 Top Hospitals, the state’s largest integrated children’s network, five Level I trauma centers one of the region’s largest medical groups and more. Advocate Health Care trains more primary care physicians and residents at its four teaching hospitals than any other health system in the state. As a not-for-profit, mission-based health system affiliated with the Evangelical Lutheran Church in America and the United Church of Christ, Advocate contributed $783 million in charitable care and services to communities across Chicagoland and Central Illinois in 2014. Visit booth No. 5 during the conference.

Aramark (www.aramark.com) is core to the health care delivery process, providing clinical support services that directly impact the entire health care continuum and drive satisfaction, operating efficiency and service excellence outcomes to new levels. Through its facility, food and clinical engineering services, Aramark helps more than 1,000 hospitals and senior living facilities across North America deliver the optimal experience for patients and residents, their families, and the physicians, nurses and staff who care for them. Visit booth No. 2 during the conference.

The Catholic Health Association of the United States, founded in 1915, supports the Catholic health ministry’s commitment to improve the health status of communities and create quality and compassionate health care that works for everyone. The Catholic health ministry is the nation’s largest group of not-for-profit health systems and facilities that, along with their sponsoring organizations, employ more than 750,000 women and men who deliver services combining advanced technology with the Catholic caring tradition.

CHRISTUS Health, an international Catholic, faith-based, not-for-profit health system, is headquartered in Dallas and is comprised of nearly 350 services and facilities, including more than 60 hospitals and long-term care facilities, 175 clinics and outpatient centers and dozens of other health ministries and ventures. CHRISTUS services can be found in 60 cities in six states in the United States, seven states in Mexico and one state in Chile. The system employs approximately 30,000 associates and has nearly 13,500 physicians on facility medical staffs who provide care and support for patients. CHRISTUS Health is one of the few American health systems with a long-standing international presence. Visit booth No. 13 during the conference.
CyraCom is the leading provider of language interpreting services to health care, and its interpretation and translation solutions are exclusively endorsed by the American Hospital Association. CyraCom’s certified employee interpreters work in the most extensive network of large-scale U.S. interpreter contact centers. Within its seven centers (and counting), CyraCom holds standardized classroom training, conducts coaching and quality monitoring and maintains rigorous security and privacy controls. Visit booths No. 3 and 4 during the conference.

Diversity MBA is a national brand providing strategic resources and services that support diversity and inclusion, marketing and talent acquisition strategies. Diversity MBA’s key brands have positioned companies to recognize top talent, celebrate diversity leadership and support thought leaders. Diversity MBA Magazine distributes to 1.85 million subscribers in print and online. Diversity MBA Benchmarking has surveyed more than 700 companies across industries and recognized more than 300 companies for the Best Places for Women and Diverse Managers to Work. Diversity MBA Top 100 has recognized 700 leaders for outstanding performance, and Diversity MBA’s Leadership Institute has trained more than 2,000 professionals. Diversity MBA also partners and supports more than 15 professional associations. Visit booth No. 7 during the conference.

HCA is one of the nation’s leading providers of health care services, comprising 168 hospitals and 116 freestanding surgery centers in 20 states and England. Founded in Nashville in 1968, HCA was responsible for more than 26 million patient encounters in 2015, and 106 of its affiliated hospitals are on The Joint Commission’s list of top-performing hospitals. Diversity, inclusion and cultural competence involves the hearts and lives of HCA’s patients, employees and communities and is significant to HCA’s core business of delivering health care excellence. R. Milton Johnson is HCA’s chairman and CEO. Visit booths No. 14 and 15 during the conference.

Currently 23,000 people strong, Jefferson provides the highest-quality compassionate care for patients, educates the health professionals of tomorrow and pursues the discovery of new treatments and therapies that will define the future of health care. On the clinical side, Jefferson Health comprises eight hospitals, 24 outpatient and urgent care locations, and physician practices across Philadelphia, Montgomery and Bucks Counties in Pennsylvania, and Camden County in New Jersey. Educating future physicians, scientists, nurses and health care professionals, Thomas Jefferson University includes the Sidney Kimmel Medical College and Jefferson Colleges of Biomedical Sciences, Health Professions, Nursing, Pharmacy and Population Health. Jefferson also is home to the National Cancer Institute-designated Sidney Kimmel Cancer Center.
Founded in 1969, Korn Ferry has the leading Healthcare Services Practice in the executive search industry. With 40 dedicated professionals in 10 U.S. offices, Korn Ferry has been ranked as the No. 1 Health Care Search firm by revenue by *Modern Healthcare* for 13 consecutive years. Korn Ferry recruits CEOs and other C-suite level executives (COO, CFO, CIO, CMO, CNO, CHRO, etc.) for hospitals and health systems of all sizes, academic medical centers, physician groups and many other health care organizations. In addition, its broad range of services includes: leadership development, diversity and inclusion, assessment, executive coaching, succession planning, executive compensation and more. For more information, visit www.kornferry.com.

Main Line Health, a not-for-profit health system serving portions of Philadelphia and its western suburbs, provides a comprehensive range of safe, high-quality health services, complemented by related educational and research activities, that meet the health care needs and improve the quality of life in the communities we serve. With a mission of providing a superior experience to all patients, employees, physicians and the community, Main Line Health values patient safety, compassion, participation, innovation, excellence, integrity, communication, diversity, respect and inclusion. For career opportunities at a Main Line Health hospital or facility, please visit www.mainlinehealth.org/careers.

Navicent Health was incorporated on November 17, 1994, as a nonprofit corporation whose primary purpose is to coordinate the Medical Center, Navicent Health and other affiliated entities in their mission of providing a comprehensive continuum of high quality, reasonably priced health care services to the region. Navicent Health has 830 beds for medical, surgical, rehabilitation and hospice purposes. The health system includes Medical Center, a nationally recognized tertiary teaching hospital; Children’s Hospital, the region’s only dedicated pediatric hospital; Medical Center of Peach County, a rural critical access hospital; Rehabilitation Hospital, the region’s oldest and most experienced rehabilitation provider; Pine Pointe Hospice, which provides palliative and hospice care in homes and in its facility; Carlyle Place, the area’s first continuing care retirement community; Navicent Health Foundation, the philanthropic arm of Navicent Health; as well as diagnostic and home care services.
Witt/Kieffer has been in business for 45 years and is the nation’s preeminent executive search firm supporting organizations improving the quality of life, including those in health care, academic medicine, education, life sciences, sports and the not-for-profit sector. It also serves clients through its Board Services and Leadership Solutions practices, which offer services that further strengthen client enterprises. Witt Kieffer’s values include quality, customized client service, diversity and integrity. For more information, please visit www.wittkieffer.com.

Yale New Haven Health System, the largest and most comprehensive health care system in Connecticut, is recognized for advanced clinical care, quality, service, cost effectiveness and commitment to improving the health status of the communities it serves. YNHHS includes Bridgeport Hospital, Greenwich Hospital and Yale-New Haven Hospital; several specialty networks and the Northeast Medical Group, a nonprofit medical foundation with several hundred community-based and hospital-employed physicians. For more information, visit www.ynhhs.org.

The American Hospital Association’s #123forEquity Pledge to Act campaign builds on the National Call to Action to Eliminate Health Care Disparities. The campaign urges hospital and health system leaders to begin taking action in the next 12 months to implement strategies to increase the collection and use of race, ethnicity, language preference and other demographic data; increase cultural competency training; and increase diversity in leadership and governance.

More than 1,100 hospitals and health systems have signed the pledge. In addition, more than 46 state and metropolitan hospital associations have partnered; and 30 local and national organizations have endorsed the campaign.

Take the pledge today, visit www.EquityofCare.org.
### EXHIBITORS

**Visit These Exhibitors During the Conference**

<table>
<thead>
<tr>
<th>Exhibitor</th>
<th>Booth Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACHE</td>
<td>1</td>
</tr>
<tr>
<td>Advocate Health Care</td>
<td>5</td>
</tr>
<tr>
<td>Aramark</td>
<td>2</td>
</tr>
<tr>
<td>Arias</td>
<td>11</td>
</tr>
<tr>
<td>CHRISTUS Health</td>
<td>13</td>
</tr>
<tr>
<td>Critical Measures LLC</td>
<td>10</td>
</tr>
<tr>
<td>CyraCom</td>
<td>3,4</td>
</tr>
<tr>
<td>Diversity MBA</td>
<td>7</td>
</tr>
<tr>
<td>HCA</td>
<td>14,15</td>
</tr>
<tr>
<td>Human Rights Campaign</td>
<td>9</td>
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The American College of Healthcare Executives is an international professional society of 40,000 healthcare executives who lead hospitals, healthcare systems and other healthcare organizations. ACHE’s mission is to advance its members and healthcare management excellence. ACHE offers its prestigious FACHE® credential, signifying board certification in healthcare management. ACHE’s established network of 79 chapters provides access to networking, education and career development at the local level. In addition, ACHE is known for its magazine, *Healthcare Executive*, and its career development and public policy programs. Through such efforts, ACHE works toward its vision of being the preeminent professional society for healthcare executives dedicated to improving health. The Foundation of the American College of Healthcare Executives was established to further advance healthcare management excellence through education and research. The Foundation of ACHE is known for its educational programs—including the annual Congress on Healthcare Leadership, which draws more than 4,000 participants—and groundbreaking research. Its publishing division, Health Administration Press, is one of the largest publishers of books and journals on health services management, including textbooks for college and university courses.

Arias Information Solutions LLC is a Chicago-based company that believes new and disruptive technology platforms can be applied to local, national and global problems that negatively impact small and large populations. For example, in health care, Arias has recognized that millions of health care seekers do not speak English well enough to successfully negotiate health care systems and thus have health outcomes below the average of the U.S. population. Our Arias solution platform improves the ability of non-English speakers to communicate with health care systems and thus achieve better health outcomes.
EXHIBITORS

Critical Measures LLC is a management training and consulting firm that assists employers to harness the power of diversity to create more productive, profitable and inclusive workforces. Two-thirds of Critical Measures’ work is in the area of health equity and cross-cultural health care. Specifically, we address issues of racial and ethnic disparities in health care, the law of language access and global medicine. In 2015, Critical Measures assisted the American Hospital Association as a consultant for its #123forEquity Campaign. We provide cutting-edge organizational assessments, training on diversity, inclusion and unconscious bias and CME accredited e-learning programs for physicians on cross-cultural medicine.

The Human Rights Campaign Foundation improves the lives of lesbian, gay, bisexual and transgender people by working to increase understanding and encourage the adoption of LGBT-inclusive policies and practices. We build support for LGBT people among families and friends, co-workers and employers, pastors and parishioners, doctors and teachers, neighbors and the general public. Through a variety of programs and projects, we are enhancing the lived experiences of LGBT people and their families, as we change hearts and minds across America and around the globe. The Healthcare Equality Index of HRCF’s Health & Aging Program reports on LGBT equity and inclusion in health care facilities across the country and trains their staff to provide welcoming, knowledgeable care to LGBT patients.

Advocate Health Care is proud to support the Institute for Diversity in Health Management’s 2016 National Leadership and Education Conference “Accelerating Health Equity Through Diversity and Inclusion.”
Jefferson Health is a proud sponsor of the Institute for Diversity in Health Management 2016 National Leadership and Education Conference.

At Jefferson we are reimagining diversity and inclusion to promote and cultivate an inclusive environment that celebrates the diversity of our patients, families, students, workforce and the community we serve. We believe that a diverse and inclusive environment is fundamental to our mission for the advancement of health and the achievement of health equity.
SUMMER OR FALL ENRICHMENT PROGRAM...ENROLL NOW!

The Institute for Diversity in Health Management invites you to register for the 2016 Fall Enrichment Program (FEP). The FEP supports and prepares the next generation of leadership committed to serving our communities with excellence and promotes health care management that better reflects the vibrant, multicultural U.S. population. We are pleased to offer online registration for host sites and student interns, available now at www.diversityconnection.org. We recommend early registration to allow us to assist you in making the best possible match. The 2017 Summer Enrichment Program enrollment opens in the fall.

For more information, please contact Jasmin Clark, Institute membership and education specialist, (312) 422-2658 or jclark@aha.org.

AMERICAN LEADERSHIP COUNCIL FOR DIVERSITY IN HEALTHCARE

In 2006, the Institute for Diversity in Health Management created the American Leadership Council for Diversity in Healthcare to foster collaboration among professional diversity practitioners committed to developing and implementing change initiatives through research, education and advocacy to improve the quality, safety and access to care among the nation’s health care providers. The Council, consisting of diversity practitioners from Institute member hospitals across the country, functions as an advisory group that provides insight and perspective to the Institute and to the field of health care diversity management through enhancing national efforts aimed at fostering inclusion, changing mindsets and increasing cultural competence.

In a pioneering effort, the Council developed the Certificate in Diversity Management in Health Care Fellowship, the only comprehensive diversity certificate fellowship focused solely on health care. Setting practice standards in health care diversity management and establishing diversity management as a professional discipline, this fellowship provides the diversity practitioner with a practical learning experience in all aspects of designing, implementing and measuring the effectiveness of a diversity initiative. For more information, visit www.diversityconnection.org.
The Catholic Health Association is a proud sponsor of the Institute for Diversity in Health Management’s 2016 National Leadership and Educational Conference.

CHA is committed to improving the health status of communities and creating quality and compassionate health care that works for everyone.

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Third Floor
- **Liberty Ballroom**: Welcome/Opening Session, Plenary Sessions, Roundtable Discussions, Wednesday Luncheon, Closing Remarks/Call to Action
- **Liberty Ballroom Foyer**: Registration
- **Independence Ballroom**: Breakfasts, Exhibit Fair and Poster Session, Networking Breaks
- **Rooms 303–310**: Special Breakfasts, Concurrent Breakout Sessions, Networking Event

Fifth Floor
- **Salons A–B**: Tuesday Luncheon, Networking Dinner
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