



## HDI Healthcare Forum Agenda

September 25-28, 2017

**Location:** Magnolia Hotel | 818 17th Street | Denver, CO 80202 | 303.607.9000

**HDI Program Manager:** Allyson Rollins | Phone: 719-439-9742 | Email: allyson.rollins@ubm.com

**Group Facilitator:** Allyson Rollins | Phone: 719-439-9742 | Email: allyson.rollins@ubm.com

**Please Bring:** Any necessary information related to the topics on the agenda

### Monday September 25

#### Arrival Day

5:00 pm – 7:00 pm	<b>Registration:</b> Take a moment to check in, pick up your name badge and meeting materials.	LL outside The Magnolia Lounge
6:30 pm – 8:00 pm	<b>Meet and Greet:</b> Come join your peers for an informal gathering over appetizers and drinks.	The Magnolia Lounge

### Tuesday September 26

7:30 am – 8:30 am	<b>Registration:</b> Take a moment to check in, pick up your name badge and meeting materials.	LL outside The Magnolia Lounge
7:45 am – 8:30 am	<b>Breakfast</b>	The Magnolia Ballroom
8:30 am – 9:00 am	<b>HDI Welcome and Ice Breaker Activity</b> – presented by Allyson Rollins, Program Manager	The Magnolia Ballroom
9:00 am – 9:15 am	<b>Travel to Coors Field for our Panel Discussion and Site Tour</b>	
9:15 am – 10:30 am	<b>Coors Field Technology Team panel discussion:</b> This an opportunity to ask questions of some of the Coors field IT department employees. What technology is behind the game, merchandise, ticket sales and food outlets? What is their disaster recovery plan? What tools do they use? How do the train the IT employees?	Enter at Gate C to Conference Room # 2
10:30 am – 11:30 am	<b>Coors Field Tour</b>	Coors Field

11:30 am – 11:45 am	<b>Travel back to the Magnolia Hotel</b>	
11:45 am – 12:45 pm	<b>Lunch</b>	The Magnolia Ballroom
12:45 pm – 1:00 pm	<b>Introductions:</b> At your table please take some time to introduce yourself and share where you work.	The Magnolia Ballroom
1:00 pm – 4:15 pm	<p><b>THE FUTURE OF IT SUPPORT presented by Kevin Crowe, Executive VP of Strategy from Long View Systems.</b> This is a Brainstorm / Pain Storming workshop. A few questions and discussion ideas for the session:</p> <ul style="list-style-type: none"> <li>• What is IT going to look like in 3-5 years?</li> <li>• How can we shape the future and execute on that?</li> <li>• What is near term, can we make those improvements now?</li> <li>• Use of artificial intelligence, robots</li> <li>• Use of machine learning/deep learning</li> <li>• Automation of Service Requests</li> <li>• Automation of incident resolution (from alert to self-healing, self-fixes)</li> <li>• Automation of major incident declaration</li> </ul> <p>* <b>Break when convenient</b></p>	<p>The Magnolia Ballroom</p> <p>Multi Group Session</p>
4:15 pm – 4:40 pm	<b>Free Time</b>	
4:40 pm – 5:00 pm	<p><b>Meet in the hotel lobby to travel to Coors Field.</b> There will be a shuttle on a continuous loop from the hotel to Coors Field.</p>	
5:00 pm – 6:30 pm	<p><b>Pregame Picnic and Networking</b> There will be a shuttle on a continuous loop from the hotel to Coors Field.</p>	Platte River Picnic Area
6:30 pm – 9:30 pm	<p><b>Colorado Rockies Game</b> There will be a shuttle on a continuous loop from the hotel to Coors Field. Until 9:45 pm.</p>	Section 316

## Wednesday

7:30 am – 8:00 am	<b>Breakfast</b>	The Magnolia Ballroom
8:00 am – 9:00 am	<b>Speed Circuit Discussions:</b> The main topic is <b>Self- Service</b> . We will have 8-10 tables with topics that relate to self-service. During this hour you will have the opportunity to network and talk with all attendees by visiting each table discussing each topic as it relates to self- service. This has been and attendee favorite for the past year.	The Magnolia Ballroom
9:00 am – 10:30 am	<b>SME Workshop: Leading a Trusting Workplace</b> presented by Lea Brovedani. Lea will help you to identify opportunities to build trust and create a positive environment. What would it take for all of your employees to say, “I love my job and I trust my coworkers?” Employee engagement is a key competitive advantage for companies, and it happens in an environment where people are completely vested and energized. With humor and great storytelling, Lea shows participants how to: Increase levels of trust with clients, employees and peers.	Gkenarm (joint session with the Executive group)
10:30 am – 10:45 am	<b>Break</b>	change meeting space
10:45 am– 12:00 pm	<b>Roundtable Discussion: Implementations</b> – What platform are you using? Windows 10, Office 356, What upgrades are you working on now? How have you organized the rollout? What issues have you encountered? What are the training needs?	Boardroom 156
12:00 pm – 1:00 pm	<b>Lunch</b>	The Magnolia Ballroom
1:00 pm – 2:30 pm	<b>SME Problem Management: A Creative Approach, presented by Rae Ann Bruno.</b> This session will help you to develop sound problem solving techniques and alternative approaches for generating creative solutions to Business and IT systems problems. This session will focus on overcoming road blocks through creative problem solving while improving job performance. The session will give you real world examples and help you to effectively engage your organization by doing things differently.	Boardroom 156

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2:30 pm – 2:40 pm	<b>Break</b>	Boardroom 156
2:40 pm – 3:25 pm	<b>Roundtable Discussion: Employee Satisfaction-</b> How do you improve morale, culture, how do you best retain your employees? How do you build relationships with your clinical staff?	Boardroom 156
3:25 pm – 3:30 pm	<b>Break</b>	change meeting rooms
3:30 pm – 5:00 pm	<b>SME Rae Ann Bruno will present, Engaging employees; closing the generation gap.</b> Many organizations focus on attracting and retaining employees, but to get the results we desire, we need to motivate and engage our employees and teams to deliver better customer service. With several generations in the workforce, a "one size fits all" approach to motivation and engagement doesn't work. Attend this session to learn what motivates each generation and how you can create an environment where your teams will be highly engaged, productive, and successful.	Glenarm (joint session)
5:00 pm – 5:15 pm	<b>Break</b>	
5:15 pm – 5:30 pm	<b>Meet in the hotel lobby and walk to LIME</b>	
5:30 pm – 6:30 pm	<b>Group Happy Hour and Networking Reception</b>	Lime
6:45 pm or 7:00 pm	<b>Dutch dinner reservations</b> – be sure to sign up for one at the registration table.	

## Thursday

7:45 am – 8:30 am	Breakfast	The Magnolia Lounge
8:30 am – 9:15 am	<b>Celebrate Successes</b> - What initiatives do you support or have you implemented? Perhaps your challenges are more apparent, you can share your biggest challenge instead.	Boardroom 156
9:15 am– 10:30 am	<b>Facilitated Roundtable Discussion: Shaping Our Future:</b> this session will be facilitated by Allyson Rollins. The purpose is to gather information regarding the effectiveness of this Forum group, specifically how can we develop the future meetings and program content from your perspective. What topics do IT Healthcare Providers Leadership face? What categories are important: people, technology, process, professional development? Bring all your ideas with you.	Boardroom 156
10:30 am – 10:45 am	<b>Break</b>	Boardroom 156
10:45 am – 11:30 am	<b>Parking Lot / Facilitated Open Discussion:</b> This is an opportunity for non-facilitated open discussion. Take this time to ask questions of your peers, share ideas or generate topics that are not mentioned on the agenda. This is an opportunity for open discussion regarding challenges faced, successes experienced, tools, RFPs, vendors etc. Take this time to ask questions of your peers, share ideas or generate topics that are not mentioned on the agenda. What are some current issues faced by Healthcare IT Support Services that you would like to discuss?	Boardroom 156
11:30 am - 12:00 pm	<b>Future Topics Discussion:</b> Discuss any future topics, case studies or implementations you would like to discuss at future Forum meetings. Your Steering Team will work with Allyson Rollins to build the next agenda based on the topics list and your feedback.	Boardroom 156
12:00 pm	<b>Healthcare Forum Concludes</b>	

### Additional Information:

Take your Forum surveys, roster to be emailed, post all information to HDIConnect group site