



American College of
Healthcare Executives®

ADVANCE

Virtual Leadership Symposium

April 11–12

Welcome to the Virtual Leadership Symposium.

This document will serve as a guide that will educate you on what will be available during the event. We encourage you to test your system early; however, please allow a minimum of 30 minutes prior to the event start to test your computer, complete your onboarding and become familiar with the site. Doing this will maximize your experience and ensure your virtual event journey is easy.

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Need Help?

Should you have any technical issues or have questions during the event, please click on the help icon in the top right menu, and select Live Support. If you are experiencing issues logging in or accessing the platform, please email contact@ache.org.

Don't Miss at Leadership Symposium 2022

Can't-Miss Sessions

OPENING SESSION:

The New Normal – Fostering Resilience and Teamwork in the World of Healthcare

Jennifer Ashton, MD, FACOG, Leana Wen, MD

LEADERSHIP INSIGHTS:

Global Health System Recovery

Cédric Lussiez, Preetha Reddy, Juan Pablo Uribe, Mohamed Hablas, Ronald Lavater, FACHE

LEADERSHIP INSIGHTS:

Leveraging Technology to Enhance Care Delivery

Jaime Wong, MD, FRCSC, FACS, Eva Karp, DHA, RN-BC, FACHE, Mohan Giridharadas, Heather J. Rohan, FACHE

HOT TOPIC:

Making Your Mark – Environmental, Social and Governance Impact for Healthcare Leaders

Wright L. Lassiter, III, Michael Dowling, Johnese Spisso, MPA, Kadesha Thomas Smith

LEADERSHIP INSIGHTS:

Hospital-at-Home – Creating Value for Patients and Providers

Stephen Parodi, MD, Justin Moore, DPT, Colleen Hole, FACHE, Kadesha Thomas Smith

LEADERSHIP INSIGHTS:

When Wellness Meets Work – Addressing Clinician Burnout Through System-Level Change

Christine Cassel, MD, Sharon C. Kiely, MD, FACP, Fayola Edwards-Ojeba, MD

HOT TOPIC:

Reclaiming Ambition: Creating the Post-Pandemic Healthcare System

Kenneth Kaufman

LEADERSHIP INSIGHTS:

Addressing Challenges in Patient Flow

Luanne Thomas Ewald, FACHE, Nate Shinagawa, FACHE, Joe Twanmoh, MD, Kadesha Thomas Smith

HOT TOPIC:

The Employee Well-Being Ecosystem: Reimagining the Workplace of the Future

Quint Studer

HOT TOPIC:

The Six Biggest External Factors Shaping the Future of Healthcare

Rod Hochman, MD, Kadesha Thomas Smith

LEADERSHIP INSIGHTS:

Process, Precision and Progress to Drive Innovation

Robert Rajalingam, Everett Cunningham, Heather J. Rohan, FACHE, Steven Martin, Garry Clark

CEO-and Fellow-Exclusive Session with Ginny Clarke

Ginny Clarke, Fayola Edwards-Ojeba, MD

HOT TOPIC:

An Evidence-Based Approach to Addressing Healthcare's Inequities

David Williams, PhD, Joseph R. Betancourt, MD

LEADERSHIP INSIGHTS:

Building Sustainable Health Systems for the Future

Bruce Siegel, MD, Carol Gomes, FACHE, CPHQ, MASCP, MT(ASCP)HTL, DLM

LEADERSHIP INSIGHTS:

Leveraging Data to Address Social Determinants of Health

Andrew Renda, MD, Denise Brooks-Williams, FACHE, Kadesha Thomas Smith

CEO-and Fellow-Exclusive Session with David Williams, PhD

David Williams, PhD, Delvecchio S. Finley, FACHE

LEADERSHIP INSIGHTS:

Health System and Industry Partnerships

Lisa Stump, Joshua Titus

CLOSING SESSION:

The Future of Work Begins With Conscious Leadership Today

Ginny Clarke

Don't Miss at Leadership Symposium 2022

Daily Networking

There will be many opportunities to network with others during the event. ACHE has designed a series of daily networking sessions organized by topic or role so you can connect with your peers. Click on Networking in the lobby to see the full listing of these sessions and add them to your personal agenda.

Career Solutions Sessions

ACHE remains dedicated to helping you take the next steps in your healthcare management career. Whether engaged in an active job search, navigating professional transitions, considering and or creating a career development plan and pathway, the "Career Solutions" sessions are designed to enhance the dialogue and promote the resources you need to manage and develop your career every step of the way.

Thank you to our 2022 Premier Corporate Partners



How to Optimize Your Event Experience

Build “My Agenda”

You will have the ability to build your personalized agenda, or “**My Agenda**,” for the event. Browse through the **Live Sessions** and **Networking** pages to find sessions that you are interested in attending. You can also visit the **Agenda** page to see a full listing of all sessions at Leadership Symposium. To add a session to **My Agenda**, click on the heart icon to the left of the session details. Click on the heart again to remove the session from **My Agenda**.

Search for specific topics by clicking on “Filter Agenda” on any of the agenda pages listed above, then selecting the tag you would like to filter by.

On-Demand Library

Visit the **On-Demand Library** in the Education & Events drop-down to watch On-Demand sessions when it is convenient for you. You can search through the library by filtering content tags, arranging content in alphabetical order, and searching for a title or speaker in the search bar.

On-Demand sessions are not qualified for ACHE Face-to-Face Education credit. Many On-Demand sessions will be eligible for ACHE Qualified Education credit. Eligible sessions will be identified in the session description; these credits can be self-reported under the “My Education Credit” section of your [My ACHE account](#).

Symposium Social

Keep connected with other attendees by posting comments and photos of your experiences during the event in the Social Wall. Like and comment on others’ posts, similar to a social networking site.

Earn Your CEUs

Virtual Leadership Symposium offers the following continuing education credit:

ACHE Face-to-Face Education Credit

ACHE Qualified Education Credit

Joint Accreditation for Physicians, Nurses, Pharmacists, Physician Assistants, Dietitians and Social Workers

National Association of Long Term Care Administrator Boards

[Click here](#) for more information and how to claim these continuing education credits.

Quick Tips

Tips for optimal viewing:

- Google Chrome web browser is recommended for the best viewing experience.
- A desktop or laptop is recommended for the best viewing experience.
- If you are participating on a mobile device, please know that the platform is mobile responsive but not mobile optimized, meaning you may experience some features of the event differently.
- It is recommended that you set your browser view to 100% to see all available features.
- Earbuds or headphones are suggested for an optimal audio experience.
- All education sessions will be closed captioned for an accessible viewing experience. If you do not wish to see the captions, you will have the opportunity to turn them off in each session.

- Limit running other programs on your device while viewing.
- Multiple tabs open on browser windows can lead to slow or degraded video.
- Please be sure you are not connected to a VPN; this could cause connectivity issues.

How do I communicate with other attendees?

- Visit the Attendees page to search for others by first name, last name, company and title, or click on attendee's name anywhere throughout the platform to open their profile.
- Send a 1:1 message or group message with up to 10 other attendees in the platform.

If you missed a session:

If you missed a live session, you can watch it again in the **Agenda** page or search for it in the **On-Demand Library** after the session has concluded. Please note that fully live sessions may take up to 72 hours to be available for on-demand viewing. Sessions with any pre-recorded sections will be available approximately 30 minutes after the session has concluded.

If you want to watch a particular speaker:

Visit the **Speakers** page and search for the speaker you wish to view. Their profile will list all sessions in which they are speaking. You can also look for a speaker's profile in the full event search in the top navigation.

Accessing the Event

To access the event, [click here](#).

Enter the email address you registered with and the temporary password sent in your welcome email. Upon entry, you will be prompted to create a new password.

After reviewing and agreeing to the listed terms, you will have the opportunity to upload a photo and other information fields for your profile. This information may be updated at any time by going to the **Edit Profile** page.

During the onboarding process, you will access a brief system test to ensure your device settings are compatible with the event platform. You will be asked to allow access to your device's camera and microphone. If you click allow, you will go through a quick test to ensure your camera and microphone are functioning properly.

Remember, by accessing the event, you agree to abide by the [ACHE Virtual Leadership Symposium Code of Conduct](#).

Welcome!
Take a moment to set up your profile.
Step 1 of 4

Sync profile photo with LinkedIn

Choose profile picture

rotate left rotate right

Title:

Company:

Department:

Time zone:
America/New_York

Bio:

Please note: Changes to your profile may take up to 15 minutes to be reflected on the attendee list.

Save and Continue

Accessing the Event

Importance of Opt In

Please be sure to “opt in” during onboarding to access all engagement features within the platform, add your name to the attendee list and connect to others.

If you do not opt in, then you will not be searchable in the Attendees List.

You can also opt in on the Edit Profile page.

Edit Profile

Manage your account information and settings.

The screenshot shows the 'Edit Profile' interface with the following elements:

- Sync profile photo with LinkedIn:** A yellow button at the top.
- Choose profile picture:** A blue button below the sync button.
- Profile picture:** A placeholder image of a person's head and shoulders.
- Rotate controls:** A slider with a black dot and two buttons labeled 'rotate left' and 'rotate right'.
- Delete profile image:** A red button below the rotate controls.
- Make my profile public. ⓘ:** A toggle switch set to 'On'.
- Notify me for activity on my posts. ⓘ:** A toggle switch set to 'On'.
- Allow users to video chat with me. ⓘ:** A toggle switch set to 'On'.
- Title:** An empty text input field.
- Company:** An empty text input field.
- Department:** An empty text input field.
- Time zone:** A dropdown menu with 'America/New_York' selected.
- Bio:** A large text area with a small edit icon in the bottom right corner.
- Allow notifications. ⓘ:** A toggle switch set to 'On'.
- Notify me for individual and group chat messages. ⓘ:** A toggle switch set to 'On'.
- Allow users to send me messages. ⓘ:** A toggle switch set to 'On'.

Please note: Changes to your profile may take up to 15 minutes to be reflected on the attendee list.

Navigating the Platform

Each time you log in for the Virtual Leadership Symposium, you will be directed to the Lobby page with click points to the key pages in the event. You can also use the Top Navigation to visit other pages in the site. Hover over each title in the Top Navigation to see a dropdown of sub-pages. Please note, registered attendees will have access to the event platform and all Virtual Leadership Symposium content until **May 11, 2022**.

If you have any questions, please email contact@ache.org. Thank you.

