

Day 1 | April 15

5:00–7:00 PM

Welcome Reception

Day 2 | April 16

7:30–9:00 AM

Breakfast

8:30–8:40 AM

Welcome

8:40–8:50 AM

Kickoff | April Neumann Opening & Keynote Introduction

8:50–9:50 AM

Keynote Speaker | Derrick Brooks

9:50–10:00 AM

Break

10:00–10:55 AM

Employee Experience | Empathy in Action: Revolutionizing Workplace Care

10:55–11:00 AM

Pause

11:00–11:55 AM

Employee Experience | Igniting Passion: Engaging Today's Dynamic Workforce

11:55 AM–12:55 PM

Lunch

12:55–1:00 PM

Welcome back from lunch - Breakout intro

Breakouts

1:00–1:45 PM

- Filling the Void
- Future-Proofing Healthcare

1:50–2:35 PM

- Filling the Void
- Future-Proofing Healthcare

Day 2 | April 16 (continued)

2:35–2:40 PM

Break

2:40–3:55 PM

Patient/Customer Experience | Innovating for Impact: Care Powered By Digital Transformation

3:55–5:30 PM

Vendor Expo/Afternoon Break

5:30–6:30 PM

Cocktail Reception

6:30–10:30 PM

Awards Ceremony & Dinner

Day 3 | April 17

8:30–9:30 AM

Breakfast

9:30–10:15 AM

Interactive Working Session

10:15–10:20 AM

UMA Commercial Presentation

10:20–11:10 AM

Patient/Customer Experience | Guardians in Care: Defending the Front Line

11:10–11:15 AM

Break

11:15–11:55 AM

Summit Closer | Inspiring Journeys: Graduate Panel on the Impact of Healthcare Careers and Employer Appreciation

11:55 AM–12:10 PM

Closing Remarks