



Tuesday, June 7, 2022	Nauset Ballroom I	Nauset Ballroom II
8:25am – 8:30am	<b>President’s Welcome</b> – Love Otuchere, Ph. D, RHIA (Incoming MaHIMA President 2022-2023)	
8:30am – 9:25am	<b>Keynote:</b> Where Have All the Borders Gone? <b>Presenter:</b> Elaine Bridge, DNP, MBA, RN, Vice President, Enterprise Asset Management at Mass General Brigham  <b>Summary:</b> We will explore examples of how the work we do is requiring change in terms of who we work with, how our work and decisions impact others and ways to adapt to these changes and embrace them. We will consider examples of moving outside one’s comfort zone – the risks and the benefits.  <b>Objectives:</b> <ol style="list-style-type: none"> <li>1. Highlight changes in today’s work that impact our conventional approach to work and the work environment.</li> <li>2. Consider the value of “thinking outside the box” professionally</li> <li>3. Provoke alternative considerations to our approach to our roles</li> </ol>	
9:30am -10:25am	<b>Title: The Digital Employee – Providing Top-Notch Employee and Customer Experience at a Distance</b>  <b>Presenter: Scott Wadland, MBA, PMP</b> Senior Manager, Digital Health New Product Launch & Scale, Boston Children’s Hospital, Innovation & Digital Health Accelerator  <b>Summary:</b> The COVID-19 pandemic has had many transformative impacts on the healthcare industry – among them an uptick in remote work and rapid expansion of digital health solutions (patient portals, virtual visits, etc.). At the intersection of these trends sits the digital employee – employees who work remotely and/or are responsible for providing digital health support to patients and families. This session will cover various efforts to respond to this paradigm shift from people, process and technology perspectives.  <b>Objectives:</b> Understand opportunities and challenges related to digital employees; learn about practices and strategies for addressing them	

10:30am – 12:00pm	Brunch in the Nauset Center with the vendors
12:00pm - 1:00pm	Town Hall in Nauset Center – Moderator TBD
1:00pm - 2:00pm	Optional last session: Focus groups in the ballroom

**Total: 5 CEUs**