# HOW IS THE SUMMIT DIFFERENT?

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<th>IT IS NOT</th>
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<tbody>
<tr>
<td><strong>Content</strong></td>
<td>Generic, COVID-19 only</td>
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<td><strong>Experience</strong></td>
<td>One-size-fits-all</td>
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<td><strong>People</strong></td>
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<td><strong>Networking</strong></td>
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<td><strong>Commitment</strong></td>
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WHO’S COMING?

Select organizations shown; not comprehensive
EIGHT FUTURE TRUTHS

Eight statements Oliver Wyman’s Health and Life Sciences team predicts will come true in the healthcare industry over the next decade.

1. Access
Access will become commoditized.
Providers' strategic control and differentiation will shift to be based on experience, ease of use and price.

2. Supply
Healthcare supply will be right sized.
Consider: Hospital demand fell seven percent nationwide over the last decade. That pales to what the next decade holds.

3. Home Health
We will get care everywhere, all the time as the center of care delivery shifts from physician offices to new digital and home hubs.

4. Workforce
Healthcare organizational structure and C-Suite responsibilities will experience an overhaul that enables all healthcare stakeholders to thrive.

5. AI
AI will enable care that is more personalized, proactive, and smarter than ever before — abating acute events through early, accurate detection. Veering from treatment to prevention will disrupt traditional business models.

6. Privacy
Data sharing in healthcare will come of age, driven by consumer demand and the rise of innovators. The financial services industry lays out a path for what this evolution could look like.

7. Genomics
Genomics is evolving from niche to center stage as care is personalized. Harnessing it will transform our daily lives, disrupt payer, provider, and pharma business models, and create new markets for next-generation prevention.

8. Climate Change
Climate change will be the most significant force impacting global health. Impacts will arrive gradually, then suddenly. The healthcare industry may not respond in time.
Executive Roundtable

9:00 AM – 10:00 AM  From Novelty to Norm: Virtual Care’s Rising Role in Healthcare
Moderator: John Jesser, President, Clinical Solutions, Amwell

Prior to COVID-19, virtual care programs were largely seen as a value-add for health plans looking to increase healthcare access and decrease costs. But when the pandemic swept the nation, consumer awareness and use of virtual care reached an unprecedented high, and so too did their understanding of its potential. In the post-pandemic world, consumers will demand that certain care be delivered over video, making virtual care a critical component of health plans’ strategies for the future. We will dive into virtual care’s rising role in healthcare, including how it will reshape primary and chronic care, mental health, and access.

In partnership with Amwell; limited attendance

Inspiration Tours

9:15 AM – 10:00 AM  Explore how some of the most innovative organizations are transforming the consumer experience through behind the scenes tours, followed by discussion with leadership. Attendance for each tour is limited and will be on a first come, first served basis.

**CVS® HealthHUB®**
Jeff Cook, VP HealthHUB Strategy and Products, CVS Health
Jonathan Mayhew, EVP and Chief Transformation Officer, CVS Health

Aetna and CVS Health are revolutionizing local healthcare by connecting people to care, when and where they need it, with CVS® HealthHUB®. Open every day, even nights and weekends, they offer an easier path to better health. Let’s explore, with Jon and Jeff, how CVS® HealthHUB® locations seamlessly integrate with member lifestyles and witness first-hand how this new, innovative, and local healthcare destination is making care more convenient, accessible, and affordable for consumers.

**Good Doctor Technology and Grab**
Chern Chet Yong, MD, COO, Good Doctor Technology

Good Doctor Technology enhances access, quality, and affordability with a digital-based approach that not only keeps patients at the core, but also benefits players across the health ecosystem. By partnering with Grab, the trusted local go-to for transport services and e-commerce, Good Doctor Technology is able to serve the needs of a broad community and deliver “last mile” fulfillment (e.g. medication delivery) on the ground. Let’s discuss, with Chet, the evolution of the partnership and how, together, Good Doctor and Grab are leapfrogging to bring digital health to Southeast Asia.
Inspiration Tours (continued)

9:15 AM – 10:00 AM  
Ryman Auditorium  
Thad Beaty, Guitarist, Sugarland  
Annie Clements, Bassist, Maren Morris

Have you ever felt a connection to a space – one that creates a distinct feeling of peace, of fear, or anything in between? For musicians, the best spaces evoke the emotions that allow them to optimally share ideas through the journey of a song. Let’s join Thad and Clem on a walkthrough of the Ryman – one of Nashville’s most cherished venues. They’ll share firsthand how the space has impacted audiences and musicians alike. Then let the inspiration fuel discussion on how we can harness the power of space – both physical and digital – to create better healthcare experiences.

Walmart Health Center  
Marcus Osborne, SVP, Walmart Health

Helping families save money so they can live better lives is at the heart of Walmart’s business. They have bold ambitions to deliver quality health services at low, transparent prices, and with optimal convenience for local customers. Let’s visit a Walmart Health Center with Marcus and see how the first-of-its-kind health center delivers well beyond the norm (primary and urgent care, labs, x-ray and diagnostics, counseling, dental, optical, and hearing services!). Then let’s discuss how this neighborhood health destination will impact the healthcare journey for local communities.

General Session

10:00 AM – 11:40 AM  
Future Truths: Inevitable and Inspiring  
Parie Garg, Partner, Oliver Wyman

The future of healthcare will see a redefinition of privacy and sharing; a shift in the center of gravity from bricks to clicks and hospital to home; a reconfiguration of supply; and many more inevitable truths. Through the remarkable response to world-changing events this year we have proven that we are truly able to get further, faster. Together, we have the power to accelerate the next wave of healthcare transformation. Let’s dare one another to take this momentum and harness it for good.
AGENDA

IN CENTRAL DAYLIGHT TIME (CDT)

General Session (continued)

10:00 AM – 11:40 AM  The Truth About Data: Lessons From Consumer Banking
Aneesh Chopra, President, CareJourney; First US CTO
Tim Spence, EVP of Consumer Banking, Payments and Strategy, Fifth Third Bancorp

Healthcare is an information business. Consumers trust us with their most intimate details, and expect that we use those data for their benefit. Yet, far too often, we fail to meet consumer expectations for personalization and empowerment. Fifth Third Bank has been on a mission to meet – and exceed – consumer expectations in banking. Tim Spence will share lessons from digital and mobile banking, instant loans and lines of credit, and micro payments, and Aneesh Chopra will help us apply those lessons to healthcare.

The Future of Connected Health
Daniel Kraft, MD, Chair for Medicine and Neuroscience, Singularity University; Founder and Chair, Exponential Medicine
Jennifer Schneider, MD, President, Livongo

2020 has been the year of connected health. But what’s around the corner? Which digital models can truly scale, and where should we be wary of traditional healthcare economics wrapped in a virtual cloak? Technology presents the opportunity to redefine what our industry offers as more continuous, more personalized, and more human. Let’s make that happen.

Speaker Table Talks

11:40 AM – 12:00 PM  Join an intimate roundtable conversation with a General Session speaker from earlier today to share reactions and ask questions (space is limited).

• Parie Garg (Future Truths: Inevitable and Inspiring)

Break

11:40 AM – 12:00 PM  Take a break from the screen!
Focused Conversations (Concurrent, 1 of 3)

12:00 PM – 1:15 PM

Healthcare's Front, Side, and Back Doors: Who Will Own the Master Key?
As technology evolves and the ecosystem shifts, healthcare's entry points are in transition—and a plethora of “front doors” are emerging. This portfolio of front-end access points continues to extend its capabilities along the care delivery spectrum. Let’s delve into the question: where will consumers receive care in the future, and what roles will incumbents, innovators, and others play in transforming the connected consumer experience?

PART 1: EXECUTIVE SESSION
Engage – and influence the dialogue – in a focused session and hear forward thinking perspectives from fellow thought leaders.

• Jared Josleyn, VP of Innovation, Walgreens
• Roy Schoenberg, MD, President and CEO, Amwell
• Sara Vaezy, Chief Digital Strategy and Business Officer, Providence

PART 2: DEEP DIVE BREAK-OUT DISCUSSIONS
Share your experiences, ask questions, and learn from your peers who share a common interest. Sessions are capped at 12 people, and are first come, first served.

Select from:

• Connecting the Many New Front Doors (SME: Mike Batista, Healthworx, CareFirst BlueCross BlueShield)
• The Evolution of Community-based Front Doors (SME: Jared Josleyn, Walgreens)
• The Hybrid Model (SME: Roy Schoenberg, MD, Amwell)
• Workflow Changes Due to the Many Front Doors (SME: Sara Vaezy, Providence)
Change is Afoot: Is Your Workforce Ready for the Digital Future?
The integration of digital technologies is transforming the care delivery process. The market is moving faster than the natural rate at which healthcare organizations think about evolving their workforces. As we reallocate people and property, our expectations from the workforce will change as well. How do we need to start thinking differently – about talent and training, resource reallocation, and more?

PART 1: EXECUTIVE SESSION
Engage – and influence the dialogue – in a focused session and hear forward thinking perspectives from fellow thought leaders.

• Imelda Dacones, MD, CEO and President, Northwest Permanente
• Bill Lamoreaux, CEO, IMC Health

PART 2: DEEP DIVE BREAK-OUT DISCUSSIONS
Share your experiences, ask questions, and learn from your peers who share a common interest. Sessions are capped at 12 people, and are first come, first served.

Select from:

• A New Approach to Hiring (SME: Imelda Dacones, MD, Northwest Permanente)
• New Role of the Care Professional (SME: Bill Lamoreaux, IMC Health)
• Future of the Health Plan Workforce (SME: Mohan Nair, Cambia Health)
Focused Conversations (Concurrent, 3 of 3)

12:00 PM – 1:15 PM

A Determined Approach to the Social Determinants of Health

Social Determinants of Health (SDOH), which include socioeconomic factors like food insecurity, housing instability, and public safety, have been shown to impact 50-80% of an individual’s health outcomes. While addressing SDOH within each community can require bespoke methods, healthcare organizations often seek broadly applicable, scalable approaches. Let’s explore how to best build a strategy to both address root cause drivers of SDOH and manage their resulting adverse health outcomes.

PART 1: EXECUTIVE SESSION

Engage – and influence the dialogue – in a focused session and hear forward thinking perspectives from fellow thought leaders.

• Brenda Battle, VP, Urban Health Initiative and Chief Diversity, Inclusion and Equity Officer, UChicago Medicine
• Daniel Fulwiler, President and CEO, Esperanza Health Centers
• Barb Gray, SVP for Social Determinants of Health, Highmark Health

PART 2: DEEP DIVE BREAK-OUT DISCUSSIONS

Share your experiences, ask questions, and learn from your peers who share a common interest. Sessions are capped at 12 people, and are first come, first served.

Select from:

• Creating and Measuring Success in SDOH (SME: Brenda Battle, UChicago Medicine)
• Partnering with Community Based Organizations (Daniel Fulwiler, Esperanza Health Centers)
• Payer-Provider Integration and SDOH (SME: Barb Gray, Highmark Health)

Break

1:15 PM – 1:30 PM

Take a break from the screen!
Focused Conversations (Concurrent, 1 of 3)

1:30 PM – 2:45 PM

**There's No Place Like Home**
While the home has served as the site of healthcare in various capacities in modern history, we have yet to identify its optimal role. In recent years we've seen some growth in home health services that target high acuity patients. The question for the future is not just what is possible in the home, but what should be happening in the home? What parts of the care continuum are better experienced, more effective, and/or lower cost at home?

**PART 1: EXECUTIVE SESSION**
Engage – and influence the dialogue – in a focused session and hear forward thinking perspectives from fellow thought leaders.

- Brad Greenawalt, VP of Membership, Peloton
- Karen Hanlon, EVP, COO, Highmark Health
- Rami Karjian, CEO, Medically Home Inc

**PART 2: DEEP DIVE BREAK-OUT DISCUSSIONS**
Share your experiences, ask questions, and learn from your peers who share a common interest. Sessions are capped at 12 people, and are first come, first served.

Select from:

- Earning the Right to be a House Guest (SME: Brad Greenawalt, Peloton)
- The Value Opportunity in Home Health (SME: Karen Hanlon, Highmark Health)
- How to Put Healthcare in the Home (SME: Rami Karjian, Medically Home Inc.)
### Focused Conversations (Concurrent, 2 of 3)

1:30 PM – 2:45 PM

**Mental Fitness – The Next Nutrition?**

The shared experience of the pandemic has brought new conversations to mental health and is pushing us to openly discuss mental wellness. How might we capitalize on this to permanently change attitudes and potentially put mental health on an equal footing with nutrition and exercise? What role must various stakeholders play in this mission and how might strategies need to differ across population segments?

**PART 1: EXECUTIVE SESSION**

Engage – and influence the dialogue – in a focused session and hear forward thinking perspectives from fellow thought leaders.

- Eva Borden, Managing Director for Behavioral and Medical Solutions, Cigna
- Omar Dawood, MD, Chief Medical Officer and Head of Sales, Calm

**PART 2: DEEP DIVE BREAK-OUT DISCUSSIONS**

Share your experiences, ask questions, and learn from your peers who share a common interest. Sessions are capped at 12 people, and are first come, first served.

Select from:

- Integrating into the Full Spectrum of Physical Health (SME: Eva Borden, Cigna)
- Strategies to Improve Mental Fitness Across Constituents (SME: Omar Dawood, MD, Calm)
- Measuring and Tracking Impact (SME: Linda Rosenberg, Columbia University, formerly National Council for Behavioral Health)
Focused Conversations (Concurrent, 3 of 3)

1:30 PM – 2:45 PM
Delivery System Redefined: Figuring out the Reconfiguration
As traditional healthcare continues to be disrupted by new entrants addressing affordability and changing consumer preferences, the care delivery system (and its partnerships with payers) is poised to evolve. A one-size-fits-all approach for hospitals will no longer fit the bill. How will the various components of the delivery system today get reconfigured into a new structure? Who will be delivering care and through what medium?

PART 1: EXECUTIVE SESSION
Engage – and influence the dialogue – in a focused session and hear forward thinking perspectives from fellow thought leaders.

- Chip Blaufuss, VP of Strategy and Innovation, HCA
- Sean O’Grady, Chief Operating Officer, NorthShore University HealthSystem
- Angela Profeta, Chief Strategy Officer, CityMD / Summit Medical Group

PART 2: DEEP DIVE BREAK-OUT DISCUSSIONS
Share your experiences, ask questions, and learn from your peers who share a common interest. Sessions are capped at 12 people, and are first come, first served.

Select from:

- The Future of Sites of Care (SME: Chip Blaufuss, HCA)
- Specialized Assets: the What, Why, and How (SME: Sean O’Grady, NorthShore University HealthSystem)
- The New Front Door of Care (SME: Angela Profeta, CityMD / Summit Medical Group)

Break

2:45 PM – 3:00 PM
Take a break from the screen; go on a walk around the block!
### General Session

**3:00 PM – 4:00 PM**

**Biology Is Destiny No Longer *(or maybe it never was)***
Fyodor Urnov, Professor, University of California Berkeley; Scientific Director, Technology and Translation, Innovative Genomics Institute

Clinical advances like gene therapy and immunotherapy will transform how we think about prognosis and treatment for certain diseases. Feats that we once believed were science fiction are becoming real, moving from lab bench to hospital bedside. What’s next on the horizon? And what do expensive, curative treatments mean for those in the business of financing and providing care?

**Humanizing “Artificial” Intelligence**
Rana el Kaliouby, Co-Founder and CEO, Affectiva

Emotions matter. They drive our decision-making, and they’re at the core of how we care for one another. As artificial intelligence becomes an integral part of the healthcare workforce, how can we ensure that we don't further erode the emotional side of health, alienate consumers, and exacerbate inequality? And could artificial intelligence make us even more human?

### Speaker Table Talks

**4:00 PM – 4:30 PM**

Join an intimate roundtable conversation with a General Session speaker from earlier today to share reactions and ask questions (space is limited)

- Aneesh Chopra *(The Truth About Data: Lessons From Consumer Banking)*
- Rana el Kaliouby *(Humanizing “Artificial” Intelligence)*
- Daniel Kraft, MD *(The Future of Connected Health)*
- Fyodor Urnov *(Biology Is Destiny No Longer)*

### Innovation Showcase

**4:00 PM – 4:45 PM**

**Bait Me: Innovation that Hooks**

Let’s harness the opportunity to learn about innovative solutions and engage together in conversation with their leaders. Presentations will feature an overview of the offering, demos, and testimonials – along with ample Q&A time and polls to garner audience feedback.

- Samantha Bergin, Chief Marketing Officer, 98point6
- Carina Edwards, CEO, Quil
- Julia Hu, Co-Founder and CEO, Lark Health
Executive Roundtable

9:00 AM – 10:00 AM  The Future of Supporting Physicians In a Value-Based World
Moderator: Stuart Baker, Executive Officer and Co-Founder, Navvis

Engaging and supporting physicians is the single most important factor to be successful in value-based care and improve the health of populations. 2020 has created an emphasis on the need for value-based care and has shown the significant opportunities it can bring. Join us for a discussion that will delve deep into the key strategies for engaging, enabling, and empowering physicians to be successful and do their best work. Learn from some of the industry's most innovative and experienced healthcare leaders who are building and operating all payer, all provider solutions that deliver groundbreaking results and market-leading levels of performance and quality.

- Joe Delatorre, CEO, Florida Medical Clinic
- Mike Farris, Chairman and CEO, Navvis
- Matt Hanley, MD, Chief Clinical Officer, SSM Health
- Kavita Patel, MD, Nonresident Fellow, The Brookings Institution

In partnership with Navvis; limited attendance

Innovation Showcase

9:15 AM – 10:00 AM  Bait Me: Innovation that Hooks
Let's harness the opportunity to learn about innovative solutions and engage together in conversation with their leaders. Presentations will feature an overview of the offering, demos, and testimonials – along with ample Q&A time and polls to garner audience feedback.

- Lisa Alderson, CEO, Genome Medical
- Walter Jin, Chairman and CEO, Pager
- Vindell Washington, MD, CEO, Onduo

General Session

10:00 AM – 11:15 AM  The Truth About My First Year as CEO
Greg A. Adams, Chairman and CEO, Kaiser Permanente

So far, 2020 has brought pandemic, recession, social unrest, wildfires, and a contentious presidential election. Greg Adams has faced all of these challenges in his first year as Chairman and CEO of Kaiser Permanente. What has he learned – and what can we all learn from him as we lead through the uncertainty that lies ahead?
## AGENDA

### IN CENTRAL DAYLIGHT TIME (CDT)

#### General Session (continued)

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| 10:00 AM – 11:15 AM | **Getting Out of Our Own Way: Better Innovation Through Better Data**<br>Sendhil Mullainathan, Roman Family University Professor of Computation and Behavioral Science, University of Chicago Booth  
The market for data is fundamentally broken in healthcare, presenting us with immense opportunity for growth and innovation. To transform our industry, we need data that are much more representative of the people we serve and the problems they need solved. How can we step up to the challenge? What's standing in our way? And what's the opportunity for those who crack the innovation code? |
| 11:15 AM – 11:30 AM | **Break**  
Take a break! |

### Understanding the Truth About the People You Serve – A Walk with Nadja and Bill

Nadja West, MD, Lieutenant General (ret); 44th US Army Surgeon General; Former Commanding General US Army Medical Command

William Frist, MD, Former Senate Majority Leader; Founding Partner, Frist Cressey Ventures

“You have to love your soldiers as the people they are, first”, says 44th United States Army Surgeon General Nadja West. Quality healthcare requires an understanding of the population you’re trying to serve and an integration into the fabric of where you are. Go on a walk with Nadja West as she talks with former United States Senator Bill Frist about what she learned leading and treating soldiers through armed conflict, the Ebola crisis, and several presidential administrations.
Focused Conversations (Concurrent, 1 of 3)

11:30 AM – 12:45 PM  Digital Therapeutics: If You Build It (Right), Will They Come?
Digital therapeutics (DTx) increase treatment options and can materially impact outcomes. However, many physicians don't understand how DTx fits into the treatment paradigm. Institutions don't integrate DTx, and they require more of patients. How can we shift the physician – and consumer – mindsets? What role do provider systems, health plans, pharma, and digital therapeutics companies play?

PART 1: EXECUTIVE SESSION
Engage – and influence the dialogue – in a focused session and hear forward thinking perspectives from fellow thought leaders.

• Ashish Atreja, MD, MPH, Chief Innovation Officer, Medicine, Icahn School of Medicine at Mount Sinai; Scientific Co-Founder, Rx.Health
• Carolyn Jasik, MD, Chief Medical Officer, Omada Health

PART 2: DEEP DIVE BREAK-OUT DISCUSSIONS
Share your experiences, ask questions, and learn from your peers who share a common interest. Sessions are capped at 12 people, and are first come, first served.

Select from:
• Providers as the Key (SME: Ashish Atreja, MD, MPH, Icahn School of Medicine at Mount Sinai; Rx.Health)
• Arranging Payment – the DTx Roadblock (SME: Carolyn Jasik, MD, Omada Health)
• Member Adoption and Engagement (SME: Julie Yoo, Andreessen Horowitz)
Focused Conversations (Concurrent, 2 of 3)

11:30 AM – 12:45 PM  
**Tackling Health Inequity, in the Field and in the Boardroom**  
There is a national imperative to address health inequity, and nowhere is this more important than in our healthcare organizations. Historical injustices, including structural racism and economic deprivation, have led to unfavorable health outcomes for far too many and for far too long. While there are select success stories in alleviating this disparity, there is still plenty of work to be done. We’ll unpack the drivers of pervasive health inequity in our communities and organizations – and explore ideas on how to propel equity through corporate practices and front-line programs.

**PART 1: EXECUTIVE SESSION**  
Engage – and influence the dialogue – in a focused session and hear forward thinking perspectives from fellow thought leaders.

• Toyin Ajayi, MD, Co-Founder and Chief Health Officer, Cityblock Health  
• David Ansell, MD, SVP for Community Health Equity, Rush University Medical Center

**PART 2: DEEP DIVE BREAK-OUT DISCUSSIONS**  
Share your experiences, ask questions, and learn from your peers who share a common interest. Sessions are capped at 12 people, and are first come, first served.

Select from:

• Addressing Equity on the Frontlines (SME: Toyin Ajayi, MD, Cityblock Health)  
• Adjusting Your Corporate Structure (SME: David Ansell, MD, Rush University Medical Center)  
• Developing a “Whole Person” Approach to Address Equity (SME: Nzinga Harrison, MD, Eleanor Health)
# Focused Conversations (Concurrent, 3 of 3)  

**Getting to Value: Try More of This, Do Less of That**  
The quest for better outcomes and lower total cost of care have led many to “shift to value”. But this shift has been slower than expected and produced less than anticipated results. We’re now seeing multiple paths to value emerge – from contracting and incentive structures, to novel networks, omni-channel access, and reimagined benefit designs. Let’s explore the opportunities for real impact and where to throw in the towel.

**PART 1: EXECUTIVE SESSION**  
Engage – and influence the dialogue – in a focused session and hear forward thinking perspectives from fellow thought leaders.

- Kim Keck, CEO, BCBSRI  
- David Vivero, Co-Founder and CEO, Amino

**PART 2: DEEP DIVE BREAK-OUT DISCUSSIONS**  
Share your experiences, ask questions, and learn from your peers who share a common interest. Sessions are capped at 12 people, and are first come, first served.

Select from:

- Making Value-Based Contracting Work (SME: Kim Keck, BCBSRI)  
- Moving to Value – Strategies for Success (SME: Scott Powder, Advocate Aurora Health)  
- The Role of Consumer Choice in Creating Value (SME: David Vivero, Amino)

## Break  

**12:45 PM – 1:00 PM**  
Take a break from the screen!
AGENDA

THU
October 2020

IN CENTRAL DAYLIGHT TIME (CDT)

General Session

1:00 PM – 2:00 PM

The Truth, the Whole Truth, and Nothing but the Truth
Mandy Cohen, MD, Secretary, North Carolina Department of Health and Human Services
Chrissy Farr, Technology and Health Reporter, CNBC.com

If 2020 proved anything, it’s that public health matters and, at its core, public health is about communications. People rely on clear recommendations from their leaders, and if the healthcare and academic communities cannot present complex information in a way that’s easy to understand, we all fail. But why is such a simple-seeming activity as communications so deceptively complex? And what does “truth” really mean in the fog of a politicized crisis?

The Truth About Affordability
Ashish Jha, MD, Dean, Brown University School of Public Health
Ellen Zane, CEO Emeritus, Tufts Medical Center

We all have different narratives about why healthcare costs too much: over-utilization, cross-subsidization, administrative overhead, scientific innovation, defensive medicine, and more. But narratives without data are just stories we like to believe. How do we change our own personal narratives to match reality – and then share those new narratives with those we lead?

Speaker Table Talks

2:00 PM – 2:30 PM

Join an intimate roundtable conversation with a General Session speaker from earlier today to share reactions and ask questions (space is limited)

• Sendhil Mullainathan (Getting Out of Our Own Way: Better Innovation through Better Data)
• Ellen Zane (The Truth About Affordability)

Backstage Pass: The Singer-Songwriter Experience

2:00 PM – 2:30 PM

Although we’re not physically in Nashville, we’re excited to bring one of the city’s most powerful offerings to you: the listening room. Join Nashville musician Liz Rose on a musical journey – through some storytelling and performance of songs that’ll make you sing along. Feel free to watch and listen – or just listen. We’ll get back to our Focused Conversations refreshed, and with our creative juices flowing!
### Focused Conversations (Concurrent, 1 of 3)

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| 2:30 PM – 3:45 PM | Socially Responsible – “Human in the Middle” – Innovation  
30 years ago, the two industries that missed the consumer revolution were banking and healthcare. Now we're alone. It's time for us to get together and partner with tech in a way that doesn't recreate the challenges and ill effects of the social media crisis. Let's discuss what needs to happen to foster impactful, responsible innovation in the next wave of healthcare transformation. |

**PART 1: EXECUTIVE SESSION**
Engage – and influence the dialogue – in a focused session and hear forward thinking perspectives from fellow thought leaders.

- Stephen Klasko, MD, President, Thomas Jefferson University; CEO, Jefferson Health
- Hemant Taneja, Managing Director, General Catalyst

**PART 2: DEEP DIVE BREAK-OUT DISCUSSIONS**
Share your experiences, ask questions, and learn from your peers who share a common interest. Sessions are capped at 12 people, and are first come, first served.

Select from:

- A Responsible Business Model (SME: David Goldhill, Sesame)
- Trust and Ethics (SME: Othman Laraki, Color)
- Accessibility (SME: Jerrica Kirkley, MD, Plume and Pooja Mehta, MD, Cityblock Health)
Focused Conversations (Concurrent, 2 of 3)

2:30 PM – 3:45 PM  
Digital First: The Health Plan of the Future, Now?  
Digital first health plans are the future...and in order to get there faster, we need to start reimagining how they're built now. Discover how digital first health plans can seize on preference/consumption shifts, capture improvements in quality, and change the care paradigm by extending the benefits of access, quality, and savings to all.

PART 1: EXECUTIVE SESSION  
Engage – and influence the dialogue – in a focused session and hear forward thinking perspectives from fellow thought leaders.  
- Caleb Gallifant, VP of Product Development and Partnership, Humana  
- Aimee Quirk, CEO, innovationOchsner

PART 2: DEEP DIVE BREAK-OUT DISCUSSIONS  
Share your experiences, ask questions, and learn from your peers who share a common interest. Sessions are capped at 12 people, and are first come, first served.

Select from:  
- Future Member Experience (SME: Caleb Gallifant, Humana)  
- Evolving Role of Health Systems (SME: Aimee Quirk, innovationOchsner)  
- How Far to “Go Digital”? (SME: Jami Doucette, Premise Health)
## Focused Conversations (Concurrent, 3 of 3)

### 2:30 PM – 3:45 PM

**AI in Action: From Ops, to Experience, to Care Delivery**

Artificial Intelligence (AI) is transforming healthcare: patients receive consultations via chatbots, robots have a role on a hospital's org chart, computers speak to insurance professionals – and that's just the tip of the iceberg. In fact, consumers are only exposed to a fraction of the automation taking place in healthcare. But let's not talk about the power of AI – let's see it in action. Get your mind blown by AI-driven solutions that are transforming the healthcare industry.

**PART 1: EXECUTIVE SESSION**

Engage – and influence the dialogue – in a focused session and hear forward thinking perspectives from fellow thought leaders.

- Ankit Jain, CEO and Founder, Infinitus Systems
- Daniel Nathrath, CEO and Co-Founder, Ada Health
- Andrea Thomaz, CEO and Co-Founder, Diligent Robotics

**PART 2: DEEP DIVE BREAK-OUT DISCUSSIONS**

Share your experiences, ask questions, and learn from your peers who share a common interest. Sessions are capped at 12 people, and are first come, first served.

Select from:

- Role of AI in Optimizing Operations (SME: Ankit Jain, Infinitus Systems)
- Transforming the Customer Experience (SME: Daniel Nathrath, Ada Health)
- Robotics in Care Delivery (SME: Andrea Thomaz, Diligent Robotics)

## Closing Session

### 3:45 PM – 4:00 PM

**Closing Session: So Now What?**

Sam Glick, Partner, Oliver Wyman; Co-Director, Oliver Wyman Health Innovation Center
SPEAKERS

Greg A. Adams  
Chairman and CEO  
Kaiser Permanente

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