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QUICK AGENDA | Day 1

 HR Maximizer



Wednesday, September 30, 2020.

9:30-9:40am Login to LinkedIn Live!

9:40-9:50am Welcome, agenda review, LinkedIn Live tips/tricks

9:50-10:40am The State of Healthcare HR: Leadership Lessons From 2020

Moderator: Rollis Fontenot III

Panelists: Carole Hackett

Shibu Varghese

Lori Knowles

10:40-11:05am HR Technology: New Trends in the Era of COVID-19

Moderator: Leah Ramsey

Panelists: Theresa Mazarro

Lotus Buckner

Sean Hatcher

11:05-11:15am ---- Quick Break ----

11:15-11:40am A Red Carpet Experience - The Solution to New Hiring Challenges?

Moderator: Diana Dean

Panelists: Cathy Henessy

Lotus Buckner

Sean Hatcher

11:40-12:05pm Maintaining Provider Wellbeing: Managing the Effects of Burnout

Moderator: Veronica Williams

Panelists: Tanya Rippeth

Angela Tyson

Dr. Alisha Cornell

12:05-12:15pm Q & A - Giveaways

QUICK AGENDA | Day 2

 HR Maximizer



Thursday, October 1, 2020.

9:30-9:40am

Login to LinkedIn Live!

9:40-9:45am

Welcome, agenda review, LinkedIn Live tips/tricks

9:45-10:25am

The Current State of Nurse Staffing - Insights from Nurse Leaders

Moderator: Rollis Fontenot III

Panelists: Derek Curtis

Dr. Bonnie Clipper

Noelle Kohles

10:25-10:45am

Fostering Inclusive Care While Combating Racism

Presenter: Imelda Wicks

10:45-11:10am

HR Technology: Building the Future Workforce Now

Moderator: Dr. Susan Hanold

Panelists: Benjamin Foster

Carlos Fernandez

Iman Abuzeid

11:10-11:15am

---- Quick Break ----

11:15-11:40am

Talent Acquisition in 2020: Modernizing Healthcare Recruiting

Moderator: Gary Marsh

Panelists: Ann Miller

Michelle Newton

Heather Eusterman

11:40-12:05pm

Staying Motivated and Engaged in a Virtual Environment

Moderator: Marnese Elder

Panelists: Dr. Candace Campbell

Gaylen Evans

Alvara Tijero

12:05-12:15pm

Q & A - Giveaways

QUICK AGENDA | Day 3

 HR Maximizer



Friday, October 2, 2020.

9:30-9:40am Login to LinkedIn Live!

9:40-9:45am Welcome, agenda review, LinkedIn Live tips/tricks

9:45-10:35am Looking Beyond Competition to Build Collaboration

Moderator: Rollis Fontenot III

Panelists: Omar Reid

Lesleigh Robertson

Felicia Miller

10:35-11:05am Effectively Utilize Technology to Promote "The 3 Cs"

Moderator: Yolan Campbell

Panelists: Barbi Castaldi

Tanya Rippeth

Ronald Bolden, Jr.

11:05-11:10am ---- Quick Break ----

11:10-11:40am Maintaining Provider Wellbeing: Improving Wellness to Improve Retention

Moderator: Laura Matthews

Panelists: Kris Kort

Michelle Holmes

Melissa Voigt

11:40am-12:10pm "What's Next?" - Preparing for Rapid Changes in Healthcare HR

Moderator: Sebastien Girard

Panelists: Dr. Dan Diamond

Benjamin Foster

Zawadi Bryant

12:10-12:15pm Q & A - Giveaways

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 HR Maximizer



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DETAILED AGENDA DESCRIPTIONS



DETAILED AGENDA | Day 1.

 HR Maximizer



The State of Healthcare: Leadership Lessons from 2020

9:50am – 10:40am | Rollis Fontenot, III, Carloe Hackett, Shibu Varghese, Lori Knowles

The past year has presented healthcare leaders with a number of unique challenges. Although these leaders are used to the obstacles that arise in past years, they've had to quickly adapt to meet the new operational and workforce challenges of 2020. Additionally, organizational leaders faced increased challenges in combating racial inequality and the systemic racism often found in various industries. Join experienced CHROs as they discuss how their organizations adapted to meet the needs of a rapidly evolving climate.

HR Technology: New Trends in the Era of COVID-19

10:40am – 11:05am | Leah Ramsey, Theresa Mazarro, Lotus Buckner, Sean Hatcher

Despite the vast number of strategies and technologies available today to solve the slightest problem, many organizational leaders may struggle to successfully implement changes. The coronavirus pandemic also introduced new challenges for many organizations. What strategies could be effective with your organization? How can these be presented in a way to get your fellow leaders on board with change?

A Red-Carpet Experience - The Solution to New Hiring Challenges?

11:15am – 11:40am | Diana Dean, Cathy Henessy, Aida Fazylova, Shona Elliot

In a tough labor shortage market, companies are finding they need to differentiate themselves from the competition. It can't always be about just giving more money. Candidates are looking for cultural differences and speed to market. They are looking for a company that offers a real mission and stands behind their values. They are looking for a "Candidate Experience" that treats them like a unique and valued contributor. This panel of Talent Acquisition leaders will talk about what they have done to create a "red carpet" experience for candidates and new hires.

Maintaining Provider Wellbeing: Managing the Effects of Burnout

11:40am – 12:05pm | Veronica Williams, Lisa Taylor, Angela Tyson, Dr. Alisha Cornell

In a high-intensity environment, it is often easy for clinical staff to find themselves exhausted by their surroundings. Even those that love what they do can admit to feeling the effects of burnout, such as emotional exhaustion, depersonalization, and a diminished sense of personal accomplishment. Additionally, the increased stress and workload related to the pandemic have increased the weight carried by many organizations' clinicians. As a result, their health and productivity is undermined, and the patients they care for begin to feel the effects. Why should your organization consider their providers' wellbeing as a shared responsibility and not up to the providers themselves? And how can your organization assist providers and clinical staff in managing the demands of their profession and life?

DETAILED AGENDA | Day 2.

 HR Maximizer



The Current State of Nurse Staffing - Insights from Nurse Leaders

9:45am – 10:25am | Rollis Fontenot III, Derek Curtis, Dr. Bonnie Clipper, Noelle Kohles

Today's talent shortage and the increasing need for qualified applicants has made healthcare recruiting more competitive than ever. As the number of clinical openings increases, it seems as though the pool of interested and qualified applicants decreases. Listen as a panel of nurse leaders discuss the needs their organization has faced in the past years and some of the ways they were able to counteract these challenges.

Fostering Inclusive Care While Combating Racism

10:25am – 10:45am | Imelda Cruz Wicks

This year has brought to light how prevalent racial inequality and tension is in our society today. Many may not even realize the subtle influence of systemic racism in their daily interactions. Among healthcare providers, the identification and mitigation of racial inequality and health disparities is especially important as it can affect the safety and quality of the patients in one's care. Today, finding providers and clinical staff with cross-cultural competency is vital to providing healthcare to an ever-changing population. How can you identify and discuss racial inequality in your organization? What are some practical ways we can address racial inequality at all levels of the organization?

HR Technology: Building the Future Workforce Now

10:45am – 11:10am | Dr. Susan Hanold, Benjamin Foster, Carlos Fernandez, Iman Abuzeid

In an era of information overload, engaging and communicating with candidates requires a more multifaceted approach. Healthcare organizations have a variety of ways in which to communicate with candidates (phone, email, text, in-person, social media, etc.). However, it is imperative to effectively use those communication methods to continually engage with candidates. This panel will discuss some of the new technologies that are being used in candidate engagement and communication; as well as exploring what we can all do to maintain effective candidate engagement.

DETAILED AGENDA | Day 2.

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Talent Acquisition in 2020: Modernizing Traditional Healthcare Recruiting

11:15am – 11:40am | Gary Marsh, Ann Miller, Michelle Newton, Heather Eusterman

Finding qualified employees in today's environment has grown to be increasingly challenging for many organizations. With a growing need for clinical hires along with increasing competition, a number of organizations have reevaluated their recruitment strategies. Although traditional recruitment methods have successfully brought in the talent previously, a changing labor pool is calling for the need to modernize how organizations recruit. What are some methods that can be used to modernize your organization's recruitment? How can social media or virtual career fairs play a role in future success without eliminating what has been successful in the past?

Staying Motivated and Engaged in a Virtual Environment

11:40am – 12:05pm | Marnese Elder, Dr. Candy Campbell, Gaylen Evans, Alvar Tjiero

This year has brought a drastic shift in how many organizations operate internally. We've seen an increase in the use of telehealth and remote work to help monitor and reduce the spread of the coronavirus. However, it can be a challenge for employees who have spent their careers surrounded by their coworkers and team to be removed from that environment. What can help your staff to remain motivated and engaged while working virtually? How do you provide effective patient care and meet the needs of your organization if you feel removed from the environment?

DETAILED AGENDA | Day 3.

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Looking Beyond Competition to Build Collaboration

9:45am – 10:35am | Rollis Fontenot III, Omar Reid, Lesleigh Robertson, Felicia Miller

Problems abound among the healthcare industry, especially when it comes to the various facets of HR. Most organizations find themselves facing the same problems, yet they feel isolated in looking for the solution. However, collaboration can be key in lessening the challenges each individual organization faces. How can associations among healthcare HR leaders aid in finding solutions to industry-wide problems? What can motivate insular organizations to become more collaborative?

HR Technology: Effectively Utilize Technology to Promote “The 3 Cs”

10:35am – 11:05am | Yolanda Campbell, Barbi Castaldi, Tanya Rippeth, Ronald Bolden Jr.

Consideration, communication, and collaboration can be the key to victory for your organization. Focusing on these 3 can improve your organization’s functional productivity, reduce clinical and administrative struggles, and slow down burnout among your staff. Rapid changes in HR technology have made it even easier to promote “The 3 Cs” and retain your staff. How can these three key factors be used to create a fairer workplace, increase professional development, and deepen your staff’s sense of purpose? What technology can be implemented to ensure all staff are involved?

Maintaining Provider Wellbeing: Improving Wellness to Improve Retention

11:10am – 11:40am | Laura Matthews, Kris Kort, Michelle Holmes, Melissa Voigt

A number of clinical staff admit they do not feel like their organization cares about their wellbeing. This motivates them to seek employment with an organization that cares for their employees. One way some organizations demonstrate their care is by focusing on employee wellness. Wellness involves your staff’s physical, financial, career, community, and social wellbeing. Find out ways your organization can identify and improve on aiding your clinicians wellbeing to improve their overall wellness and desire to remain with your organization.

“What’s Next?” - Preparing for Rapid Changes in Healthcare HR

11:40am – 12:10pm | Sebastien Girard, Dr. Dan Diamond, Benjamin Foster, Zawadi Bryant

With the rapid progression of technology, medical advancements, and improvements in how healthcare operates, Healthcare HR is required to keep pace and advance alongside the rest of the industry in order to provide their organizations with qualified candidates. This final segment of the 2020 HR Maximizer Virtual Conference will discuss various strategies on how your organization can anticipate future challenges and begin building solid solutions now.



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FEATURED SPEAKERS & PANELISTS

FEATURED SPEAKERS

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Carole J. Hackett,
RN, BSN, EdM,
CPLP

Senior Vice President
of HR
Houston Methodist

Carole Hackett serves as Senior Vice President of Human Resources, Chief Human Resources Officer at Houston Methodist. In her current role she leads the Human Resources and Wellness functions for the seven hospitals of Houston Methodist, two physician organizations, Houston Methodist Research Institute, and Houston Methodist Global. Carole is also the Executive Sponsor of the Center for Performing Arts Medicine, a member of the Houston Methodist Innovation Center, and Co-Chair of the Houston Methodist Human Resources Strategic Innovation Center. Prior to her current position, Carole was Vice President of Human Resources/Operations for Houston Methodist Hospital, two physician organizations, Houston Methodist Research Institute, and Houston Methodist Global, along with several hospital departments.

The majority of her career was at the Cleveland Clinic Health System in a variety of executive roles in Human Resources, Organizational Development, and Nursing. Carole has a strong history of developing leaders, including executives at a number of organizations across the Houston area, and is passionate about helping people at Houston Methodist reach their highest potential.

Carole earned her Bachelor of Science in Nursing from Bowling Green University and a Master of Education in Human Resources Development with a specialization in Global HR Development and Instructional Technology from the University of Illinois at Urbana - Champaign. She is also a Certified Professional in Learning and Performance.

FEATURED SPEAKERS

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Shibu Varghese,
SHRM-SCP

SVP People, Culture,
and Infrastructure
The University of
Texas MD Anderson
Cancer Center

1/2

Mr. Varghese is senior vice president for People, Culture and Infrastructure at The University of Texas MD Anderson Cancer Center. He also serves as chief human resources officer and chief diversity officer for the more than 22,500 employees at MD Anderson. In these leadership roles, he sets the strategic direction and vision for core services within Human Resources, Ombuds, Facilities and the University of Texas Police Houston.

As the chief human resources officer, he is responsible for the overall management and direction of human resources programs including the Leadership Institute, Benefits, Compensation, Recruitment, Employee Development, the Business Partner Organization, Employee Health and Well-Being, Wellness programs, Employee Recognition programs, Payroll and the HR Service Center. He also guides the development of short and long-term strategies in the areas of talent recognition, retention and client-based strategic partnership.

With oversight of Institutional Facilities, Mr. Varghese is strategically involved in the maintenance, development, and engagement of over 16 million square feet of space.

Under his leadership, MD Anderson has earned numerous honors and awards, being named among Texas Monthly's Best Companies to Work For in Texas, Houston Chronicle's Top Places to Work, Houston Business Journal's Healthiest Employers in Houston and Best Places to Work, Forbes' 2020 Best Employers for Women, Disability Equality Index (DEI) 2020 Best Places to Work for People with Disabilities, Forbes' America's Best Large Employers, Forbes' Best Employers for Diversity, Military Times' Best for Vets, AARP's Best Employers for Workers Over 50 and GlassDoor's Best Places to Work. In addition, MD Anderson has received a Gold designation from the Measuring Employee Experience, Executive Coaching and Culture in Organizations Institute and is the recipient of CEO Cancer Gold Standard accreditation for over 10 years.

THE UNIVERSITY OF TEXAS

MDAnderson
Cancer Center

Making Cancer History®

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Shibu Varghese,
SHRM-SCP

SVP People, Culture,
and Infrastructure
The University of
Texas MD Anderson
Cancer Center

2/2

Mr. Varghese earned a bachelor's in health care administration from The University of Texas Medical Branch at Galveston (UTMB Health) and a master's in human resource management from the University of Houston-Clear Lake. Before joining MD Anderson in 2008, he served as vice president of Human Resources, Gulf Coast Division, for HCA Healthcare, where he managed 13 hospitals across Houston and south Texas. His strategic vision and leadership focused on campaigns to reduce turnover and increase retention. He began his career in health care as a respiratory therapist at UTMB Health. After transitioning to human resources, he was promoted from a technician in the employment office to a consultant facilitating leadership classes, implementing diversity as a cultural initiative, then focusing on equal employment and affirmative action regulations.

Mr. Varghese received the Global HR Top 10 Breakaway Leader Award, a recognition from industry peers that is given to HR leaders for excellence and innovation in human resource management. Most recently he was selected as the recipient of the 2019 Leadership Excellence Award from The National Diversity Council, and was recognized with the 2020 Top 50 Chief Diversity Officer Award.

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**Lori Knowles, MS,
SHRM-SCP**

**Senior Vice President
& Chief Human
Resources Officer**

**Memorial Hermann
Health System**

1/2

Lori Knowles, a senior healthcare executive with more than 25 years of experience in human resources and healthcare operations, serves as Senior Vice President and Chief Human Resources Officer at Memorial Hermann Health System, the largest not-for-profit health system in Southeast Texas.

In her role, Lori is responsible for leading and overseeing Human Resources, Clinical Education, Occupational Health and Chaplaincy.

Under her visionary leadership, Lori has worked diligently to bring effective talent strategies to the organization. Through these efforts, Memorial Hermann today employs some of the best clinical and administrative talent in the industry, which allows the System to continue its legacy of delivering safe, high-quality care to the patients it serves.

Throughout her tenure with Memorial Hermann, the System has earned perennial recognition as a top-ranked employer by the Houston Business Journal and the Houston Chronicle, and in 2017 Memorial Hermann ranked fourth among Forbes magazine's annual list of America's Best Employers.

Lori's many contributions to the human resources and healthcare industries also extend beyond the walls of Memorial Hermann. Lori has served as a facilitator for the Texas Institute for Health Policy Research, a public health institute that seeks to find preventive solutions that improve the health of Texans. In addition, and as part of her passion for developing the next generation of leaders, Lori serves on Human Resources Advisory boards for the University of Houston and Rice University, as well as the Higher Education Committee of the Greater Houston Partnership. Lori has earned a gold award from Healthcare Today for her work in employee communications and was named as one of Houston's top 50 CHROs in 2018.

**MEMORIAL
HERMANN**

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**Lori Knowles, MS,
SHRM-SCP**

Senior Vice President
& Chief Human
Resources Officer

Memorial Hermann
Health System

2/2

Most recently, she was selected as the first President of the Houston Healthcare HR Association (HHHRA).

Throughout her career, Lori has gained extensive experience in leadership development and mergers and acquisitions, and has leadership experience in all functions of Human Resources, including talent acquisition, succession planning, benefits, compensation, employee relations and organizational training and development.

Prior to joining Memorial Hermann, Lori was the Chief Operating Officer at RediClinic and throughout her career has held several Human Resource roles at other notable health systems in Texas including: The University of Texas Medical Branch (UTMB), Shriners Hospitals for Children, and Tenet Healthcare.

Lori holds an undergraduate degree in Psychology and a Master's Degree in Organizational Management as well as an executive leadership certification from Rice University. Lori has also held certifications in The Birkman Method, Covey Leadership Strategies, Situational Leadership, and Crucial Conversations. She currently also holds SPHR and SHRM-SCP certifications.

FEATURED SPEAKERS

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Dr. Bonnie Clipper,
DNP, MA, MBA, RN,
CENP, FACHE

Chief Clinical Officer
Wambi

Dr. Bonnie Clipper is an innovation evangelist, accomplished health care executive, influential thought leader, coach, and international speaker. Her career spans hospital operations, a professional association, and a health tech start-up. She is a former chief nurse executive with 20 years of expertise in building cultures of innovation, improving employee engagement, and improving the patient experience. She was the first Vice President of Innovation at the American Nurses Association, where she created the innovation framework, including the ANA Innovation Awards, NursePitch, Podcast, Hackathons, and the HIMSS strategic partnership and is currently the chief clinical officer at Wambi, a health tech company.

As an internationally recognized expert in the future of nursing and nursing innovation, she is sought out as a speaker and advisor. Her work on the publication *The Innovation Roadmap: A Nurse Leader's Guide* was translated into Spanish and has been used in multiple countries. She was the lead author of the Amazon International Best-Selling book (in 6 countries) *The Nurse's Guide to Innovation*. She publishes and blogs regularly on technologies impacting nursing such as; artificial intelligence, virtual reality, and robotics, and has authored *The Nurse Manager's Guide to an Intergenerational Workforce*. She is also a Robert Wood Johnson Foundation Executive Nurse Fellow alumna and ASU/AONL Executive Fellow in Innovative Health Leadership alumna.

Dr. Clipper works with health-tech companies where she imports the voice of the nurse and patient into the design, development, and workflows to ensure that the solutions meet the "true" needs and solve the "right" problems. Bonnie's unique experience as a healthcare executive, innovation leader, and nurse in the technology space has shaped her ability to ask thought-provoking questions that challenge the status quo to transform health for all and build partnerships that find creative solutions to complex problems.



WAMBI™

FEATURED SPEAKERS

HRM HR Maximizer



Omar C. Reid, MBA

Senior Vice President
Human Resources

Harris Health System

1/2

Omar C. Reid is the Senior Vice President of the Human Resources Department at Harris Health System, also known as Harris County Hospital District. Harris Health System is the 4th largest community based Hospital System in the United States, which houses a Level One and Level Three Trauma Hospital and 43 Ambulatory Care locations. With over 8,000 employees in the organization, Omar is currently responsible for all Human Resources programs, policies and initiatives; including: Talent Acquisition, Organizational Development, Employee & Labor Relations, Compensation, Benefits, and HRIS.

Mr. Reid has an extensive background which includes: 6 years as the HR Director at the City of Houston; where he was responsible for citywide Human Resources responsibilities, and 25 plus years with United Parcel Service (UPS) in various operational and administrative capacities. He earned his Bachelor's Degree in Business Administration from University of Houston-Downtown (UHD) and his MBA from Texas Southern University (TSU). He also serves as Corporate Fellow at UHD and as Adjunct Professor at TSU's School of Public Policy.

In his personal life, Mr. Reid has been a member of Wheeler Avenue Baptist Church since 2000; an ordained Deacon since 2010; and elected Trustee Board Chair in 2018. He has also served in many other capacities at WABC during his tenure there.

Mr. Reid is a published author of *The Traffic of Life: Characteristics of Effective Leadership*, and a second book, *M.A.D. Leadership: Making a Difference (Show the People Light and they will Find Their Way)*. Reid is a nationally recognized speaker on leadership, transformation and change. He is the Board Chair Elect of Communities in Schools of Houston and the Former Board Chair of the 4th Ward Tax Increment Zone and the Center for Civil and Public Policy. Not to mention, Reid is a proud member of Phi Beta Sigma Fraternity, Incorporated.

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Omar C. Reid, MBA

Senior Vice President
Human Resources

Harris Health System

He has a 'people come first' personal philosophy and counts his biggest accomplishment his marriage of 26 years to his wife Janice; the glue of the family. She has helped shape him into the person he is through her selfless sacrifice. They have one daughter, Briana, who is graduating from LSU law school in May 2020. Reid's favorite scripture is Proverbs 3:5, "Trust in the Lord with all your heart and lean not on your own understanding; in all your ways submit to him, and he will direct your path." He says he is blessed to be a blessing to others.

2/2

HARRISHEALTH
SYSTEM

FEATURED SPEAKERS

HRM HR Maximizer



**Felicia Miller,
MBA, SPHR,
SHRM-SCP,
CHHR**

Executive Vice
President & Chief
Talent Officer

Parkland Health &
Hospital System

Felicia Miller, MBA, SPHR, SHRM-SCP, CHHR, is the EVP & CTO at Parkland Health & Hospital System. Felicia has more than 30 years of leadership experience in healthcare HR across both non-profit and for-profit health systems, including more than 22 hospitals and approximately 18,000 employees. Prior to joining Parkland she served as Chief Human Resources Officer (CHRO) for Tenet Healthcare Corporation's Texas region. In that role she led the charge for comprehensive talent management in a heavily data-driven culture while fostering cross-functional working relationships with executive counterparts across divisions.

Prior to her time at Tenet, Ms. Miller spent 19 years with Presbyterian Hospital Dallas (PHD) and Texas Health Resources. Her tenure with PHD included roles with increasing responsibility and seniority, having progressed from a career center coordinator to manager roles, senior HR generalist and director of HR.

Felicia received a Master of Business Administration from LeTourneau University. She also has dual Bachelor of Science degrees in Health Information Management and Health Professions from Texas State University. Felicia's professional certifications include Senior Professional Human Resources (SPHR), SHRM-Senior Certified Professional (SHRM-SCP) and Healthcare Human Resources (CHHR). She is also an active community member, involved in multiple business organizations and the recipient of numerous professional accolades.



Parkland

FEATURED SPEAKERS

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**Imelda Cruz Wicks,
MA, CAAP, CM**

Program Director,
Diversity & Inclusion
MD Anderson Cancer
Center

Imelda Wicks serves as Program Director of Diversity and Inclusion for the University of Texas MD Anderson Cancer Center. Prior to moving to M.D. Anderson, Imelda Wicks worked at Lamar University as their founding Executive Director of Diversity, Inclusive Excellence, and Training. She is credited with spearheading Lamar University's first diversity and inclusion strategic plan and a variety of programs and events geared to highlight the positive contributions of underrepresented and underserved groups. She created Lamar University's first cultural competence training program for students, faculty and staff.

Imelda also worked as the Diversity and Inclusion Consultant for The University of Texas Medical Branch (UTMB), where she was responsible for providing leadership and strategic direction to the Office of Diversity and Inclusion. She is credited with launching UTMB's first Veterans Day luncheon, creating the first train-the-trainer diversity program, leading the UTMB Diversity Council, and managing the institution's Affirmative Action Plan (AAP). Prior to her employment at UTMB, she worked at the University of Houston-Clear Lake in the Office of Intercultural and International Services and as adjunct.

Imelda currently serves as board member of the Greater Houston Industry Liaison Group and the American Association of Adjunct Education. She has lectured across the country at regional, local, and national conferences on various topics related to cross-culture and diversity & inclusion. Imelda received a bachelor's degree in Communications from the University of Texas at Brownsville, a master's degree in Cross-Cultural Studies from the University of Houston-Clear Lake and is a certified mediator and affirmative action specialist.

For more information on Imelda Wicks' credential please visit: <https://www.linkedin.com/in/cruz-imelda-wicks-ma-cm-b70b1384/>

FEATURED SPEAKERS

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**Lesleigh
Robertson, SPHR,
SHRM-SCP, CDP**

Vice President,
Human Resources
The Harris Center

Lesleigh Robertson is the Vice President of Human Resources at The Harris Center, in Houston, TX. She has obtained the SPHR, SHRM-SCP as well as Certified Diversity Professional from the National Diversity Council.

She is also Vice President of Programs and Executive Board Member for National Association of African Americans in Human Resources (NAAAHR) a not-for-profit organization

Previously Lesleigh has worked in the area of HR as a director and executive consultant in various industries. Lesleigh serves on several nonprofit boards and works as a lead facilitator and mentor for a national professional intern program for college scholars from diverse backgrounds.

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**Derek Curtis, DNP,
MA, RN, NEA-BC**

**Associate
Administrator, Chief
Nursing Officer**

**Harris Health System
Lyndon B. Johnson
Hospital**

Experience



Associate Administrator/Chief Nursing Officer

Harris Health System, Lyndon B Johnson Hospital
Mar 2015 – Present - 5 yrs 7 mos
Houston, Texas



Nurse Executive

Michael E. DeBakey VA Medical Center
Jan 2014 – Mar 2015 - 1 yr 3 mos
Houston, TX



Associate Chief Nursing Officer

St. Joseph Medical Center
Feb 2012 – Sep 2013 - 1 yr 8 mos
Houston, TX

The integration of both business administration and nursing science enhance my ability to bring divergent views and devise viable solutions in extremely turbulent healthcare models and healthcare reform. In my roles as CNO and ACNO with IASIS Healthcare I gained knowledge in both strategic planning and marketing, organization's stra ...see more



Chief Nursing Officer

Southwest General Hospital
May 2010 – Feb 2012 - 1 yr 10 mos

As CNO I was responsible for providing leadership for the Department of Nursing of a 325 beds hospital, managing with over 800 total FTEs; ensures that efficient and effective nursing care is provided to individuals and families in all areas of the hospital in which nursing care is provided; as a member of the administrative team, makes decis ...see more

Education



American Sentinel University, Denver

Doctor of Nursing Practice, Executive Leadership
2012 – 2015



Webster University

Master of Arts (MA), Computer Resources and Information Management
1999 – 2001



Medical College of Georgia

Bachelor of Science (BS), Registered Nursing/Registered Nurse
1991 – 1993

**HARRISHEALTH
SYSTEM**

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**Michelle Holmes,
MSN, RN, CBIS**

Chief Nursing Officer

**OhioHealth
Rehabilitation
Hospital**

Experience



Chief Nursing Officer

OhioHealth Rehabilitation Hospital in partnership with Select Medical
Mar 2019 – Present · 1 yr 7 mos
Columbus, Ohio



English Teacher

VIPKID
Jan 2018 – Present · 2 yrs 9 mos
online
Online English instruction with Chinese children ages 3 - 12. Referral Code 0731BD.



Nurse Manager

OhioHealth Rehabilitation Hospital
Sep 2018 – Mar 2019 · 7 mos
Columbus, Ohio



Administrative Nurse Manager

OhioHealth
Jan 2012 – Sep 2018 · 6 yrs 9 mos
Marion, Ohio
Experience in oncology, orthopedics, telemetry, float pool.



Select Medical

2 yrs 7 mos



Nurse Manager

Mar 2011 – Dec 2011 · 10 mos

Staff RN

Jun 2009 – Mar 2011 · 1 yr 10 mos
Columbus, Ohio

[Show 5 more experiences](#) ▾

Education



Capital University

MSN with Administrative Concentrate, Nursing Administration
2013 – 2015



Ohio University

BSN, Nursing Practice
2011 – 2012



OhioHealth

Rehabilitation Hospital

In partnership with Select Medical

FEATURED SPEAKERS

HRM HR Maximizer



Benjamin Foster,
MBA

President

IMC Culture

Benjamin Foster is the President of IMC Culture. IMC Culture is a boutique, management consulting firm specializing in talent management, leadership development, employee engagement, and diversity & inclusion. With unemployment rates at all-time lows and talent demands at all-time highs, culture will be king in the next decade and beyond.

Before joining IMC Culture, Benjamin served as the Regional Vice President / CHRO for HCA Houston Healthcare. HCA Houston Healthcare is an affiliation of hospitals serving greater Houston, Corpus Christi and South Texas. With 18 hospitals, 20+ freestanding emergency rooms, 8 ambulatory surgery centers, more than 20,000 employees and 9,800 active physicians, HCA Houston Healthcare offers patients access to a circle of care that is unique in the region.

Prior to joining HCA, Benjamin worked as the ScottMadden consulting project lead for HCA's HR transformation project. Benjamin joined ScottMadden in 2006 and has expertise in large-scale HR transformations, talent management strategies, leadership development, operations improvement, and project and change management. Prior to joining ScottMadden, he spent several years working at McMaster-Carr Supply Company. Benjamin held a variety of positions including, Recruiter, Sales Development and Marketing Manager, Accounts Receivable Manager, and Warehouse Director.

Benjamin serves as the Healthcare Committee Chair on the Texas Diversity Council - Gulf Coast Region and is a member of the American Society for Health Care Human Resources (ASHHRA). Benjamin is also on the academic advisory board for University of Houston's Human Resources Management Department. Benjamin graduated Phi Beta Kappa with his Bachelors of Science from Wofford College and earned his Master's of Business Administration from the Goizueta Business School at Emory University.



FEATURED SPEAKERS

HRM HR Maximizer



Diana Dean, SPHR

VP of Human
Resources

Legacy Community
Health

Diana is the VP of Human Resources for Legacy Community Health. Diana has over 20 years of HR experience working for both for-profit and non-profit organizations.

She promotes organizational teamwork and operational excellence with a focus on continuous improvement to clarify performance measures that align with organizational goals. Most of her work has been launching or expanding HR divisions to meet the growing needs of any organization she represents. Her experience at Legacy has been no different. Within the seven years Diana has been with Legacy, they have doubled in size several years in a row and grown from 350 employees to 1,300.

Whether it is acquiring a new practice or adding on providers to meet the needs of the community, her HR team provides the necessary guidance.

Diana has a B.A. degree in Sociology with emphasis on Criminal Justice from the University of Oklahoma. She is certified as a Senior Professional in Human Resources (SPHR) and also a Certified Professional Mediator.

FEATURED SPEAKERS

HRM HR Maximizer



**Gary L. Marsh, JD,
SHRM-SCP**

Associate
Administrator,
Learning & Talent
Management

Harris Health System

Gary Marsh is a passionate senior HR leader with over 20 years of experience working in the HR talent arena. Gary serves as the Director, Talent Management & Workforce Strategies with Harris Health System, a safety net healthcare system in Houston, TX and the 3rd largest publicly funding healthcare system in the nation. He focuses daily on the best ways for his organization to drive engagement, high performance, and retention with employees through thoughtful and relevant programming designed to enhance the employee experience.

Gary is a graduate of Howard University and Tulane University School of Law. He is also a member of SHRM, IPFA-HR, and ASSHRA, and routinely serves as a thought leader in the areas of Talent Acquisition, Performance Management, Employee Engagement, and Succession Planning. Gary is married to Dr. Michon Benson-Marsh and they have 4 children.

Recent speaking engagements include:

- Mission Retention: Building Leaders to Build Leaders
- Marcus Evans Corporate Learning & Talent Development Summit

**HARRISHEALTH
SYSTEM**

FEATURED SPEAKERS

HRM HR Maximizer



Dan Diamond, MD

Principal

Dan Diamond, MD /
NogginStorm, LLC

Assistant Clinical
Professor

Elson S. Floyd College
of Medicine, Washing
State University

Well known for creating an exciting learning experience, Dr. Diamond engages the mind of the learner leaving participants with practical concepts they will never forget. Dr. Diamond founded and serves as the Director of the Nation's first state-affiliated medical disaster response team. He led one of the first medical teams into Haiti following their devastating earthquake, and most recently, deployed to the Philippines following Typhoon Yolanda (Haiyan). Following Hurricane Katrina, he played a strategic role as Director of the Mass Casualty Triage Unit at the New Orleans Convention Center. He has been interviewed on CNN, Larry King Live and Anderson Cooper.

He is a member of the National Speakers Association and served as President of NSA Northwest from 2011-2012. As an experienced family physician and an award-winning educator, Dr. Diamond delivers practical information with creativity and skill.

Participants experience learning through a variety of effective strategies that foster rapid mastery of new information. After earning his medical degree from University of Washington, Dr. Diamond completed his residency in Family Medicine in Milwaukee, WI. The American Academy of Family Physicians awarded Dr. Diamond the degree of Fellow and he is Board Certified with the American Board of Family Physicians. He previously served as a

member of the Editorial Board for the Primary Care Companion to the Journal of Clinical Psychiatry. Dr. Diamond is a Clinical Assistant Professor at the Elson S. Floyd College of Medicine at Washington State University. He was previously an Assistant Clinical Professor at the University of Washington School of Medicine for 33 years. In 2010, the American Red Cross gave him the "Real Hero" award and he also received the Washington State Governor's Award of Excellence for his work in Haiti. In 2014, Dr. Diamond received the Presidents Volunteer Service Award from President Obama and he also received the Quality of Care Lifetime Achievement Award, Healthcare Heroes. The Diamond family is big on traditions, humor and love.

FEATURED SPEAKERS

HRM HR Maximizer



**Noelle Kohles,
MSN, RN**

Director of Nursing

Noelle Kohles is a Director in Nursing with a background in Pediatric Critical Care. With over 15 years of professional experience in her field, Noelle Kohles is pivoting her career into the healthcare industry as a leadership consultant. She is known for her dynamic leadership skill and unmatched expertise in healthcare, nursing, and patient care. Her current focus is working with healthcare organizations to improve nursing retention rates and partner with leaders to build robust new grad nursing programs.

Noelle has spent the last 7 years coaching and mentoring emerging leaders to develop the skills they need to lead a team successfully and improve patient outcomes. She found throughout her career that some of her greatest thoughts, inspirations, and innovations have come from networking with other professionals in the community and across the country.

Noelle holds a BSN and MSN degree from the University of Phoenix. Moving forward, she hopes to network with like-minded professionals worldwide as much as possible.

In her free time, Noelle loves spending time with her husband and four children. Every season she volunteers her time and was the head coach for her son's youth soccer, flag football, and basketball team. She also loves to hike, travel, and spend time at the ocean.

FEATURED SPEAKERS

HRM HR Maximizer



**Sebastien
Girard, MBA**

Senior Vice President,
Workforce
Engagement

Atrium Health

Sebastien Girard joined Atrium Health as Senior Vice President of Workforce Engagement in December 2018. He is responsible for strategic and operational advancement of Atrium Health system employment and labor management strategies, talent acquisition, executive recruiting, HR strategy and business partners, HR compliance, and employment practice development and delivery - including a focus on advancing employee engagement and solidifying Atrium Health as an employer of choice.

Sebastien's career spans more than 20 years in overseeing sales, human resources and recruiting teams, profit and loss statement management, and adapting the people strategy to market needs in the human resources service provider and healthcare industries.

Sebastien previously served as Vice President & Chief Workforce Officer for Parkland Hospital in Dallas, TX. He was responsible for talent acquisition, the implementation of a strategic workforce planning model, labor optimization function and manage the occupational health department for Parkland Health & Hospital System.

Prior to his work at Parkland Hospital Sebastien was Senior Vice President at Randstad USA, where he oversaw North East U.S. operations. Sebastien also served at Randstad Canada from 2001 to 2010 serving as Executive Vice President in 2009 and 2010. In his tenure, Sebastien spearheaded double digit organic growth year-over-year for seven straight years while maintaining a Canadian Top 50 Best Places to Work status (rank: 12) and Canadian Top 50 Best Places to Work for Women (rank: 5).

Sebastien holds a Master of Business Administration from the Massachusetts Institute of Technology (MIT).



Atrium Health

FEATURED SPEAKERS

HRM HR Maximizer



**Dr. Alisha Cornell,
DNP, MSN, RN**

Clinical
Implementation
Consultant

Relias

Alisha is an experienced nurse leader, clinical consultant and nurse informaticist, who understands the role of executive nurse leaders as well as the impact of healthcare on the lives of nurses.

Her combination of formal education and lived experiences provides a platform of inspiring others through self-awareness and a purpose driven life. Her commitment to impacting the lives of nurses through servant leadership is driven by her history of managing dynamic nursing teams and conquering life one day at a time.

Alisha is a strong advocate for improving self-care among nurses, equal access to healthcare in underserved populations, and improving community health education concerning mental health and social determinants of health.

RELIAS

FEATURED SPEAKERS

HRM HR Maximizer



**Laura Matthews,
MS, SHRM-SCP**

**Director Human
Resources
Houston Methodist**

Laura Matthews joined Houston Methodist in Houston, Texas in 2012. Her areas of responsibility include supporting Houston Methodist Specialty Physician Group, Primary Care Group, Global Health Care Services, Physician Alliance for Quality and Houston Methodist Coordinated Care (ACO). She has over 15 years of experience in all aspects of talent management and employee relations. Her expertise is in mid to executive level recruitment, talent planning, workforce analytics, management development, performance management, compensation and benefits, and extensive policy review.

Prior to Methodist, Laura worked at MediPsych Corporation, as the Director of Human Resources where she was responsible for establishing policies and procedures for a multi-specialty Psychiatric group practice. She was a key member of the acquisition team responsible for market analysis, Physician contract development and negotiations as well as new-hire credentialing for Managed Care and Government payors (Medicare/Medicaid). She has also worked as a Talent Acquisition Specialist where her primary focus was in recruiting J-1 and H1-B Physicians for rural-based Hospital systems across the United States.

Prior to entering the Healthcare industry, Laura served as a Managing Partner to a boutique, retained Executive Search firm specializing in the Real Estate Industry where she managed the Real Estate Finance division. She and three of her Recruiters received awards from the Texas Area Personnel Consultants for placing in the top 50 Recruiters in the state of Texas.

Laura also serves on the Board of Directors for Houston Society Healthcare Human Resources Administration.

FEATURED SPEAKERS

HRM HR Maximizer



**Marnese Barksdale
Elder, MBA, CDP**

**Senior Vice President
& Associate Chief
Talent Officer**

**Parkland Hospital &
Health System**

In her role as Senior Vice President and Associate Chief Talent Officer, Marnese Elder helps guide the Office of Talent Management's (OTM's) strategy development, integration and program implementation leadership on behalf of employees system-wide. Working in close partnership with OTM leadership, the division and peers across the system, Marnese ensures all departments within OTM offer comprehensive and supportive talent management services and programs for employees.

Marnese has been the President of the Dallas Black Chamber of Commerce since 2016. She led Chamber membership programs and events while serving as a community resource on the economic impact of underserved areas and underutilized businesses in Dallas.

Before her tenure at the Dallas Black Chamber of Commerce, Marnese served Parkland for 16 years in various leadership roles within OTM. Most recently, as Vice President & Associate Chief Talent Officer, she was responsible for providing leadership in developing and executing the talent life cycle to meet Parkland's mission, vision and strategic goals. Marnese also previously served as VP of Talent Management Operations, Director of Human Resources, Interim Director of Talent Acquisition, Manager of Employee Health & Wellness and Health & Wellness Administrator. She began her career with Parkland as Member Relations Manager for the Parkland Community Health Plan in 2000.

Marnese is a member of multiple community, civic and business organizations including: American College of Healthcare Executives, the American Public Health Association, Leadership Dallas, the Dallas County Small Business Enterprise Advisory Committee, Visit Dallas Diversity & Inclusion Committee, and the North Texas Commission Board of Directors. She has a Bachelor of Arts in Healthcare Administration from Fisk University and an MBA from Texas Woman's University.



Parkland

FEATURED SPEAKERS

HRM HR Maximizer



Cathy Henesey,
SPHR, SHRM-SCP,
CHHR

Director of Talent
Acquisition
AdventHealth

Cathy Henesey has over 20 years in Talent Acquisition and Sourcing experience in a variety of industries including IT, Manufacturing, and Healthcare. Cathy's expertise includes transforming teams to maximize process efficiencies using innovative sourcing strategies, funnel analytics and workforce planning.

Cathy graduated from Texas Tech University with an undergraduate degree in Business Management and an MBA in Human Resource Management. Cathy has spoken at many national conferences, including the ITAA CEO Summit, ERE Expo, ASHHRA, SOURCECON and quoted in various newspapers including the Wall Street Journal. She represented the staffing industry in Washington D.C. as a lobbyist for the Immigration Visa Quota bill and healthcare initiatives.

Cathy has served on the Board for the American Society for Healthcare Human Resources Administration and a founder of a leading recruiting association in Dallas/Ft. Worth. Cathy is certified as an AIRS Certified Internet Recruiter, SPHR, Just Culture Expert, LEAN/Six Sigma Green Belt, Certified LinkedIn Recruiter, and a CHHR(Certified in Healthcare Human Resources).

FEATURED SPEAKERS

HRM HR Maximizer



**Carlos Fernandez,
MBA, SWP**

**Talent Acquisition
Manager**

Houston Methodist

Carlos Fernandez currently oversees talent acquisition, employer brand, and sourcing outreach, for the Houston Methodist system and has led multiple implementations and processes to enhance the candidate experience and recruitment process.

He holds an MBA with a concentration in Finance from the University of St. Thomas, a Bachelor of Science in Psychology from the University of Houston, and attained his PHR, SHRM-CP, Strategic Workforce Planning certifications.

Carlos is currently Co-chair for the Texas Medical Center's Hiring Red, White, and You military veteran hiring initiative and is a board member with the Houston Healthcare HR Association.

FEATURED SPEAKERS

HRM HR Maximizer



**Lotus Buckner,
MBA, CHHR,
SHRM-CP**

**Director of Human
Resources & Learning**

**Northwest
Community
Healthcare**

Lotus Buckner is a tech-savvy Human Resources and Organizational Development enthusiast with a unique ability to develop high performing, highly engaged and highly inclusive people, teams and organizations. Recognized as a Crain's Chicago Business 2020 Notable HR Leader, Lotus has held many leadership roles in the industry in addition to her contributions to the community as a board member of the American Society for Healthcare Human Resource Administration (ASHHRA), chair of the education committee for the Illinois Diversity Council, and mentor at the nonprofit ExcelBeyond211.

A writer for Forbes HR Council and blogger, Lotus shares a candid perspective about the future of work. As the founder and CEO of LB Talent Solutions, she works with individuals and organizations to elevate their talent and leadership potential through career strategies, personal branding programs, and leadership development. She is also a Human Resources Director in the healthcare industry and host of a virtual roundtable series on diversity, equity, inclusion, and belonging. Lotus is a speaker and facilitator on everything HR, talent, change, diversity, inclusion and personal and leadership development.

FEATURED SPEAKERS

HRM HR Maximizer



**Yolan Campbell,
MS, PHR**

Associate Vice
President, HR
Operations University
of Texas MD
Anderson Cancer
Center

Yolan Campbell, MS, PHR is currently the Associate Vice President of Human Resources Operations at the University of Texas MD Anderson Cancer Center. She has more than 20 years' experience as a Human Resources Professional. She currently leads the Human Resources areas at MD Anderson that are focused on the culture, strategy and the work and life integration aspects of human resources.

Yolan serves as a trusted advisor to senior leaders and has the reputation for being a strategic, proactive, creative and results-oriented business partner with a passion for leading and encouraging organizational change. She is recognized for building high-performing human resources teams that are focused on having a positive impact of the people of MD Anderson.

Her experience and covers all aspects of Human Resources including recruitment and workforce planning, human resources business partner, operations, and rewards. She sits on many of the hospital's operational and quality committees and is often sought out as an expert on topics related to aligning people resources with business strategies. Most recently, driving change within the organization to include adoption of new technologies, workflows, staffing models and organizational structures.

Yolan is committed to "making the world a better place", with every conversation, and every interaction. Yolan received her Bachelor of Science degree from John Jay College, City University of New York and Masters of Science degree in Human Resources Development from Villanova University.

THE UNIVERSITY OF TEXAS

**MDAnderson
Cancer Center**

Making Cancer History®

FEATURED SPEAKERS

HRM HR Maximizer



Angela Tyson

**Senior HR Business
Partner**

**UT Southwestern
Medical Center**

Angela Tyson is an accomplished Human Resource professional with over 25 years' experience in the Healthcare field. September 2019, she transitioned to Dallas Texas as the Senior Human Resource Business Partner for UT Southwestern Medical Center as a member of the hospital leadership team. Prior to relocating to Dallas, she held senior HR leadership positions at Honor Health and Banner Health in Phoenix Arizona. She served on the Arizona Healthcare Human Resources Association (AHHRA) Board of Directors for over 5 years as Secretary and President-Elect.

Angela received her undergraduate degree in Psychology from Troy State University and graduate degree in Business Management from Troy State University, Troy Alabama. Her areas of expertise includes Employee Engagement, Workforce Planning, Performance Management, and Employment Relations.

FEATURED SPEAKERS

HRM HR Maximizer



Kris Kort, SHRM-CP, PHR

Human Resources
Manager

Methodist McKinney
Hospital

Kris Kort has spent the past many years at Methodist McKinney Hospital serving as a department of one providing opportunity to work in all areas of the Human Resources profession. Prior to working at Methodist McKinney Hospital, Kort spent 4 years with a Third-Party Administrator as a Project Manager in the benefits arena.

Kort is an efficient, strategic planner who combines a strong business acumen to offer decisive actions for the organization. Kort is now working to develop up and coming programs for the staff of Methodist McKinney in the areas of Diversity and Inclusion as well as Emerging Leadership.

Kort has earned her SHRM-CP certification and will be sitting for the SHRM-SCP within the next year. In her spare time, Kort enjoys spending time with her husband and 3 adult children, playing tennis and reading.

FEATURED SPEAKERS

HRM HR Maximizer



Michelle Newton,
BScN

Director HR
Talent
Recruitment

Michelle has had the pleasure of working at MD Anderson for 22 years. Making a transition from acute care nursing where she spent the first 12 years of her career, Michelle joined the Employee Health team at MD Anderson as an occupational health nurse in 1997. Intrigued by the work of her Human Resources colleagues, Michelle pursued a development opportunity in HR. She enjoyed working with the recruitment team and was excited to become a permanent member in 2005.

Michelle has served as the director of Talent Recruitment since March 2009 and is proud to work with an amazing recruitment team who strives to attract, develop, and hire top talent for MD Anderson in an extremely competitive market.

THE UNIVERSITY OF TEXAS

**MDAnderson
Cancer Center**

Making Cancer History®

FEATURED SPEAKERS

HRM HR Maximizer



Theresa Mazarro,
RN, CHCR

Director, TA

Suburban Hospital |
Johns Hopkins
Medicine

Theresa has been a RN for 28 years and in Healthcare Recruitment for 15 of those years. She retired from the Air Force Reserves in 2006 and currently manages an amazing recruitment team for Suburban Hospital, a Member of Johns Hopkins Medicine.

Theresa is the President-Elect of NAHCR (National Associate of Healthcare Recruitment).



FEATURED SPEAKERS

HRM HR Maximizer



**Gaylen Evans,
CPXP**

**System Director,
Employee
Experience– Culture
Parkland Hospital &
Health System**

Experience



Director Employee Experience-Culture

Parkland Hospital - Full-time

Sep 2018 – Present - 2 yrs 1 mo
Dallas, Texas

Ensure the delivery of consistently impactful employee experiences across the entire employee lifecycle. Thought Leader for various workforce programs to ensure core people processes are designed with our employees at the center of everything we do. Demonstrated expertise in analytics, process and continuous improvement, human centered design, user experience and agile methodologies.



Vice President Human Resources

Medical City Healthcare (Formerly HCA North Texas)

Feb 2018 – Mar 2019 - 1 yr 2 mos



HR Business Partner II, Strategic & Business Services

Baylor Scott & White Health

Feb 2015 – Feb 2018 - 3 yrs 1 mo



Regional Human Resources Manager

St. David's Health Care System/Ambulatory Surgical Division

Aug 2014 – Aug 2015 - 1 yr 1 mo
Austin, Tx

Education



LSU Shreveport

MBA

2020 – 2022



Louisiana Tech University

Psychology

1993 – 1997



Parkland

FEATURED SPEAKERS

HRM HR Maximizer



Dr. Susan Hanold

**Vice President, Talent
Strategy**

**ADP Strategic
Advisory Services**

Dr. Susan Hanold is a talent strategy expert and a key thought leader with more than 20 years of results-based leadership experience as an executive coach and organization development expert. As a VP in ADP's Strategic Advisory Services group, Susan collaborates with clients to build talent strategies that improve employee engagement, retention and drives organizational change. Additionally, Susan was selected as one of the Top Women in HR Technology by Recruiting Daily and received the 2019 Readership Award by Training Industry Magazine.

Susan has been with ADP for seven years and brings prior experience as a VP Organizational Development with Bear Stearns, created the coaching model for YUM! Brands and served as a change management consultant at Accenture. She currently serves on the Human Capital Executive Research Board and is a frequent speaker at industry conferences and events.

Recent speaking engagements include:

- Conference Board's Merger Integration Summit and Thomson Reuters M&A Integration Forum
- Corporate Learning Summits
- SHRM Conferences
- Workhuman Summits
- HR and MBA courses at The University of Texas at Dallas, The University of Texas at El Paso and Southern Methodist University

Recent publications include:

- HR Professionals Magazine, "Adapting to an Ever-Shifting Talent Landscape"
- Training Industry Magazine, "Mastering M&A through Learning and Development" and "Amid a Retention Crisis, Return to the Basics by Investing in Your People"
- Forbes, "5 Ways to Keep Employees Engaged"

Recent publications include:

- HR Professionals Magazine, "Adapting to an Ever-Shifting Talent Landscape"
- Training Industry Magazine, "Mastering M&A through Learning and Development" and "Amid a Retention Crisis, Return to the Basics by Investing in Your People"
- Forbes, "5 Ways to Keep Employees Engaged"

Susan has created and delivered global human capital management workshops for many of the Fortune 500 covering key areas such as M&A best practices, HR transformation and talent trends. She is also a social media ambassador for ADP.

Susan earned a Bachelor of Science degree from Texas Tech University. She also holds a Master of Science and Doctor of Philosophy in Leadership Development with a minor in Industrial Engineering from Texas A&M University.



FEATURED SPEAKERS

HRM HR Maximizer



**Vicki Hess,
RN, MS, CTP, CVP**

**Top 5 Healthcare
Speaker**

**Employee
Engagement
Solutions, LLC**

Vicki Hess teaches healthcare leaders and staff how to improve and sustain employee engagement, reduce stress & burnout and retain valued employees. Organizations that implement Vicki's ideas experience increased employee engagement, productivity, safety, quality, retention, client satisfaction, creativity and more. To read what her clients say about working with her, please visit <http://bit.ly/VickiHessWhatClientsSay>

A highly-regarded speaker, author, consultant and virtual coach, Vicki shares her expertise in employee engagement with healthcare organizations across the country. She has more than 30 years of hands-on business and healthcare experience that she draws upon to provide inspirational and evidence-based strategies for workplace engagement. Vicki is a much sought-after in-person and virtual speaker whose knowledge of the industry makes her uniquely qualified to address the ever-changing priorities of today's healthcare organizations.

Ms. Hess holds a BS (Nursing) from the University of Florida and a Master's Degree in Human Resource Development from Towson University. She was an adjunct professor at Johns Hopkins University Graduate School of Business for five years. Vicki is Certified Trauma Professional (CTP).

Vicki is one of 300 women in the world to have earned the Certified Speaking Professional (CSP) designation, the speaking profession's international standard for platform skill. She is also a Certified Virtual Presenter (CVP). She has been voted a TOP 5 Healthcare Speaker by Speaking.com for four years in a row.

Vicki's writings appear in AONL Nurse Leader, American Nurse Today, Hospital & Health Network, Becker's Hospital Review, NurseTogether.com and other industry publications and blogs. To learn more about Vicki and to see some of her presentation videos, visit <http://www.HealthcareEmployeeEngagement.com>.



**Employee
Engagement
Solutions**

FEATURED SPEAKERS

HRM HR Maximizer



Ann Miller

Vice President
Memorial Hermann
Health System

Experience



Vice President

Memorial Hermann Health System

Oct 2019 – Present · 1 yr
Houston, Texas Area



System Director, Talent Acquisition

OhioHealth

Nov 2015 – Present · 4 yrs 11 mos
Columbus, Ohio Area

Oversee Talent Acquisition for the OhioHealth system which encompasses over 25,000 associates & physicians, 12 hospitals, and 200+ care sites. My goal is to challenge my team and the organization to think about what's possible and to remove the barriers towards getting there. My approach is using data to make the business case fo ...see more



OhioHealth



Senior Director, Talent Acquisition & Workforce Development

City of Hope

2009 – 2015 · 6 yrs
Greater Los Angeles Area

City of Hope is a new model of cancer center, focused on rapidly transforming scientific discoveries into better treatments and better prevention strategies. In my role, I led the design, development, and implementation of an enterprise-wide talent acquisition strategy to ensure the organization's workforce needs were successfully met. ? ...see more



Vice President, Workforce Strategies, Human Resources

Children's Healthcare of Atlanta

2002 – 2009 · 7 yrs
Atlanta, Georgia

Children's Healthcare of Atlanta is a premier pediatric healthcare organization comprised of three hospitals and multiple sites providing primary care, sports medicine, rehabilitation, and surgical services. Responsibilities included: workforce planning, talent acquisition, executive recruitment, physician recruitment, employee relations, i ...see more



Manager, Group Staffing Operations

Georgia Pacific

2000 – 2002 · 2 yrs

Georgia-Pacific is one of the world's leading manufacturers of tissue, pulp, paper, packaging, building products and related chemicals. Oversaw exempt and leadership recruitment for the U.S. engineering and manufacturing facilities. Responsibilities included the development and execution of recruitment strategies to ensure all location! ...see more

MEMORIAL
HERMANN

FEATURED SPEAKERS

HRM HR Maximizer



**Dr. Candace
(Candy) Campbell,
DNP, RN, CNL, CEP,
FNAP**

**Nurse Consultant,
President & CEO**

Lead4Excellence

Dr. Candace (Candy) Campbell is a nurse-consultant who works with corporate and individual healthcare clients to achieve peak performance cultures and success.

Her background in nursing includes clinical, academic, and administrative posts.

She is also an award-winning actress, filmmaker, and author.

Candy has appeared on many media networks speaking on nursing and healthcare topics. Her articles have appeared in online and peer-reviewed publications.

As an actress, she has appeared on stage, screen, in commercials, voice-overs, tv, and the internet. She was the co-founder of an improv and stand-up comedy group and has taught improv to all ages, stages, and types of businesses since the mid-90's. She is also the author of *Improv to Improve Healthcare: A System for Creative Problem-Solving*. Her third solo show, *An Evening With Florence Nightingale: A Reluctant Celebrity*, has been seen in four countries (so far).



FEATURED SPEAKERS

HRM HR Maximizer



Shona Elliott, MBA

Executive
Management &
Leadership
Consultant

Shona Elliott is an experienced senior leader who is passionate about helping other senior leaders connect and engage with their greatest assets – their employees – for the purposes of building trust, increasing employee engagement, and achieving an organization’s strategic goals. As a previous CEO, with fifteen years of senior leadership experience, Shona understands the many challenges and competing priorities of busy executives. Having been in their shoes, Shona recognized and harnessed the power of a positive, anything is possible mindset. This mindset coupled

with her leadership philosophy of alignment with employees helped Shona achieve her organizations’ goals all while increasing employee engagement.

In March, 2020 Shona’s first book: *Create Value as a Senior Leader* achieved best-selling status on Amazon. It is scheduled for print and audio publication in the fall and will be in bookstores in April, 2021. Shona has been a guest on many podcasts and is scheduled to be interviewed by Marianne Williamson, NY Times bestselling author as an endorsement in December.

Throughout her fifteen years as a senior leader – in Healthcare, IT, Supply Chain and ISO Quality Systems Certifications in both Canada and the United States – Shona has a proven track record helping organizations emerging from crisis, achieve cultural renewal with a people-centered focus. Through connection with leaders and employees, Shona has led an organization through the process to achieve two Top 100 Employer designations. Shona has extensive expertise in strategic planning, pandemic planning, infection prevention & control, crisis management, human resources, transformational leadership, organizational development, and quality management. In addition, Shona has served as a director on a healthcare technology board and a healthcare supply chain board for many years. With ten years of board experience, coupled with her governance support of boards, Shona recognized the importance of the role of boards in setting culture and vision for organizations.

Shona previously worked and lived in Southwestern Ontario, Canada, where she obtained her bachelor’s of science, honors degree in biochemistry. Shona also holds an MBA from NYIT, an advanced program certificate in human resources management from the University of Toronto, and obtained her certification as an ISO 9000 auditor. She now lives in Edmond, Oklahoma and travels frequently to Ontario to visit her family. Shona is an avid golfer, having golfed six out of the seven continents. In addition, she is a novice biohacker, a cautious skier, a world traveler, as well as a food and cooking enthusiast.

SHONA ELLIOTT

FEATURED SPEAKERS

HRM HR Maximizer



Veronica Williams,
SHRM-CP

**Supervisor, Talent
Management**
**Southwest Transplant
Alliance**

Experience



Southwest Transplant Alliance

4 yrs 7 mos

Supervisor, Talent Management

Mar 2019 – Present · 1 yr 7 mos

Dallas/Fort Worth Area

Supervises HR staff and Talent Management functions to support STA's operational needs and organizational goals. Will collaborate with STA leadership to implement recruitment and retention programs to attract, develop and retain top talent. Administers HR policies and procedures that pertain to recruitment, hiring and talent management. Provides coaching to leadership and staff. Serves as the HR systems administrator and responsible for reporting HR metrics.

HR Generalist

Mar 2016 – Mar 2019 · 3 yrs 1 mo

Dallas/Fort Worth Area

- Work effectively with Human Resources, business colleagues, leadership team and external partners regarding recruitment, performance management, organizational development, metrics, coaching, training team effectiveness, executing change management strategy and employee engagement solutions.

[...see more](#)



HR Business Partner

LifeGift

Nov 2013 – Apr 2016 · 2 yrs 6 mos

Houston, Texas Area

- Work closely with senior and executive leadership in order to develop an HR agenda that supports the overall aims of the organization, including organizational development and culture. Analyze and provide key human resources metrics (to executive team).
- Partners with employees and management to communicate organizational poli

[...see more](#)



Benefits/HRIS Analyst (Contract)

ABM Industries

Jun 2013 – Nov 2013 · 6 mos

Houston, Texas Area

- Development and maintenance of the HRIS (Oracle JDE) and all interfacing Human Resources systems.
- Audit project/program/process and department data and reports for ACA compliance.
- Analyze benefit weekly audits and research/resolve any issues.

[...see more](#)

FEATURED SPEAKERS

HRM HR Maximizer



Zawadi Bryant,
MBA

CEO
NightLight Pediatric
Urgent Care

Experience



CEO

NightLight Pediatric Urgent Care
Mar 2007 – Present · 13 yrs 7 mos
Houston, Texas Area

As the CEO/Co-Founder, I'm responsible for daily operations as well as strategic plan for company growth and expansion. This includes human resources, contracting, billing, accounting, brand development, information technology, and future location selection.



Principal and Founder

Zinc
Mar 2002 – Dec 2015 · 13 yrs 10 mos
Houston, Texas Area

Consultant and Project Manager for multi-national companies in the areas of technology implementation, process development, documentation and training.



Supply Chain Management Consultant

i2 Technologies
Mar 2000 – Sep 2001 · 1 yr 7 mos
Austin, Texas Area

Project lead for eProcurement implementations including Ariba, C1, SAP, Aspect Development, FreeMarkets and RightWorks. Managed strategic sourcing analysis and integration into solutions.



Manufacturing Planning Manager

HP
Aug 1997 – Feb 2000 · 2 yrs 7 mos
Cupertino, CA

Responsible for creating monthly worldwide build plans for high-end servers. Resolve shortages and excess issues with regional (Latin America, Europe, Singapore, China, Japan) distribution center planners.

Education



Cornell University

Master of Business Administration (MBA), Operations Management
1995 – 1997



Cornell University

Master of Engineering (M.Eng.), Operations Research and Industrial Engineering
1995 – 1997



FEATURED SPEAKERS

HRM HR Maximizer



**Tanya Rippeth,
MBA, SHRM-SCP,
CHHR, CEBS**

**Membership Director
& Past President**

**Colorado Healthcare
Assoc. HR
Management**

Tanya is a Colorado native and was the first in her family to attend college. She most recently was the Senior Director of Human Resources at Vail Health. Tanya's undergrad is in business administration with a concentration in human resources and she has worked in healthcare for over thirteen years and in human resources for over twenty years.

Tanya has obtained her CHHR, CEBS and SHRM-SCP certifications and continues to learn and grow in her profession. She is passionate about networking and helping where she can be most effective. Tanya is active in the state's ASHHRA association as the Past- President, Colorado Healthcare Association for Human Resources Management (CHAHRM), and currently is the Membership Director. She is also a member of the Western Healthcare Alliance, SHRM -High Country Human Resources Association and is part of the COSHRM Advocacy Team.



FEATURED SPEAKERS

HRM HR Maximizer



Rollis Fontenot III

President

**Ascend HR Corp & HR
Maximizer Inc**

Rollis Fontenot III is a national speaker, live stream host, author and founder of Ascend HR Corp & HR Maximizer Inc, the only subscription based talent acquisition service of its kind in the US.

He has appeared in Forbes Magazine, ASHHRA's Pulse, Locum's Life and other publications.

He has spoken at the 2016 & 2017 FIME Expo, 2018 HR Maximizer Conference, 2019 ASHHRA National Conference, 2019 HHHRA / HR Maximizer Conference, 2020 IAFP Monthly Meeting.

He hosts 5 shows per week on #linkedinlive with #perspectiveslive and #livewithrollis

His company focuses on helping hospitals and healthcare organizations to find registered nurses and other clinical talent faster and more cost effective using a unique combination of proprietary video and other content that is curated and distributed to the clinical community.

His firm has produced hundreds of videos with over 1.3 million views that has led to hundreds of clinical and provider hires for its clients.

FEATURED SPEAKERS

HRM HR Maximizer



**Leah Ramsey, JD,
MPA**

Vice President

HR Maximizer, Inc.

Leah is a strategic HR leader, analytical thinker, and dynamic business partner, who is focused on creating positive advancements in healthcare talent acquisition. She currently serves as Vice President of HR Maximizer, a role she has been in for over 5 years. Together with her team of HR specialties, Leah creates lasting partnerships with HR Maximizer clients; continually adding value as a consultant in process improvement and TA technology.

In addition to her position with HR Maximizer, Leah also teaches as a Corporate Fellow in the MBA program at the University of Houston-Downtown. She serves on the Alumni Association Board for her alma mater, as well as the HHHRA Board. Leah earned a BA in International Studies & International Business; a Master of Public Administration in Organizational Development, and a Juris Doctor from the University of Wyoming.

Outside of her professional HR career, Leah is an animal rescue volunteer, voracious reader, an art connoisseur, and aspiring travel writer. She and her fiancé share 3 rescue dogs and enjoy visiting her family back home in Wyoming.

FEATURED SPEAKERS

HRM HR Maximizer



Aida Fazylova

CEO & Co-Founder

XOR.ai, Inc.

Aida Fazylova is the Founder and CEO of fast-growing HR tech startup XOR. XOR helps companies to accelerate and streamline their recruiting efforts using chatbots and artificial intelligence.

In the past, Aida was the top recruiter for a large staffing agency in Eastern Europe before starting her own company. While studying artificial intelligence at university Aida co-founded the most massive online data science community called Open Data Science. Her degree in mathematics and computer programming paired with her years of experience in IT recruitment and project management for over 6 years led her venture to create an AI-powered recruiting workflow automation platform, XOR.

Today, XOR has major customers in 15 countries around the world and is the emerging leader in Human Resource / Talent Acquisition process automation. Aida's professional goal is to help recruiters understand technology and make the most of it in the future of work that we enter.



FEATURED SPEAKERS

HRM HR Maximizer



Iman Abuzeid

Co-Founder & CEO
Incredible Health

Dr. Iman Abuzeid is the Co-founder and CEO of Incredible Health, a career marketplace whose custom matching technology offers hospitals the fastest, most effective way to hire qualified permanent nurses in less than 30 days (national average is 90 days). Incredible Health is on a mission to help healthcare professionals live better lives, and find and do their best work.

Incredible Health is based in San Francisco, backed by top tier venture capital firm Andreessen Horowitz, and is used by hundreds of leading hospitals across the country, including Cedars-Sinai Medical Center, Stanford Healthcare, Baylor Scott & White and many more. Iman is a MD, and holds an MBA from The Wharton School of the University of Pennsylvania.



FEATURED SPEAKERS

HRM HR Maximizer



**Heather
Eusterman**

Vice President
Business
Development, US &
EMEA
PageUp

Heather Eusterman, VP of Business Development for the US and EMEA joined PageUp People in 2013. Heather has more than 15 years of HR technology (software) sales experience where she's worked with many exciting organizations: UnitedHealth, Facebook, LinkedIn, Disney, JP Morgan Chase, North Memorial Health, and more.... PageUp is a HR technology company that helps hospitals modernize and automate their talent acquisition strategy with Recruitment Marketing, Recruiting/ATS and new hire Onboarding modules.

In addition, PageUp specializes in helping organizations engage and retain existing employees with Performance, Everyday Performance, Learning Management, and Succession modules. Heather is extremely passionate about HR technology and loves her customers.

In 7 ½ years at PageUp, Heather is proud to say she's retained 100% of her customer base! Heather has recently relocated from Boise to the Bay area, California to be closer to her twin sons who are juniors at Berkeley. When not working, you can find Heather sailing or paddle boarding in the Bay.

FEATURED SPEAKERS

HRM HR Maximizer



Melissa Voigt

Vice President Client
Success

WebMD Health
Services

Melissa is an accomplished health management leader with over 15 years of experience in total population health management, strategic account management and onsite well-being program management.

As Vice President of Client Success for WebMD Health Services, Melissa is responsible for leading a tenured client success team that cultivates long-term strategic relationships with employer and health plan clients to deploy comprehensive wellness solutions.

Melissa previously served as Vice President of Sales for StayWell, leading new client acquisition and expansion strategies for StayWell's well-being solutions for employers. She also served as the Strategic Account Director for StayWell, where she led a team of account executives across the business and government markets.

Before joining StayWell, Melissa held progressive account strategy, management, and operations roles with HealthPartners Health Plan. This included roles as Manager of Client Strategy and Consultation for Health and Well-being, where she provided leadership for consultative account management and client strategy design to deliver integrated health and well-being solutions for health plan employer clients, and Manager of Worksite Wellness, where she was responsible for the long-term on-site product vision and operational readiness.

Melissa began her career as a telephonic health coach and onsite well-being program manager which informs her approach to partnering with clients to design innovative health and well-being solutions, with real-world practical application and measurement. She holds a bachelor's degree in Biology from St. Mary's University of Minnesota and is a Certified Intrinsic Coach.

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FEATURED SPEAKERS

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Ronald Bolden

Strategic Solution
Manager

XOR

Ronald Bolden, Jr. is a Strategic Solution Manager at XOR who specializes in helping staffing teams use modern recruiting communication, such as text messaging, chatbots, and artificial intelligence, to meet their hiring goals.

Ron is a graduate of Southern University where he majored in Electrical Engineering and started his career in technology as a Technical Project Manager for the Department of Energy (DOE) in the state of Washington. He has spent the past 10 years working with early-stage AI companies on talent sourcing and management solutions and building partnerships with small, medium, and large clients throughout the staffing industry.



Alvaro Tijero

Enterprise Account
Executive

XOR

Alvaro Tijero is an Enterprise Account Executive at XOR who specializes in helping recruiting teams use modern recruiting communication, such as text messaging, chatbots, and artificial intelligence, to meet their hiring goals.



FEATURED SPEAKERS

HRM HR Maximizer



Sean Hatcher

Business
Development Partner

CriminalRecord
Check.com, Inc (CRC),

Sean Hatcher is a Business Development Partner at CriminalRecordCheck.com, Inc (CRC), one of only 121 background screening providers accredited by the Professional Background Screening Association (PBSA) worldwide. A graduate of the Department of Criminal Justice at East Carolina University, Mr. Hatcher is a FCRA certified screening resource with over 5 years of experience in helping healthcare HR teams optimize their screening programs and mitigate hiring risk.



FEATURED SPEAKERS

HRM HR Maximizer



Lisa Taylor

Senior Recruiter
Conexus MedStaff

Lisa Taylor has been a healthcare Human Resources and recruiting professional in the Houston area for ten years. Starting in the Texas Medical Center, she has recruited for some of the nation's top institutions.

There is no position in a hospital or healthcare facility that she has not filled, from the inaugural team at Memorial Hermann TMC's Heart Failure Unit to Medicare established home health positions across the country. She is especially passionate about her current position at Conexus Med Staff where she sources, interviews, preps and places nurses from International backgrounds as they work toward their American Dreams.



FEATURED SPEAKERS

HRM HR Maximizer



Barbi Castaldi

Senior Director,
Healthcare

Skill Survey

Experience



SkillSurvey

4 yrs 3 mos

Senior Director, Healthcare

Jan 2017 – Present · 3 yrs 9 mos

Director of Sales, Credential OnDemand

Jul 2016 – Present · 4 yrs 3 mos

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National Sales Manager, Healthcare

TalentWise, a SterlingBackcheck Company

Jan 2010 – Jun 2016 · 6 yrs 6 mos

Santa Monica, CA

TalentWise, a SterlingBackcheck Company, is a technology company that's transforming the way HR offers, screens, and onboards new hires. TalentWise has built TalentWise Hire, a single, online platform that streamlines the hiring process end-to-end, resulting in a highly efficient and seamless experience for HR, hiring managers, candidates a ...see more



Abso

3 yrs 4 mos

Manager, Healthcare Solutions

Dec 2008 – Feb 2010 · 1 yr 3 mos

Santa Monica, CA

Sales Manager, Central Region

Jan 2008 – Dec 2008 · 12 mos

Roseville, CA

Account Executive

Nov 2006 – Jan 2008 · 1 yr 3 mos

Roseville, CA

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David Jones
Chief Human Resources Officer,
Stanford Health Care



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DELIVERING COST SAVINGS TO A REGIONAL HEALTHCARE SYSTEM IN THE APPALACHIAN REGION

Conexus partnered with a large not-for-profit healthcare system of 12 hospitals in the union areas of Kentucky and West Virginia in 2014 to integrate international healthcare professionals into its workforce and the community.

Background

The central Appalachian area that includes Kentucky and West Virginia has long been one of the sickest and poorest regions in the USA.

A 2019 report from the Appalachian Regional Commission revealed that while Appalachia is seeing some economic improvement, the heart of the region and its coal-producing communities are still struggling.

According to the Commission and other groups, people in central Appalachia are 41 percent more likely to get diabetes, and 42 percent more likely to die of heart disease than the rest of the nation.

Running parallel is that the Appalachians are home to some of the country's most financially vulnerable and unstable hospitals, making the job of treating patients in the region challenging.

How Conexus Helped

We know that rural hospitals serve as a lifeline for healthcare and employment in small towns. With an estimated 430 rural hospitals, accounting for 21 percent of all rural hospitals in the US, at risk of closing (Navigant 2019), facilities in need require the most cost-effective solutions.

By employing international nurses, our client could overcome financial strains and increase profitability, as well as offering crucial stability for patients.

Delivering Cost-Savings And Benefits

Before partnering with Conexus, our client hired more than 200 travel nurses across their system. While travel nurses enabled them to fulfil their staffing needs quickly, there was a financial burden attached.

We replaced the 200 travel nurses with 100 international nurses. This not only resulted in significant bill rate savings but also a reduction in the amount of work our client had to do in training nurses due to the constant turnover of travel nurses and other short term staff.

By ensuring all candidates were integrated into their new workplace and the local community, Conexus helped to ensure that staff turnover decreased considerably. Furthermore, the addition of international nurses created a more diverse hospital workforce, which patients responded to positively.

What Our Client Said

“Conexus has provided assistance in sending us dozens of candidates. It is hoped with the programs we have in place and with assistance from outside sources, such as Conexus, that someday the shortage of nurses will be long forgotten.”



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