



**SUNDAY  
OCT. 15**

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|----------------|--|--------------------------|
| 1:00 – 3:00 pm | <b>Keynote</b><br>“The Infinite Game” with Stephen Shedletzky of author Simon Sinek’s The Optimism Company | Grand Sierra Ballroom    |
| 3:00 – 3:15 pm | <b>Break</b>   | Grand Sierra Prefunction |
| 3:15 – 4:30 pm | <b>Workforce Resilience with Dr. Bryan Sexton and CEO Panel</b>  | Grand Sierra Ballroom    |
| 4:30 – 6:00 pm | <b>Reception</b>   | Sun Plaza Deck           |

**MONDAY  
OCT. 16**

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| 8:00 – 8:45 am   | <b>Breakfast, Networking and Exhibitor Viewing</b>  | Grand Sierra Prefunction                                       |
| 8:45 – 9:00 am   | <b>Opening Remarks</b>  | Grand Sierra Ballroom  |
| 9:00 – 10:00 am  | <b>Opening Keynote</b><br>Transforming Lives: The Heart and Soul of Health Care   | Grand Sierra Ballroom  |
| 10:00 – 10:30 am | <b>Exhibitor Viewing</b>  | Grand Sierra Prefunction                                       |
| 10:30 – 11:30 am | <b>Breakout Sessions (choose one)</b><br>Using On-Demand Language Interpretation to Improve Patient Outcomes<br>Complex Systems Management: Why Isn’t Health Care Safer?<br>Addressing Workplace Violence in Hospitals<br>Resiliency Resources – Keys to Avoiding Caregiver Burnout                   | Emigrant Peak<br>Alpine A<br>Alpine B<br>Grand Sierra Ballroom |
| 11:30 – 11:45 am | <b>Break</b>  | Grand Sierra Prefunction                                       |
| 11:45 – 12:45 pm | <b>Breakout Sessions (choose one)</b><br>Building CMS-Compliant Health Equity Programs<br>Leveraging Interorganizational Sensemaking to Improve Patient Safety<br>Reducing Harm Utilizing the Model for Improvement Framework<br>A Day at the Improv: Preparing for Critical Conversations After Harm | Emigrant Peak<br>Alpine A<br>Alpine B<br>Grand Sierra Ballroom |
| 12:45 – 1:45 pm  | <b>Hosted Luncheon, Visit Exhibitors</b>  | Grand Sierra Prefunction                                       |
| 1:45 – 2:45 pm   | <b>Breakout Sessions (choose one)</b><br>California Maternal Quality Care Collaborative (CMQCC) Updates and Strategies<br>HCAI Emerging Programs, Data Resources, and Measures for Hospitals<br>Healing After Harm in Health Care<br>Leveraging Relationships to Drive Quality with HQI Cares         | Emigrant Peak<br>Alpine A<br>Grand Sierra Ballroom<br>Alpine B |
| 2:45 – 3:00 pm   | <b>Break, Raffle Drawing</b>  | Grand Sierra Prefunction                                       |
| 3:00 – 4:00 pm   | <b>Closing Keynote</b><br>Patient Safety and System Failures  | Grand Sierra Ballroom  |

To Access Conference Resources:

