



HEALTHCARE HOSPITALITY NETWORK

2024 Annual Conference

CONNECTING COMMUNITIES

A HYBRID EVENT



SCHEDULE AT A GLANCE: NATIONAL VIRTUAL AGENDA

WEDNESDAY, OCTOBER 9TH, 2024:

9AM-12:30PM PT | 10AM-1:30PM MT | 11AM-2:30PM CT | 12:00PM-3:30PM ET

- **Conference Welcome: Sean Meyerhoffer, HHN Board Chair/Brent's Place, Aurora, CO**
9:00am-9:10am PT | 10:00am-10:10am MT | 11:00am-11:10am CT | 12:00pm-12:10pm ET
- **Keynote: *Beyond Trauma*: Drew Pescaro, University of NC Mass Shooting Survivor**
9:10am-9:30am PT | 10:10am-10:30am MT | 11:10am-11:30am CT | 12:10pm-12:30pm ET
- ***The Changing Healthcare Landscape* Panel Discussion: Tim Putnam, President of Rural Health Consulting/Medical University of SC; others TBD**
9:30am-10:15am PC | 10:30am-11:15am MT | 11:30am-12:15pm CT | 12:30pm-1:15pm ET
- ***Trauma Informed Care*: Allen Browning, Family Services Director/Brent's Place, Aurora, CO**
10:15am-11:00am PT | 11:15am-12:00pm MT | 12:15pm-1:00pm CT | 1:15pm-2:00pm ET
- ***Navigating Expansion Projects*:**
Roger Swanson, President & CEO/Stantec, San Francisco, CA
11:00am-11:30am PT | 12:00pm-12:30pm MT | 1:00pm-1:30pm CT | 2:00pm-2:30pm ET
- ***Artificial Intelligence 101: The Basics & The Benefits*: Yu-Ann Wang, Open AI Specialist**
11:30am-12:15pm PT | 12:30pm-1:15pm MT | 1:30pm-2:15pm CT | 2:30pm-3:15pm ET
- ***National Remote Closing*: Sean Meyerhoffer, HHN Board Chair/Brent's Place, Denver, CO**
HHN Organizational Update & Honor HHN Member Certified Hospitality Houses
12:15pm-12:30pm PT | 1:15pm-1:30pm MT | 2:15pm-2:30pm CT | 3:15pm-3:30pm ET
- **Before & After the HHN National Virtual Conference:**
In-person participants enjoy unique programming at each of the 4 Host Sites:
 - [Brent's Place - Aurora, CO](#)
 - [Family House - San Francisco, CA](#)
 - [Kathy's House - Milwaukee, WI](#)
 - [Hospitality House of Charlotte - Charlotte, NC](#)

Registration: www.hhnetwork.org/annual-conference

NOTE: Schedules subject to change and will be updated as needed.



HEALTHCARE HOSPITALITY NETWORK

2024 Annual Conference

CONNECTING COMMUNITIES
A HYBRID EVENT



SCHEDULE AT A GLANCE: **FAMILY HOUSE, SAN FRANCISCO, CA**

WEDNESDAY & THURSDAY, OCTOBER 9-10TH, 2024: PACIFIC TIME

WEDNESDAY, OCTOBER 9TH:

- 8:30 am-9:00 am: Breakfast/Welcome
- 9:00 am-12:30 pm: National Virtual Conference
- 12:00 pm-1:00 pm: Lunch - Boxed Lunches
- 1:00 pm-2:00 pm: In Person #1 - Regional Session:
Thriving Together: Families, Family House, UCSF
- 2:00 pm-2:30 pm: Family House Tour
- 2:30 pm-3:00 pm: Regional Keynote/Closing Remarks
- 3:15 pm-4:15 pm: UCSF San Francisco Hospital Visit
- 4:00 pm-6:00 pm: Optional Happy Hour/Group Dinner at Spark Social
Outdoor food truck park & mini golf

THURSDAY, OCTOBER 10TH:

- 8:30 am-9:30 am: Breakfast
- 10:00 am-11:00 am: Hour Tours - Koz
- 11:30 am-1:30 pm: Networking Lunch and Closing Remarks

Registration: www.hhnetwork.org/annual-conference
Hotel Information: [LUMA Hotel, San Francisco](#)
[Hyatt Place, San Francisco](#)

NOTE: Schedules subject to change and will be updated as needed.





HEALTHCARE HOSPITALITY NETWORK

2024 Annual Conference

CONNECTING COMMUNITIES

A HYBRID EVENT



SCHEDULE AT A GLANCE: BRENT'S PLACE, AURORA, CO

TUESDAY & WEDNESDAY, OCTOBER 8-9TH, 2024: MOUNTAIN TIME

TUESDAY, OCTOBER 8TH:

- 1:00 pm-1:45 pm: Welcome and House Tour: Brent's Place Adult Campus
- 2:00 pm-3:00 pm: House Tour: Ronald McDonald House
- 3:15 pm-4:15 pm: House Tour: Brent's Place Pediatric Campus
- 4:15 pm-5:00 pm: Free Time / Travel to Stanley Marketplace
- 5:00 pm-7:00 pm: Dinner and Fun at Stanley Marketplace

WEDNESDAY, OCTOBER 9TH:

- 9:00 am-10:00 am: Welcome Breakfast & Networking
- 10:00 am-1:30 pm: National Virtual Agenda
- 1:30 pm-1:45 pm: Break
- 1:45 pm-2:30 pm: Guest Speaker: *Employee Engagement*
- 2:30 pm-3:15 pm: Guest Speaker: *Organizational Growth Strategy*
- 3:15 pm-3:30 pm: Break
- 3:30 pm-4:30 pm: Guest Speaker: *Relationship Building with Referral Partners*
- 4:30 pm-5:00 pm: Networking and Close

Registration:

www.hhnetwork.org/annual-conference

Hotel Information:

[Hyatt House Denver/Aurora](#)

NOTE: Schedules subject to change and will be updated as needed.





HEALTHCARE HOSPITALITY NETWORK

2024 Annual Conference

CONNECTING COMMUNITIES

A HYBRID EVENT



SCHEDULE AT A GLANCE: KATHY'S HOUSE, MILWAUKEE, WI

WEDNESDAY, OCTOBER 9TH, 2024: CENTRAL TIME

- 8:30 am- 9:00 am: Welcome & Breakfast
- 9:00 am-10:00 am: House Tours
- 10:00 am-10:45 am: *Topical Tables by Role:*
Guest Services, Executive Director & Others
- 10:45 am-11:00 am: Break
- 11:00 am-2:30 pm: National Virtual Sessions & Lunch
- 3:00 pm-4:30 pm: *Your Best Idea:* Roundtable Exchange
- 4:30 pm-6:00 pm: Free Time
- 6:00 pm-9:00 pm: Deer District Fun & Dinner
-

Registration:

www.hhnetwork.org/annual-conference

Hotel Information:

[Renaissance Milwaukee West](#)

[SpringHill Suites Milwaukee West](#)

NOTE: Schedules subject to change and will be updated as needed.





HEALTHCARE HOSPITALITY NETWORK

2024 Annual Conference

CONNECTING COMMUNITIES

A HYBRID EVENT



SCHEDULE AT A GLANCE: HOSPITALITY HOUSE, CHARLOTTE, NC

TUESDAY & WEDNESDAY, OCTOBER 8-9TH, 2024: EASTERN TIME

TUESDAY, OCTOBER 8TH:

- 2:00 pm-4:30 pm: House Tours
- 4:30 pm-7:00 pm: Dinner on Your Own
- 7:00 pm-9:00 pm: Welcome Reception

WEDNESDAY, OCTOBER 9th:

- 8:30 am-9:00 am: Breakfast and Registration
- 9:00 am-9:10 am: Welcome Message
- 9:20 am-10:00 am: **Intentional Team Building:**
Strategies for Deepening Internal Connections
Speaker: Katie Weeks, Senior Advisor/Armstrong McGuire
Finding the Right Fit: The Operations Staffing Puzzle (Panel)
Beau Samples, Sr. Operations Manager/HHOC
Shaketa Wright, Director of House Operations/
Ronald McDonald House Charities Greater Charlotte
Development Focused Topic (TBD)
- 10:10 am-10:50 am: *Best Ideas Collaboration Sessions*
- 11:00 am-11:30 am: **Hiring and Retention Breakout:**
Speaker: Caroline Mandeville, Chief HR & Comm Officer/Barings
Connecting the Pieces: The Power of Nonprofit Partnerships
Speakers: Angie Bush and Rich Armenia, Exec Dir /Feeding Charlotte
Strategic Planning for Operations Teammates
- 11:30 am-12:00 pm: Lunch
- 12:00 pm-2:30 pm: National Virtual Conference
- 2:30 pm-2:40 pm: Closing Remarks
- 3:00 pm-5:30 pm: House Tours

Registration: www.hhnetwork.org/annual-conference

Hotel Information: [Sheraton Charlotte Hotel](#)

NOTE: Schedules subject to change and will be updated as needed.