

## DAY 1 WELCOME | 11:00 a.m. PST



**Melissa Thompson, President**  
HHN Executive Director

THANK YOU TO OUR TITLE SPONSOR:



## SESSION 1: HUMAN RESOURCES | 11:15 a.m. – 12:15 p.m. PT

## Diversity, Equity, and Inclusion in Healthcare Hospitality



**Shavonne Washington-Krauth**  
Culture and Inclusion Manager  
Children's Hospital and Medical Center



**Dr. William T. Lewis, Sr.**  
Founder & President  
WillHouse Global



**Dave McIntosh, PhD**  
Vice Dean for Justice, Equity, and Diversity  
Inclusion, UCLA

This session will discuss why having Diversity, Equity, and Inclusion (DEI) policy is important for healthcare hospitality organizations. In addition, panelists will discuss the importance of getting leadership buy-in,

key elements of training your staff and volunteers, benchmarks for measuring progress, leveraging employee resource groups, as well as discuss key lessons learned from our panelists.

**Learning objectives:**

- The importance of getting buy-in (especially from leadership)
- Grassroots starts/getting started
- Working with policies
- Leveraging employee resource groups
- Key lessons learned
- Measuring progress, and prioritizing the work

## SESSION 2: NONPROFIT MANAGEMENT | 12:25 p.m. – 1:25 p.m. PT

## Digital Fundraising and Growing Your Donor Base



**Laurent Sevigny**  
CEO and Co-Founder  
QRius Pay, QRius Consulting

Hear from a digital fundraising, grant-writing expert on the importance of digital fundraising in the nonprofit sector. Find out how your organization can leverage the data richness of e-commerce transactions to increase your donor base.

**Learning objectives:**

- How to use QR codes for mobile and contactless fundraising

- Understand the importance of Digital Wallets in the donation payment process
- How to use crowdfunding and peer to peer fundraising to boost your donations
- What to know about accepting Bitcoin and cryptocurrencies for donations
- Looking to the future – how augmented reality will disrupt fundraising

Melissa Thompson, President, HHN Executive Director

## Healthy Homes: Designing for Wellness and Air Purification and Ventilation: The Science Behind Clean Air Technology



**Neil Chace**  
Project Manager & Associate  
Trivers



**Frederik Hendriksen** Co-  
Founder  
Rensair

With a growing focus on cleaning and sanitization following COVID-19, hear from an expert on the science behind air purification and ventilation and its importance in creating safe environments for patients and caregivers.

### Part 1 learning objectives:

- Understand key concepts of Healthy environments and the WELL Building and FITWELL Certifications

- Understand why healthy environments are important to hospitality house design
- Recognize key Operational Trends, Design Trends, and Program Trends

### Part 2 learning objectives:

- Update on the latest CDC and WHO guidelines on COVID-19 transmission and how to mitigate these risks
- How to reopen your spaces safely and return to full capacity based on HHN member case study
- The impact indoor air quality has on our lives and health irrespective of COVID-19

## Future of Healthcare and the Impact of Telehealth on Healthcare Hospitality



**Travis Boren, MBA, PMP, CHFP**  
Director, Virtual Care  
Northern Arizona Healthcare



**Ian Buchanan, MD, MPH**  
President, Ambulatory and Post-Acute Care  
UNC Health

Join innovative thinkers in healthcare as they discuss the future of the healthcare industry, the impact of telehealth, and how healthcare hospitality organizations can be prepared to effectively operate in a rapidly changing environment.

## HR Issues in Times of COVID



**Linda Hunter**  
Human Resources Advisor  
Catapult

Bring your drinks and questions to a special wrap-up forum focusing on HR issues and the continuing impact of COVID-19. Linda Hunter, an HR advisor with Catapult, will answer questions about recruitment, retention, and other HR topics as we continue to operate and be challenged by the ongoing COVID-19 pandemic.

# ABOUT THE SPEAKERS

## DIVERSITY, EQUITY, AND INCLUSION IN HEALTHCARE HOSPITALITY



### Shavonne Washington-Krauth

*Children's Hospital and Medical Center Culture and Inclusion Manager*

Shavonne Washington-Krauth is the inaugural Culture and Inclusion Manager for Children's Hospital & Medical Center in Omaha, NE. Ms. Washington-Krauth's responsibilities include the creation and revision of systems, policies, opportunities, and environments in which everyone can not only work, but thrive at a more equitable rate without feeling excluded or marginalized. She also leads the development and implementation of a culture, diversity, and inclusion strategic framework; initiation and supervision of six employee resource groups and serves as an advisor or subject matter expert on topics regarding the organization's culture, diversity, and inclusion efforts. Ms. Washington-Krauth holds a master's degree in health education, a bachelor's degree in exercise science, is a Prosci-certified Change Management Practitioner, and is a trained Bridges Out of Poverty facilitator. She is a self-proclaimed "Air Force Brat" currently living in Omaha, NE with her husband, two sons, two dogs, three chickens, and a fish.



### Dr. William T. Lewis, Sr.

*Founder & President, WillHouse Global*

Dr. William T. Lewis, Sr., nationally recognized diversity and inclusion thought leader, and entrepreneur is an advisor and consultant to university presidents, and small to mid-size business leaders. As founder and president of WillHouse Global, Lewis leads a team of organizational development experts who help companies win!

Lewis is the host of the Beyond Color Blind Podcast, and is a master facilitator of Brave Conversations.

As a former Chief Diversity Officer, Lewis has led diversity and inclusion efforts at three highly acclaimed colleges and universities-- Indiana University, Bridgewater State University and Virginia Tech University.

Lewis formerly served as the Special Consultant to the President for Belonging, Equity and Inclusion at Forsyth Technical Community College. Lewis served as a co-founder of CoopLew (2016-2021).

Lewis serves the community of Winston Salem, as an advisory board member of the Black Philanthropy Initiative (BPI), an initiative of the Winston Salem Foundation. Lewis also serves his twelve years old son's business, Cam's Coffee Co, [shop.camscoffeeco.com](http://shop.camscoffeeco.com), as the Chief Executive Gopher (CEG). Cam's was created to provide supportive employment for individuals with disabilities.

Lewis earned his Ph.D. in Higher Education Administration from Indiana University, Bloomington, IN. He holds a master degree in social work (MSW ). He has dedicated his entire professional life to living the spirit of his social work background by "providing a voice for the voiceless and creating inclusive spaces for each person to reach their full potential."

Lewis proudly served in the United States Marine Corps Reserves (1990-1996).



## Dave McIntosh, PhD

*Vice Dean for Justice, Equity, and Diversity Inclusion, UCLA*

Dave McIntosh, PhD is an experienced professional with more than fifteen years of experience leading diversity, equity, and inclusion. Dave joined the David Geffen School of Medicine at UCLA in August of 2021 as the inaugural Vice Dean for Justice, Equity, Diversity and Inclusion. Prior, Dave served at Wake Forest Baptist Health as the Vice President, Chief Inclusion and

Diversity Officer for the health system. Dave has also served in inaugural Chief Diversity Officer roles at the University of Louisville, School of Medicine and the Texas A&M University, College of Medicine.

In his career, Dave has led many mission and accreditation critical functions focused on diversity, inclusion, climate, community engagement, and pipeline programs. He is a noted speaker, presenter, and consultant on diversity matters in health care and education, and serves on local and national boards and committees. His work has focused on creating equitable environments for all people by evaluating the climate, measuring the presence of diversity, building education and professional development opportunities, and assessing the policies, programs, practices, procedures and structures of organizations to ensure equitable outcomes.

Dave earned his bachelor's degree in Economics from Ripon College (WI), master's degree in Educational Leadership and Policy Analysis from the University of Missouri, and doctor of philosophy in Education Administration and Sociology from Texas A&M University, where he graduated with distinguished honors. In his academic work, Dave serves as a faculty member who teaches and conducts research on race and oppression utilizing phenomenology and critical pedagogy.

### DIGITAL FUNDRAISING AND GROWING YOUR DONOR BASE



## Laurent Sevigny

*CEO and Co-Founder, QRius Pay, QRius Consulting*

Laurent is a fintech founder and expert in digital fundraising. He brings a decade of experience in digital transformation strategy and delivery as a former management consultant and civil servant. From vision to implementation, Laurent enjoys rolling up his sleeves and solving all problems that come his way. In his free time, you can find Laurent hiking the oceanside trails of Vancouver Island.

### HEALTHY HOMES: DESIGNING FOR WELLNESS



## Neil Chace

*Project Manager & Associate, Trivers*

Neil is an Associate and Project Manager who enhances Trivers' dedication to thoughtful design solutions that positively impact end-users and the community at large. Neil has experience ranging from education to multi-family development. He has led American Cancer Society Hope Lodge projects in several cities from inception to completion. Neil is the Co-founder & past board President of ModernSTL, a non-profit organization striving for the identification, education, preservation and celebration of St. Louis Modernism. He also serves on the board of the Hospitality Healthcare Network, an association of nonprofit organizations and professionals who provide lodging and support services to patients and families receiving medical treatment away from home. Neil recently became a WELL Accredited Professional and a LEED Green Associate.

## AIR PURIFICATION AND VENTILATION: THE SCIENCE BEHIND CLEAN AIR TECHNOLOGY



### Frederik Hendriksen

*Co-Founder, Rensair*

Frederik is the co-founder of Rensair, a leader in providing hospital-grade air purification solutions for the healthcare industry around the world. Before launching Rensair, Frederik spent 5 years at Morgan Stanley. More recently, he was Vice President of International Sales & Business Development at Mile High Labs. He has a BSc in International Business and MSc in Finance & Accounting from Copenhagen Business School.

## FUTURE OF HEALTHCARE AND THE IMPACT OF TELEHEALTH ON HEALTHCARE HOSPITALITY



### Travis Boren, MBA, PMP, CHFP

*Director, Virtual Care, Northern Arizona Healthcare*

Travis is the Director of Virtual Care for Northern Arizona Healthcare. With a background in software and consulting, his career spans several industries including banking, finance, telecommunications, and healthcare. Travis previously led the strategic projects division for NAH, which included leadership and oversight for major construction and IT projects, M&A activity, and interim service line leadership. Travis led incident command and preparedness efforts in the early months of the pandemic for his organization, which serves one of the hardest hit areas in the nation. With the immediate need to rapidly deploy solutions to deliver care virtually, Travis is now tasked with leading the transformation of NAH's virtual care capabilities.



### Ian Buchanan, MD, MPH

*President, Ambulatory and Post-Acute Care at UNC Health*

Ian B. Buchanan is President, Ambulatory and Post-Acute Care for UNC Health Care and is responsible for coordination of outpatient and continuing care across the system in over 600 physician practices and at 12 hospitals. He previously served as Senior Vice President for Operations at UNC Hospitals, overseeing numerous clinical service lines and hospital support functions. Ian returned to UNC Health Care in a leadership capacity in 2008 after working for Optum Health in New York. Ian received his undergraduate degree from Davidson College, and his Doctor of Medicine and Master of Public Health degrees from UNC. Ian has been a Board member and past president of the Board of Directors at SECU Family House at UNC Hospitals for 7 years. He is a proud North Carolina native, and passionate about UNC's mission of caring for the people of North Carolina.

## HR ISSUES IN TIMES OF COVID



### Linda Hunter

*Human Resources Advisor, Catapult*

Linda is currently an HR advisor with Catapult where she serves member companies from NC, SC and VA on all areas of HR. Her areas of specialties include compliance, employee relations, leave of absence management, recruiting and onboarding, performance management as well as HR strategy. Linda's HR career spans several industries as an HR Generalist and HR Manager with a focus on call center and hospitality environments. Her current role allows her to use all her experience to guide member companies and other HR Professionals.