

LEADERS PANEL

Inspiring Women Leaders Who Innovate With Purpose

Friday, November 8, 2019
2:45-4:00 PM
Ingleside Hotel
Pewaukee, WI



LEAD. INNOVATE. INSPIRE!

Session Description

Engage with a panel of inspiring women who lead in healthcare and technology and innovate with purpose, and create your own path to leadership at work, in your field, and in your community.

This panel discussion will feature leadership from across the healthcare industry including traditional hospital and health systems, long-term care and senior living, information technology services and entrepreneurs.

Vicki Hill, MS, MBA, FACHE



As a clinician and leader in healthcare operations, Vicki has focused on performance improvement and system standardization to drive positive outcomes in quality, safety, and cost containment. Vicki has served in a number of leadership roles in an academic health system and community healthcare settings.

She is currently working at *Leidos*, a global leader in the integration and application of information technology, engineering and science, in the healthcare division, where she uses her extensive training and experience in healthcare system operations and patient flow, change management, organizational leadership, and process improvement to provide key insights into optimizing health system performance and supporting technology products.

Vicki also directed the implementation of the electronic health record for a complex health system and managed a number of clinical departments, including radiology, physical medicine & rehabilitation, and speech pathology & audiology.



Stephanie Chedid



Stephanie Chedid is President & CEO of Luther Manor, A Life Plan Community in Wauwatosa, Wisconsin offering the full spectrum of senior services from independent living to hospice. As a non-profit, faith-based organization, Luther Manor has been caring for seniors since the 1960s. Stephanie is the third CEO in the organization's history and its first female leader. In her role, she guides an exceptional team of leaders who are responsible for nearly 500 residents, 420 employees and 300 volunteers. Luther Manor is among the largest Life Plan Community in the State of Wisconsin and provides more than \$4.5M in charity care a year made possible in part by grants from the Luther Manor Foundation of which Stephanie is President. Core to the Luther Manor culture is a commitment to serve outside of the organization.

Stephanie has served in numerous leadership positions with the United Way of Greater Milwaukee, including as co-chair of the Women's Leadership Council – the largest and most successful council of its kind in the nation. As an active member of LeadingAge Wisconsin, she pairs her advocacy work for seniors with that of United Way to help address issues impacting staff such as employment and financial stability.

Stephanie spent nearly 20 years in the investment industry before entering the healthcare space.



Amy Rislov, MS



Amy Rislov is the System Vice President of Human Resources for SSM Wisconsin and Dean Health Plan. Prior to joining SSM, Amy was with Aurora Health Care where she was the chief human resources officer and held progressively responsible roles in human resources and operations for over 21 years.

Amy is known for enabling a high performance culture by delivering talent strategies to meet the organization's priorities, including efforts around talent management, engagement, workforce diversity and inclusion, as well as learning and development.

Outside of SSM, Amy is a member of the Society of Human Resource Management, the American Society for Healthcare Human Resources Administration, and TEMPO Milwaukee (past president). She is a board member of Next Door, Meta House and a former board member of United Way Waukesha County, the Arthritis Foundation of Wisconsin, the Waukesha County Economic Development Corporation and the former chair of the Center for Healthcare Careers of Southeastern Wisconsin.



Lori Zindl



Lori began her revenue cycle career in 1985 as a medical bill collector. She was amazed at the amount of bad debt sent to collection agencies which were still owed by third-party payers. She wondered why healthcare providers couldn't get paid by the insurance themselves, a question that ultimately led her to a revenue cycle consulting role. In 1993, Lori founded her first company OS inc. to support revenue cycle services at hospitals struggling with their collections.

Never one to shy away from innovation, in the late 2000s Lori and her team spearheaded the development of efficientC - - a clearinghouse and claims management software used by her staff and hospitals across the country. Building on the success of efficientC, strong client partnerships, a talented staff, and proven business philosophies, OS inc. effectively manages billions in client receivables while maintaining GDRO (Gross Days in Receivables Outstanding) in the 30s and 40s.

As a volunteer, Lori Zindl has served as an officer and board member for University Lake School since 2012, and Foundation Board Member for Linden Grove since 2015.



Reading List: Career Books

- A Team of Leaders**, by Paul Gustavson and Stewart Liff
- Traction**, by Gino Wickman
- The Four Obsessions of an Extraordinary Executive**, by Patrick Lencioni
- The Five Dysfunctions of a Team**, by Patrick Lencioni
- Being Mortal**, by Atul Gawande
- Change Does Not Occur in a Flash**, by Darrell Gordon
- Wisdom at Work: The Making of a Modern Elder**, by Chip Conley
- Outspoken**, by Veronica Rueckert
- Lean In**, by Sheryl Sandberg
- Crucial Conversations: Tools for Talking when Stakes are High**, by Kerry Patterson, Joseph Grenny, Ron McMillan and Al Switzler
- Setting the Table: The Transforming Power of Hospitality in Business**, by Danny Meyer
- The 10 Essential Hugs of Life**, by Roy Spence

Reading for Pleasure . . .

- Educated: A Memoir**, by Tara Westover
- Eleanor Oliphant**, by Gail Honeyman
- Becoming**, by Michelle Obama
- Where the Crawdads Sing**, by Delia Owens
- A Gentleman in Moscow**, by Amoré Towles
- The Last Painting of Sara De Vos**, by Dominic Smith
- All the Light We Cannot See**, by Anthony Doerr
- Sister: A Novel**, by Rosamund Lupton
- The Language of Flowers**, by Vanessa Diffenbaugh
- The Tattooist of Auschwitz**, by Heather Morris



wisconsin chapter

Vicki Hill, MS, MBA, FACHE

Director, Performance Improvement – *Leidos*
vicki.hill@leidos.com

Stephanie Chedid

President/Chief Executive Officer - *Luther Manor*
schedid@luthermanor.org

Amy Rislov, MS

System Vice President, Human Resources – *SSM Health*
amy.rislov@ssmhealth.com

Lori Zindl

President – *OS inc. and efficientC*
lzindl@os-healthcare.com
