



2025 HERO Healthcare Summit

Promoting Human Connection in Healthcare: Addressing safety, civility, caregiving, and mental fitness to foster a more humane work environment

Tuesday, September 16th, 2025 | 10:00 AM – 1:00 PM CDT

A virtual convening

With thanks to our Sponsor:



Civility and psychological safety are essential in a healthcare environment to foster a culture of respect and trust, which is vital for effective teamwork and patient care. When healthcare professionals feel safe and supported, they are more likely to communicate openly, collaborate efficiently, and provide high-quality care.

Learning objectives:

- Examine evidence-based approaches to support mental fitness and emotional resilience within the healthcare workforce.
- Demonstrate methods to cultivate a workplace culture rooted in belonging, trust, and civility that supports current teams and empowers next-generation leaders to carry forward a humane and connected healthcare environment.
- Explore comprehensive strategies to enhance physical and psychological safety for the current and evolving needs of the healthcare workforce.

AGENDA

10:00 AM Welcome

10:10 AM *Essential Skills for Leaders: Promoting a Culture of Safety and Respect*

Keynote Speaker: William O. Cooper, MD, MPH

Cornelius Vanderbilt Professor of Pediatrics and Health Policy, Associate Dean for Faculty Affairs, Vanderbilt University School of Medicine; President, Vanderbilt Health CPPA

What can medical leaders do when a clinician continues to model behaviors and performance that undermine the best attempts to create a safe and reliable health system?

Addressing this challenge requires the right people, process and technology to promote early identification and interventions delivered by peer professionals. These interventions start with a "cup of coffee" and, if required, escalate to awareness of a suspected pattern interventions, and finally to guided interventions under authority. Leaders must recognize how clinician wellness can affect professionalism and the importance of engaging with clinicians who may be struggling in empathic ways.

Learning Objectives:

- Identify behaviors that undermine a culture of safety and respect.
- Discuss the relationships between behaviors that undermine a culture of safety and suboptimal outcomes.
- Describe an evidence-based approach for addressing behaviors that undermine a culture of safety.
- Discuss three graduated levels of interventions for addressing behaviors that undermine a culture of safety.
- Identify ways in which clinician wellness affects professionalism and the importance of empathic approaches to addressing variation in performance.

10:50 AM *Evidence to Impact: Building Civility, Safety, and Connection in Healthcare*

Speaker: David A. Hurtado, ScD

Associate Professor, Oregon Institute of Occupational Health Sciences, Oregon Health & Science University

During this presentation, Dr. Hurtado will share more detail about his latest research:

- Explore how brief check-ins improve supervisor–staff trust and psychological safety.
- Review real-world impacts from a clinic-based intervention during an organizational crisis.
- Learn how to implement this low-burden, scalable strategy in everyday workflows.

11:10 AM Q&A

11:20 AM *Building Resilient Teams: Lessons from Healthcare Leaders*

Panelists:

Rayne Soriano, PhD, RN, NE-BC, Regional Senior Director, Professional Excellence & The KP Scholars Academy, Kaiser Permanente

Angelica Ortega Lewis, UC Davis Health

Carrie Beshears, Well-Being Manager, San Francisco Health Services

12:20 PM Organizational Compassion

Speaker: Dr. Sara Aghamohammadi

Pediatric Critical Care Medicine, Chief Wellness Officer, UC Davis Health; Board Chair,
Sacramento Comedy Spot

12:50 PM Wrap-Up

1:00 PM ADJOURN

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