

ROOTED IN RESILIENCE

2026 OWNERS RETREAT • NAPA VALLEY
SEPTEMBER 8-9, 2026

Tuesday – September 8, 2026		Location
3:30 pm – 5:00 pm	Welcome & Wander Check in to collect your retreat credentials and keep an eye out for a couple of special guests ready to welcome you to wine country. It's a photo opportunity you won't want to miss! Enjoy a light bite and beverage before heading out for the evening.	Vineyard Deck
Wednesday – September 9, 2026		Location
7:30 am – 8:30 am	Breakfast	Oakville Terrace
8:30 am – 8:45 am	Welcome & Introduction Diane Abbett & CHI Board Chair	Carneros Ballroom
8:45 am – 10:00 am	Keynote – Blind Ambition: Performance Doesn't Require Perfect Visibility Chad Foster Right now, leaders everywhere are being asked to make high-stakes decisions without clear answers. Markets are shifting. AI is rewriting industries. Teams are burned out from constant change. At 21 years old, Chad Foster lost his eyesight. Suddenly, every decision became uncertain. Every step required reinvention. Waiting for clarity was no longer an option. Blind Ambition™ is a high-performance framework for executing under pressure, adapting through disruption, and moving forward before the path is perfectly clear. Learning Objectives: 1. Increase decision-making velocity during uncertainty 2. Replace analysis paralysis with decisive execution 3. Build resilience and adaptability during disruption 4. Develop ownership and accountability 5. Turn adversity, pressure, and change into a performance edge	Carneros Ballroom
10:00 am – 10:15 am	Break	
10:15 am – 11:30 am	The AI Dilemma: Driving Innovation While Managing Risks in Modern Healthcare Raj Ratwani Artificial intelligence is rapidly transforming healthcare—from clinical decision support to patient communication and operational efficiency. But alongside these opportunities come significant and often underrecognized risks to patient safety, organizational liability, and trust. In this session, Raj Ratwani, PhD, will cut through the hype to share real-world evidence on how AI systems are performing in practice, where they are falling short, and what healthcare leaders must do now. Grounded in the theme of <i>Rooted in Resilience</i> , this session will provide practical strategies to evaluate, implement, and monitor AI safely—ensuring innovation strengthens, rather than undermines, the foundation of care. Learning Objectives: 1. Differentiate between key types of AI used in healthcare (e.g., predictive models, generative AI, rule-based systems) and understand their distinct risk profiles.	Carneros Ballroom

	- Identify common patient safety risks associated with AI systems, including diagnostic errors, automation bias, false positives/negatives, and generative AI hallucinations. - Recognize the evolving regulatory and policy landscape and its implications for healthcare organizations and liability. - Develop strategies to build organizational resilience by balancing innovation with patient safety, ensuring that AI adoption strengthens—rather than undermines—clinical and operational reliability.	
11:30 am – 12:45 pm	<i>Operationalizing Sexual Assault and Misconduct Prevention at Scale: Is It Really Possible?</i> Josh Hyatt This session explores whether healthcare systems can truly prevent sexual abuse and misconduct (SAM) at scale, drawing on findings from multiple risk assessments. While no organization can eliminate risk entirely, consistent patterns emerge: policies that lack clarity, training that is not role-specific or reinforced, inconsistent supervision practices, fragmented reporting processes, and gaps in screening and oversight. The presentation demonstrates how these vulnerabilities stem not from lack of intent, but from variability and weak operationalization. Using real implementation examples, participants will learn how organizations can move from reactive response to proactive prevention by standardizing policies, embedding training into workflows, strengthening governance, and monitoring key indicators over time to build more consistent, defensible, and sustainable SAM prevention systems. Learning Objectives: - Identify the most common system-level vulnerabilities in SAM prevention - Explain why organizations struggle to operationalize SAM prevention - Describe the core elements of a scalable SAM prevention framework - Apply practical implementation strategies to embed SAM prevention into existing workflows	Carneros Ballroom
12:45 pm – 2:00 pm	Lunch	Oakville Terrace
2:00 pm – 3:15 pm	<i>Doctors, Litigation, and Resilience: Time for a New Paradigm</i> Gita Pensa Most physicians are profoundly unprepared for malpractice litigation, despite the fact that many will face it during their careers. The experience is shrouded in secrecy and shame, and the individual physician often suffers in isolation, sometimes with disastrous consequences. In this keynote, Dr. Gita Pensa draws on her own 12-year litigation journey to reframe resilience as a system-level capability rather than simply an individual trait. She will explore how high-stakes stress affects even top performers, and how organizational responses to these challenges can either amplify loss or strengthen outcomes. Leaders will leave with a practical framework to better prepare, support, and retain their people, transforming moments of crisis into opportunities for resilience, alignment, and improved individual and legal outcomes. Learning Objectives: - Identify the drivers of litigation-related stress in clinicians, and understand how these pressures manifest at both the individual and organizational level - Recognize the downstream impact of unmanaged litigation stress on individual clinicians and workforce stability, including disengagement, burnout, attrition, and risk exposure - Evaluate the role of organizational culture and structured support systems, including peer support, coaching, and early education, in fostering resilience and improving outcomes	Carneros Ballroom
3:15 pm – 3:30 pm	Break	

3:30 pm – 4:45 pm	<i>From Claims to Calm: Building Workplace Resilience Through Better Decisions</i> Jennifer Shaw Workplace claims rarely begin as legal problems. They begin in the everyday moments, when a decision is rushed, a concern is minimized, or a situation isn't fully thought through. What happens in those moments is what determines whether an organization stays steady or ends up paying for it later. This session is about getting ahead of that curve. Through a practical, real-world lens, we'll focus on where things actually go wrong, and how employers can step in earlier to change the outcome. We'll break down the moments that matter most, show how risk starts to build, and identify what to look for before it escalates into a claim. Using relatable scenarios, we'll cover high-exposure areas like wage and hour compliance, accommodations and leaves, and employee complaints. This session is not about legal theory. It's about execution. What to do, when it matters most. Grounded in the concept of <i>Rooted in Resilience</i>, this session highlights how slowing down at the right moments, asking sharper questions, and staying anchored in consistency and documentation can dramatically improve outcomes. It also reinforces the critical role of leaders in challenging assumptions, guiding employees through uncertainty, and building a workplace that can adapt without breaking. Learning Objectives: 1. Participants will walk away with practical, immediately usable strategies to reduce risk before it turns into a claim. 2. Participants will learn how to support the workplace with greater clarity and confidence, strengthen decision-making in high-stakes moments, and reinforce consistency and documentation practices that hold up under scrutiny. The result: a more resilient organization – one that can navigate challenges with stability, adaptability, and control.	Carneros Ballroom
4:45 pm	Wrap-up & Adjournment Optima	
6:30 pm – 8:45 pm	Estate Wine Cave Dinner After a full day of engaging and inspiring speakers, gather beneath the vineyards at the Meritage Estate Wine Cave for an evening of exceptional cuisine, conversation, and an experience worth staying tuned for.	Estate Cave

Provider approved by the California Board of Registered Nursing, Provider Number 12205 for 6 contact hours.

This program is approved toward fulfillment of the requirements of ASHRM designations of FASHRM (Fellow) and DFASHRM (Distinguished Fellow) and towards CPHRM renewal.

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