

# 2026 CMIO Survival Guide: A Crash Course

## Leading Transformation in the AI Era

### *A Launchpad for Emerging Leaders in Health Informatics & Digital Health*

For over twenty years, the CMIO Survival Guide: A CRASH Course has prepared emerging informatics leaders to succeed in complex healthcare environments. In 2026, that mandate expands.

This 2-day immersive experience, held prior to the AMDIS Physician-Computer Connection Symposium in Ojai, California, is designed for CHIOs, CMIOs, CNIOs, and digital health leaders who are not only optimizing systems—but redefining how care is delivered in an AI-enabled world.

Healthcare is entering a new era where artificial intelligence, workforce disruption, and increasing demands for measurable value are reshaping the role of the informatics leader. This course moves beyond traditional EHR optimization to focus on **change leadership, value of Health Informatics, transformation and innovation.**

Through a highly interactive format combining expert perspectives, peer dialogue, and case-based problem solving, participants will explore:

- The evolving role of the CMIO, CHIO and CNIO as a transformation leaders
- How AI is reshaping the workforce
- Strategies for addressing workforce challenges through informatics
- New approaches to governance, value measurement, and accountability
- Methodologies for leading change and measuring value/ROI
- Interactive Breakout Groups addressing real-world challenges and health informatics driven solutions
- Proven examples of success—and failure—from the front lines

If you are ready to expand your influence, lead across the enterprise, and drive meaningful change, the CMIO CRASH Course will equip you with the perspective and tools to do so.

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**Monday, June 15**

**8:30 am**

Registration

# 2026 CMIO Survival Guide: A Crash Course

**9:00 am**

## **Welcome & Introductions**

- *Karl Kochendorfer, MD, FAAFP, FAMIA, Chief Health Informatics Executive, Southern Illinois Healthcare, AMDIS Advisory Board*
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**9:15 am**

## **Emerging Trends in Healthcare Impacting the Informatics Leader**

- *Pam Arlotto, MBA, President & CEO, Maestro Strategies*

This session frames today's disruption through the Journey to High-Value Healthcare—from 1.0 systems of record to 4.0 systems of innovation—and what it demands of informatics leaders at each stage. Pam Arlotto will explore how the role evolves from stewarding data and documentation (1.0), to generating insight and performance improvement (2.0), to enabling engagement and care model redesign (3.0), and ultimately to orchestrating innovation, AI, and new value creation models (4.0). Attendees will gain a practical lens for aligning priorities, capabilities, and leadership behaviors to where their organization is—and where it must go next.

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**10:00 am**

## **The Evolving Role: From CMIO to Strategic Leader**

### **Panel Discussion**

- *Pam Arlotto, Facilitator*
- *Karl Kochendorfer*
- *Lacy Knight, MD, MA, System VP and Chief Health Informatics Officer, Piedmont Health System, AMDIS Advisory Board*

As organizations progress along the 1.0 to 4.0 continuum, the CMIO role must expand from operational optimization to enterprise strategy and transformation. This panel will examine how informatics leaders shift from managing systems of record to shaping systems of insight, engagement, and innovation—requiring new decision rights, deeper alignment with C-suite peers, and ownership of outcomes across the patient journey. Expect candid perspectives on how today's health informatics leader (CMIO, CHIO, CNIO, etc.) becomes tomorrow's strategic leader in a high-value, AI-enabled healthcare system.

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**11:15 am**

## **Who Owns the Patient Journey? Breaking Down Silos Across Access, Care Delivery, and Engagement**

- *Pam Arlotto, Facilitator*
- *Karl Kochendorfer*
- *Lacy Knight*

Examination of fragmented ownership across the patient journey and the increasing expectation that informatics leaders help drive alignment across clinical, operational, and digital domains

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**12:00 pm**

Lunch

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**1:00 pm**

## **Preparing the Healthcare Workforce for AI**

- *Pam Arlotto, Facilitator*
- *Karl Kochendorfer*
- *Lacy Knight*

In an engaging TED-style talk, Karl Kochendorfer will share a forward-looking perspective on knowledge management to set the stage for this panel discussion on preparing the workforce for AI. AI is reshaping roles, workflows, and decision-making. This session will explore how informatics leaders must move beyond technology deployment to redesign how work gets done, ensuring clinicians and staff are prepared to operate in AI-enabled environments. Attendees will gain practical strategies for aligning workforce capabilities and culture to realize value safely and at scale.

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**1:45 pm**

## **Governance of Health Informatics: Data, Decisions, and Accountability**

### **Panel Discussion**

- *Pam Arlotto, Facilitator*
- *Karl Kochendorfer*
- *Lacy Knight*

Governance of Health Informatics is evolving to include clarifying data ownership, defining decision rights across clinical and operational domains, and ensuring responsible use of AI and analytics. Attendees will leave with a practical approach to aligning governance structures with real-world decisions—where accountability is explicit, outcomes are measurable, and trust is sustained across the enterprise.

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**2:30 pm**

Break

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**2:45 pm**

## **Getting Started with Leading Change**

- *Lacy Knight (15 min)*

This interactive session introduces a practical approach to leading change, grounded in the DMAIC methodology. Dr. Lacy Knight will begin with a focused overview of how to define the problem, measure what matters, analyze root causes, and design improvements that can be sustained—providing a structured way to move from ambiguity to action.

- Participants will share ideas regarding real-world challenges that this methodology could be used to address. (15 min)

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**3:15 pm**

## **From ROI to IMPACT: Proving Value in Healthcare**

- *Karl Kochendorfer (45 min)*

A practical framework for defining, measuring, and communicating value in today's environment—where outcomes, accountability, and audit readiness are replacing traditional ROI models. AI and innovation is driving an increasing demand to evaluate impact and engage Health Informatics in value realization. Participants will be challenged to identify key measures for the real-world challenges identified earlier.

- Participants will break into small groups and decide which real-world challenge they will focus on using the DMAIC methodology. (10 min)
- The small groups will apply the DMAIC methodology to their selected real-world challenge, working through early problem definition and identifying the changes required to move forward. They will focus on identifying one measure of ROI/Value for their challenge. Each group will be prepared to present their work at the 8 AM session Tuesday morning. (50 min)

**5:00 pm**

Adjourn

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**Tuesday, June 16**

**8:00 am**

## **Breakout Group Presentations**

- Each group will present their application of the DMAIC to a real-world challenge and discuss the ROI/Value metric pertinent to their results.
  - Feedback given and Winner Selected!
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**9:00 am**

## **Experiences from the ARCH Collaborative**

- *Jason Hess and Coray Tate, KLAS Research*

In this session, KLAS Research will share key insights from the ARCH Collaborative, drawing on data from hundreds of organizations working to improve the clinician experience with technology. The discussion will highlight what truly drives EHR

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satisfaction, where organizations commonly fall short, and the measurable impact of focused improvement efforts. Attendees will gain practical, evidence-based strategies to reduce burnout, improve usability, and better align technology with clinical workflows.

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**10:30 am**

Break

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**10:45 am**

### **Attendee-Driven Hot Topics (Facilitated Sessions)**

- *Howard Landa, MD, CMIO, Adventist Health, Chairman AMDIS Advisory Board, Facilitator*
  - Participants select from curated discussion tracks based on key priorities. These interactive discussions focus on practical challenges, peer insights, and actionable strategies.
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**11:45 am**

Awarding of Certificates

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**12:00 pm**

Lunch on Your Own

**AMDIS Pre-Conference Session – All Invited to Attend (see PCC Agenda for topics)**

**CME's are available for the Tuesday afternoon session**

Register at: <https://amdis.org/crash-course-registration/>