



# ELEVATEXCHANGE

RELEVANCE FOR RESILIENCE

## May 7<sup>th</sup>, 2020 DFW Elevate Xchange Virtual Happy Hour



**James Carpenter**

**CISO, Texas Scottish Rite Children's Hospital**

*The Character of Our Unseen Digital First Responders Making Our Lives Better*

Due to the COVID-19 crisis, Digital Transformation Strategy surges beyond redefining and improving processes. Crucial prioritization necessity produces permanent personal and professional growth and exposes your inner character. How you think on your feet, how agile you respond and how gracefully you pivot measures your inner strength and ability for calm seamless leadership.

Prioritization of crucial processes in a health care organization during the recent COVID-19 pandemic has meant the difference between life and death. Critical decisions are made in all phases and functions in emergency care. Doctors and Nurses do not stand alone. Many components working together in tandem in a hospital are key to successful outcomes. Among the courageous are the information technology and security professionals who doctors, and nurses rely on for their best and fastest care decisions. Behind the scenes, applications, systems, and infrastructure are all essential components for a patient's care and data decisions made by these Technology Leaders and supported by these Technology Teams are just as vital to the overall success of a patient's care. We have seen and heard much of the front line through the media and possibly personal experience. What we have not seen or heard is the story of the Technology First Responders and the pivotal moments and decisions made to support those Doctors and Nurses on the front line. Today is that day.