

# Healthcare Leadership Conference

November 2-3, 2023 | Orlando, Florida

*All times are Eastern time zone (ET). Eligible for up to 8 continuing education (CE) credits*

## Day 1: November 2

7:30-8:30 a.m.

**Registration, Networking, and Breakfast**

### GENERAL SESSION

8:30-8:40 a.m.

**Conference Welcome and Housekeeping**

8:40-9:45 a.m.

**Inspired Excellence: A Hero's Journey Through The Nine Principles®**

Rich Bluni, R.N., Senior Director, Author, and Speaker, Huron

9:45-10:15 a.m.

BREAK

### 20 Minutes That Count: Key Building Blocks for a Foundation of Excellence

### GENERAL SESSION

10:15-11:30 a.m.

- **Building a Respectful Culture**  
Jackie Gaines, Principal, Author and Speaker, Huron
- **Innovate to Elevate: Making it an Everyday Habit**  
Natalie Painchaud, Associate Partner and Author, Innosight
- **Elevating Patient Experience to New Heights**  
Jim Terrell, MBA, RN, Coach Director, Huron

**Q&A with the 20 Minutes that Count Speakers** – facilitated by Rich Bluni, R.N., Senior Director, Author, and Speaker, Huron

11:30 a.m.-12:45 p.m.

GENERAL LUNCH AND RURAL, CRITICAL ACCESS HOSPITAL LUNCH AND LEARN (by invitation only)

	Culture	Talent	Patient Experience
<b>BREAKOUT SESSIONS</b>			
12:45 p.m.	<p><b>Using the Power of Habit to Build a Culture of Innovative Leaders</b></p> <p>Natalie Painchaud, Associate Partner, Innosight</p>	<p><b>Performance Management through Goal Alignment</b></p> <p>Jackie Gaines, Principal, Speaker, and Author, Huron</p>	<p><b>Patient Engagement: How to Foster Collaborative and Patient-Centered Care for Improved Patient Experience</b></p> <p>Jim Terrell MBA, R.N., Coach Director, Huron</p>

1:45-2 p.m. BREAK

	Culture	Talent	Patient Experience
<b>BREAKOUT SESSIONS</b>			
2-3 p.m.	<p><b>Talking the Talk: How Effective Communication Builds a Strong Culture</b></p> <p>Todd Hendricks, Coach Director, Huron</p>	<p><b>Leading in the Face of Change: The Crucial Role of Resilient Leadership</b></p> <p>Kate Katz, Principal, Huron</p>	<p><b>Decoding the Patient Experience: Leveraging Data Analytics to Drive Improvement</b></p> <p>Bill Satterwhite, J.D., M.D., CPE, Principal, Huron</p> <p>J Tod Fetherling, Managing Director, Huron</p>

3-3:15 p.m. BREAK

**Panel Discussion: Leadership Principles in Action**

**GENERAL SESSION**

3:15-4:30 p.m.

- Jennifer Miller, Principal, Huron - Moderator
- Connie Rupp, MSN, RN, CENP, VP / Chief Nursing Officer, Faith Regional Health Services
- Jessica Allison, Director of Strategy and Organizational Development, Humber River Hospital
- Rich Bluni, RN, Senior Director, Author, and Speaker, Huron

**Day One Takeaways and Closing Remarks**

Rich Bluni, R.N., Senior Director, Author, and Speaker, Huron

4:30-6 p.m.

**Networking Reception**

## Day 2: November 3

7:30-8:30 a.m.

**Networking and Breakfast**

### GENERAL SESSION

**Day Two Welcome and Opening Remarks** – Rich Bluni, R.N.

8:30-8:45 a.m.

**Owning Your Journey to Success**

8:45 – 9:45 p.m.

Kristie Tobias, MHA, PCCP, HFMA CRCR, Author and Speaker

9:45-10 a.m.

BREAK

### BREAKOUT SESSIONS

10-11 a.m.

Culture

**Empower Your Team: The Important Role of Employee Engagement in Building a Strong Culture**

Craig Deao, MHA, Managing Director, Author, and Speaker, Huron

Talent

**The Talent Hunt: How to Recruit and Retain Top Performers**

Todd Hendricks, Coach Director, Huron

Patient Experience

**Patient Experience: Looking Through the Lens of Safety**  
Vikki Choate, DNP, MSN, RN, NEA-BC, CPHQ, CPPS, Principal, Huron

11 a.m.-12:30 p.m.

GENERAL LUNCH AND RURAL, CRITICAL ACCESS HOSPITAL LUNCH AND LEARN (by invitation only)

### GENERAL SESSION

**Achieving Workforce Greatness: Moving from Compliance to Commitment**

Craig Deao, MHA, Managing Director, Author, and Speaker, Huron

12:30-2 p.m.

**Closing Remarks** – Rich Bluni, R.N., Senior Director, Author, and Speaker, Huron

2 p.m.

**Conference Adjourned**

## Session Descriptions and Learning Objectives

### KEYNOTES:

#### **Inspired Excellence: A Hero's Journey Through The Nine Principles®**

Learn about the Nine Principles Framework for healthcare leadership. This session offers a practical overview of these principles, which not only boost leadership skills but also shape mission-driven behaviors, leading to overall improvement. Throughout the conference, these Nine Principles will seamlessly integrate into each session, providing you with a hands-on toolkit for your growth journey.

##### Learning Objectives:

1. Understand the Nine Principles Framework and the impact they can have on healthcare leadership.
2. Apply the Nine Principles to enhance leadership skills and foster mission-driven behaviors within your organization, fostering a culture of continuous improvement.
3. Acquire practical strategies to seamlessly incorporate the Nine Principles into various aspects of work, cultivating a path towards excellence.

#### **20 Minutes That Count: Key Building Blocks for a Foundation of Excellence**

Immerse yourself in our dynamic session, "20 Minutes That Count," featuring three expert speakers who will uncover the fundamental elements shaping organizational excellence. Join us as we delve into three critical topics—culture, innovation, and patient experience. This session energizes your day's start and introduces the conference tracks: Culture, Talent, and Patient Experience.

##### Learning Objectives:

1. Foster a respectful culture by promoting collaboration, inclusivity, and a harmonious work environment.
2. Integrate actionable innovation strategies into daily operations.
3. Enhance patient experiences with techniques for compassionate, patient-centered care, improving overall satisfaction for the patient and your teams

#### **Achieving Workforce Greatness: Moving from Compliance to Commitment**

Unlock your organization's potential in "Achieving Workforce Greatness." Learn how to shift from compliance to fostering genuine commitment. Uncover strategies that inspire engagement, ignite passion, and create a dedicated workforce.

##### Learning Objectives:

1. Differentiate between compliance and commitment, identifying traits of engaged teams.
2. Transform compliance into impactful actions using effective strategies.
3. Implement insights gained to cultivate an aligned and dedicated workforce.

### **Panel Discussion: Leadership Principles in Action**

This engaging panel discussion brings leadership principles to life. Gain invaluable perspectives from esteemed healthcare leaders who actively implement the Nine Principles Framework within their organizations. Hear first-hand how these principles drive positive change, foster collaboration, and inspire excellence in the dynamic healthcare landscape.

Learning Objectives:

1. Develop a comprehensive understanding of the practical application of leadership principles within healthcare organizations
2. Explore how these principles contribute to driving positive change, enhancing collaboration, and fostering a culture of excellence in the ever-evolving healthcare environment.
3. Identify specific strategies and approaches for implementing leadership principles effectively within your own organization.

### **Owning Your Journey to Success**

Kristie's journey to success faced an unexpected detour when diagnosed with post-traumatic stress disorder (PTSD). Discover how her battle against PTSD guided her in not only crafting coping strategies but also aiding others to navigate adversity. Kristie's journey underscores the importance of healing techniques and an ownership philosophy, crucial elements to steer your path to success in healthcare leadership.

Learning Objectives:

1. Develop effective coping strategies and equip yourself with techniques to handle demanding situations.
2. Identify ownership best practices within both personal and professional realms, fostering a journey to success.

## **BREAKOUT SESSIONS:**

### **Using the Power of Habit to Build a Culture of Innovative Leaders**

Explore insights from "Eat, Sleep, Innovate" in an interactive session with co-author Natalie Painchaud. Uncover how habit shapes innovative leadership, discover strategies for continuous innovation, and gain actionable insights to foster an environment where innovation thrives.

Learning Objectives:

1. Acquire practical strategies and techniques to instill a culture of innovation through habit formation.
2. Apply techniques to surface and diagnose the hidden, often subtle, blockers to fostering a culture of innovation
3. Identify ways to cultivate a leadership culture where innovation is seamlessly integrated into everyday practices, fostering an enduring cycle where individuals and teams can be their most curious and creative selves.

### **Patient Engagement: How to Foster Collaborative and Patient-Centered Care for Improved Patient Experience**

Dive into this transformative breakout session that explores the art of patient engagement. Discover how cultivating collaborative and patient-centered care directly shapes the patient and staff's experience. This dynamic presentation and interactive session allow attendees to walk away with a new perspective on how to improve your patient's experience through science. Unearth practical strategies and insights empowering healthcare professionals to craft a patient-focused care approach. Acquire actionable techniques to foster strong patient partnerships, enhance communication, and ultimately elevate the overall patient experience to the levels you have been not seen before.

Learning Objectives:

1. Understand the influence and inspiration of patient engagement on collaborative and patient-centered care.
2. Apply practical strategies to strengthen patient partnerships and communication.
3. Implement a science-based patient-focused approach that positively impacts the patient experience.

### **Performance Management through Goal Alignment**

Discover how aligned goals amplify talent development, efficiency, and success. Uncover insights and strategies showcasing the effects of goal alignment on engagement, skills, and collaboration. Leave with actionable methods to implement Performance Management techniques, cultivating a high-performing workforce, and advancing your organization's goals.

Learning Objectives:

1. Understand the impact of aligned goals on talent, efficiency, and success.
2. Acquire techniques to apply goal alignment for engagement, skills, and collaboration benefits.
3. Discover practical ways to integrate performance management with goal alignment, elevating workforce performance and organizational outcomes.

## **Talking the Talk: How Effective Communication Builds a Strong Culture**

Spoiler alert: No one is reading your email. In this interactive session, learn how to communicate like a champion while raising the performance of your team.

Learning objectives:

1. Identify four ways to strengthen your culture through effective communication.
2. Apply three collaborative communication techniques to improve understanding, retention, and innovation.
3. Select the best methods(s) to communicate with the different generations in the workplace.

## **Leading in the Face of Change: The Crucial Role of Resilient Leadership**

Discover the essential role of resilient leadership in navigating change. Explore how effective leaders inspire and guide their teams through uncertainty, fostering adaptability, and growth. By attending this session, you'll gain practical strategies and insights to confidently lead in evolving healthcare environments.

Learning Objectives:

1. Understand the pivotal role that resilient leadership plays in effectively navigating and leading through periods of change.
2. Explore how effective leaders inspire and guide their teams through times of uncertainty, leveraging techniques that foster adaptability and cultivate growth even amidst challenging transitions.
3. Acquire practical strategies and valuable insights that enable you to confidently lead and facilitate positive outcomes in ever-evolving environments, ensuring your team remains resilient and adaptable.

## **Decoding the Patient Experience: Leveraging Data Analytics to Drive Improvement**

Join Dr. Satterwhite and data expert Tod Fetherling as they share how to unlock the power of data analytics in elevating patient experiences. Explore actionable examples and strategies empowering healthcare professionals to inform decisions, boost satisfaction, and prioritize patient-centric care.

Learning Objectives:

1. Develop the ability to interpret data analytics to uncover insights into the patient experience.
2. Understand how to analyze and utilize data effectively to identify areas for improvement and inform decision-making.
3. Acquire the skills to use data analytics as an ongoing tool for continuous improvement.

## **Empower Your Team: The Important Role of Employee Engagement in Building a Strong Culture**

Dive into this session exploring the vital link between employee engagement and a robust organizational culture. Discover how nurturing engagement fuels a united and resilient workplace. Gain practical insights and actionable strategies, leaving you equipped to harness the power of employee engagement as a driving force for a thriving culture.

Learning Objectives:

1. Understand how nurturing an engaged culture shapes a dynamic and adaptable workplace.

2. Acquire practical strategies for enhancing employee commitment, motivation, and collaboration.
3. Apply insights to empower your team and cultivate an engaged culture.

### **The Talent Hunt: How to Recruit and Retain Top Performers**

In the era of “quiet quitting,” the “great resignation,” and forecasts of millions of healthcare employee shortages, learn how to recruit and retain top talent. In this session, gain a competitive advantage with proven strategies to identify, attract, and nurture high-performing individuals. Discover effective recruitment tactics, engagement practices, and retention approaches to foster a high-performing workforce.

Learning objectives:

1. Define your employee value proposition (EVP).
2. Diagnose and correct gaps in the career path of the employee.
3. Nurture the five drivers of employee engagement and retention.

### **Patient Experience: Looking Through the Lens of Safety**

Expand your knowledge of the pivotal link between the safety of care and patient experience in this engaging session. Explore how the tenets of high reliability, when applied consistently to care and service delivery, can reduce healthcare-acquired harm, increase patient engagement and experience, while also improving caregiver and staff engagement and activation in patient-centered care.

Learning Objectives:

1. Describe the evidence that connects patient safety and patient experience.
2. Apply one or more of the strategies discussed to integrate high reliability into patient-centered care practices to reduce harm and improve patient experience.