



LAS VEGAS
OCTOBER 21-23

WEDNESDAY, OCTOBER 21st

7:00AM-8:00AM **Networking Breakfast Buffet | South Seas Ballroom F**

Registration and Name Badge Pick-Up | Palm Foyer

8:00AM-8:30AM **General Session: Welcome and Opening Remarks | South Seas Ballroom EGH**

8:30AM-9:50AM **Keynote: Physician Burnout: Preventing, Diagnosing, and Treating | South Seas Ballroom EGH**
QUINT STUDER, STUDER GROUP FOUNDER

9:50AM-10:10AM **20 Minute Networking Break | South Seas and Palm Foyers**

	EVIDENCE-BASED LEADERSHIPSM TRACK SOUTH SEAS BALLROOM EGH	PHYSICIAN PARTNERSHIP TRACK BANYAN ROOM	EMERGENCY DEPARTMENT EXCELLENCE TRACK JASMINE ROOM	SENIOR EXECUTIVE AND BOARD TRACK SOUTH SEAS BALLROOM EGH
10:10AM-10:55AM	BUILDING THE FRAMEWORK AND LEADING CHANGE Quint Studer, Studer Group Founder	PHYSICIAN LEADERSHIP Jeff Morris, MD, FACS, MBA, Studer Group Physician Coach and Speaker	LEADING YOUR ED IN A NEW ERA Stephanie Baker, RN, CEN, MBA Studer Group Coach	BUILDING THE FRAMEWORK AND LEADING CHANGE Quint Studer, Studer Group Founder
11:10AM-11:55AM	PERFORMANCE MANAGEMENT Quint Studer, Studer Group Founder	CREATING PHYSICIAN BUY-IN Jay Kaplan, MD, FACEP, Studer Group Medical Director and President-Elect of the American College of Emergency Physicians	KEY PRINCIPLES FOR MANAGING FRONT DOOR FLOW Kirk Jensen, MD, MBA, FACEP, Studer Group Speaker	PERFORMANCE MANAGEMENT Quint Studer, Studer Group Founder

12:00PM-1:15PM **General Networking Plated Lunch | South Seas Ballroom F**

	EVIDENCE-BASED LEADERSHIPSM TRACK SOUTH SEAS BALLROOM EGH	PHYSICIAN PARTNERSHIP TRACK BANYAN ROOM	EMERGENCY DEPARTMENT EXCELLENCE TRACK JASMINE ROOM	SENIOR EXECUTIVE AND BOARD TRACK SOUTH SEAS BALLROOM AB
1:15PM-2:00PM	GETTING (AND KEEPING) THE RIGHT PEOPLE ON YOUR BUS Craig Deao, MHA, Studer Group Senior Leader and Speaker	BUILDING PHYSICIAN TRUST Jay Kaplan, MD, FACEP, Studer Group Medical Director and President-Elect of the American College of Emergency Physicians	MAXIMIZING FRONT DOOR FLOW EFFICIENCY MODELS Dan Smith, MD, FACEP, Studer Group Medical Director	EFFECTIVE GOVERNANCE: FORMING BETTER BOARD - CEO RELATIONSHIPS Dan Collard, Studer Group Senior Leader and Speaker
2:15PM-3:00PM	ALIGNMENT AND ACCOUNTABILITY Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	PHYSICIAN TALENT MANAGEMENT Dan Smith, MD, FACEP, Studer Group Medical Director	ESSENTIAL MUST HAVES[®] FOR COMMUNICATING EFFECTIVELY WITH STAFF, PROVIDERS AND PATIENTS Angie Esbenshade, RN, MSN Studer Group Coach	VALUE AND VARIATION: HOW TO TRULY HARDWIRE BETTER QUALITY, EXPERIENCE AND COST Craig Deao, MHA, Studer Group Senior Leader and Speaker

3:20PM-4:30PM **Keynote: 10 Minutes that Count | South Seas Ballroom EGH**
HEAR FROM TOP RATED INDUSTRY EXPERTS WHO, IN TEN MINUTES OR LESS, WILL PROVIDE PROVEN BEST PRACTICES THAT GET MEASURABLE RESULTS IN YOUR MOST CHALLENGING AREAS.

4:30PM-5:30PM **Networking Reception | South Seas Ballroom F**
ENJOY FOOD, FUN, AND FOCUSED NETWORKING AREAS - INCLUDING THE CHANCE TO TALK WITH THE 10 MINUTES THAT COUNT SPEAKERS!

THURSDAY, OCTOBER 22nd



7:00AM-8:00AM **Networking Breakfast Buffet | South Seas Ballroom F**

8:00AM-8:15AM **General Session: Welcome and Connect the Dots | South Seas Ballroom EGH**

8:15AM-9:25AM **Keynote: Suits and White Coats | South Seas Ballroom EGH**
 PRESENTED BY MICHAEL T. HARRIS, MD, SENIOR VP, CMO, AND CHIEF OF SURGERY AND SURGICAL SERVICES
 ENGLEWOOD HOSPITAL AND MEDICAL CENTER, ENGLEWOOD, NJ

	EVIDENCE-BASED LEADERSHIPSM TRACK SOUTH SEAS BALLROOM EGH	PHYSICIAN PARTNERSHIP TRACK BANYAN ROOM	EMERGENCY DEPARTMENT EXCELLENCE TRACK JASMINE ROOM	SENIOR EXECUTIVE AND BOARD TRACK SOUTH SEAS BALLROOM AB
9:45AM-10:30AM	DEVELOPING ACTIVE, EFFECTIVE LISTENING SKILLS AS THE FOUNDATION OF EFFECTIVE COMMUNICATION Craig Deao, MHA, Studer Group Senior Leader and Speaker	CREATING PHYSICIAN BEHAVIORAL STANDARDS Jeff Morris, MD, FACS, MBA, Studer Group Physician Coach and Speaker	MANAGING THE MIDDLE: FLOW EFFICIENCY MODELS TO EXPEDITE PATIENT THROUGHPUT Dan Smith, MD, FACEP, Studer Group Medical Director	EMERGING DELIVERY MODELS: POPULATION HEALTH, PCMHs AND ACOs Matthew Bates, MPH, Studer Group Senior Leader
10:45AM-11:30AM	LEADER ROUNDING ON STAFF Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	ENGAGING PHYSICIANS TO DELIVER HIGH VALUE CARE Gurpreet Dhaliwal M.D., Professor of Medicine at the University of California San Francisco and Studer Group Speaker	PROVEN COMMUNICATION PRACTICES TO DRIVE CONSISTENCY AND ENHANCE PATIENT EXPERIENCE Angie Esbenshade, RN, MSN Studer Group Coach	POPULATION HEALTH - A PRACTICAL DISCUSSION, <i>NOT</i> A POLICY LECTURE Rob Schreiner, MD, FACP Huron Healthcare Managing Director Population Health

11:30AM-12:45PM **Networking Box Lunch | South Seas Ballroom F**

	EVIDENCE-BASED LEADERSHIPSM TRACK SOUTH SEAS BALLROOM EGH	PHYSICIAN PARTNERSHIP TRACK BANYAN ROOM	EMERGENCY DEPARTMENT EXCELLENCE TRACK JASMINE ROOM	SENIOR EXECUTIVE AND BOARD TRACK SOUTH SEAS BALLROOM AB
12:45PM-1:30PM	LEADER DEVELOPMENT AND THE ART OF COACHING Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	DEPLOYING THE PHYSICIAN CHAMPION Dan Smith, MD, FACEP, Studer Group Medical Director	THROUGHPUT- CRITICAL COMMUNICATION TACTICS Stephanie Baker, RN, CEN, MBA Studer Group Coach	STRATEGIC PLANS AND THE METRICS THAT DRIVE THEIR EXECUTION Lynne Cunningham, MPA, FACHE Studer Group Coach and Speaker
1:45PM-2:30PM	MAKING EXCELLENCE STICK Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	PHYSICIAN FEEDBACK Gurpreet Dhaliwal M.D., Professor of Medicine at the University of California San Francisco and Studer Group Speaker	OUTPUT- UNLOCKING THE BACK DOOR: FLOW INTO, THROUGH AND OUT OF YOUR HOSPITAL Kirk Jensen, MD, MBA, FACEP Studer Group Speaker	PHYSICIAN - HEALTH SYSTEM RELATIONS: IT TAKES A ROUND TABLE Jeff Morris, MD, FACS, MBA Studer Group Physician Coach and Speaker

2:50PM-4:00PM **Keynote: Creating a World Class Culture | South Seas Ballroom EGH**
 BOB MURPHY, RN, JD, STUDER GROUP SENIOR LEADER AND NATIONAL SPEAKER

FRIDAY, OCTOBER 23rd

7:30AM-8:30AM **Networking Breakfast Buffet | South Seas Ballroom F**

"HOW TO" SESSIONS FACILITATED BY COACHES: THESE SESSIONS WILL BE INTERACTIVE WITH Q & A, ROLE PLAYING AND ACTION PLANNING TO GO BACK AND IMPLEMENT IMMEDIATELY WITHIN YOUR ORGANIZATION <small>SOUTH SEAS BALLROOM EGH BANYAN ROOM JASMINE ROOM</small>			SENIOR EXECUTIVE AND BOARD TRACK <small>SOUTH SEAS BALLROOM AB</small>
8:30AM-9:15AM ALIGNING GOALS WITH LEADER EVALUATIONS <small>Craig Deao, MHA, Studer Group Senior Leader and Speaker Kelly Dickey, Studer Group Solutions Specialist</small>	MANAGING THE DIFFICULT COLLEAGUE <small>Jeff Morris, MD, FACS, MBA, Studer Group Physician Coach and Speaker</small>	INNOVATIVE STRATEGIES FOR MANAGING CHRONIC PAIN PATIENTS <small>Dan Smith, MD, FACEP, Studer Group Medical Director</small>	LOOKING OVER THE HORIZON: RETAIL HEALTHCARE CONSUMERS <small>Matthew Bates, MPH, Studer Group Senior Leader</small>
9:30AM-10:15AM KEY WORDS AT KEY TIMES AND AIDET® TO REDUCE PATIENT ANXIETY <small>Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker</small>	PHYSICIAN SKILL INVESTMENT: PROMOTING CARE EFFECTIVENESS, PATIENT AND PHYSICIAN EXPERIENCE <small>Dan Smith, MD, FACEP, Studer Group Medical Director</small>	LEADERSHIP ACCOUNTABILITY: PERFORMANCE CONVERSATIONS TO CREATE A CULTURE OF ALWAYS <small>Stephanie Baker, RN, CEN, MBA Studer Group Coach</small>	ENGAGING OUR PATIENTS AS TRUE PARTNERS <small>Craig Deao, MHA, Studer Group Senior Leader and Speaker</small>

10:35AM-10:45AM **Closing Remarks and Introduction of Closing Keynote | South Seas Ballroom EGH**

10:45AM-12:00PM **Keynote: Inspired Care | South Seas Ballroom EGH**
RICH BLUNI, STUDER GROUP SENIOR LEADER AND NATIONAL SPEAKER