



ORLANDO

FEBRUARY 9-11, 2015

DAY ONE MONDAY, FEBRUARY 9th

11:30AM-1PM **Registration & Name Badge Pick-Up | CENTRAL REGISTRATION**

1PM-1:15PM **General Session: Welcome & Opening Remarks | FIESTA BALLROOM 5 & 6**
CRAIG DEAO, MHA, STUDER GROUP SENIOR LEADER & SPEAKER

1:15PM-2:45PM **Keynote: "Creating A Culture of High Performance" | FIESTA BALLROOM 5 & 6**
QUINT STUDER, STUDER GROUP FOUNDER

2:45PM-3:10PM **20 Minute Networking Break**

	EVIDENCE-BASED LEADERSHIPSM TRACK FIESTA BALLROOM 6	SENIOR NURSE LEADER TRACK FIESTA BALLROOM 5	CAHPS QUALITY OF CARE TRACK		SENIOR EXECUTIVE & BOARD TRACK FIESTA BALLROOM 6
			FIESTA BALLROOM 1-4	CORONADO BALLROOM DE	
3:10PM-3:55PM	BUILDING THE FRAMEWORK & LEADING CHANGE Quint Studer, Studer Group Founder	NURSING LEADERSHIP & THE FUTURE OF NURSING Pam Beitlich, DNP, ARNP, Studer Group Speaker	HCAHPS 101: UNDERSTANDING THE FUNDAMENTALS OF THE SURVEY Karen Cook, RN, Studer Group Coach and Speaker	CG CAHPS 101: UNDERSTANDING THE FUNDAMENTALS OF THE SURVEY Matthew Bates, MPH, Studer Group Physician Service Line Leader	BUILDING THE FRAMEWORK & LEADING CHANGE Quint Studer, Studer Group Founder
4:10PM-4:55PM	PERFORMANCE MANAGEMENT Quint Studer, Studer Group Founder	EVIDENCE-BASED LEADERSHIPSM IN SAFETY & QUALITY: IMPROVING THE NATION'S HEALTHCARE Jill Ellis, RN, MHSA, Studer Group Coach	HCAHPS: NURSE & DOC COMMUNICATION - THE ULTIMATE WEAPON FOR PATIENT SAFETY Regina Shupe, RN, MSN, CEN, Studer Group Coach	CG CAHPS: PATIENT ACCESS APPOINTMENTS & INFORMATION Holly Adams, FACHE, FACMPE, Executive Director of Clinical Operations and Community Health, OU Physicians	PERFORMANCE MANAGEMENT Quint Studer, Studer Group Founder

5PM-6PM **NETWORKING RECEPTION | CABANAS BEACH**
ENJOY FOOD, FUN, & FOCUSED PEER NETWORKING AREAS

ALL SESSIONS ARE FIRST COME FIRST SERVE, PLEASE GET TO THE SESSION ON TIME FOR A SEAT.

TUESDAY, FEBRUARY 10th

7AM-8AM **Networking Breakfast | VERACRUZ C**

8AM-8:10AM **General Session: Welcome Back & Connecting the Dots | FIESTA BALLROOM 5 & 6**

8:10AM-9AM **Keynote: "A CEO's Perspective - Outstanding Patient Care is a Choice" | FIESTA BALLROOM 5 & 6**
LINDA DEERING, RN, MSN, PRESIDENT OF ADVOCATE SHERMAN HOSPITAL (ELGIN, IL)

	EVIDENCE-BASED LEADERSHIPSM TRACK FIESTA BALLROOM 6	SENIOR NURSE LEADER TRACK FIESTA BALLROOM 5	CAHPS QUALITY OF CARE TRACK FIESTA BALLROOM 1-4	CORONADO BALLROOM DE	SENIOR EXECUTIVE & BOARD TRACK FIESTA BALLROOM 7-10
9:15AM-10AM	STANDARDS OF BEHAVIOR & EFFECTIVE HIRING & ONBOARDING Craig Deao, MHA, Studer Group Senior Leader and Speaker	CREATING HIGH RELIABILITY IN NURSING PRACTICE Pam Beitlich, DNP, ARNP, Studer Group Speaker	HCAHPS: DISCHARGE INFORMATION - ACTIVE PLANNING STARTS AT ADMISSIONS Jill Ellis, RN, MHSA, Studer Group Coach	CG CAHPS: PROVIDER (DOCTOR) COMMUNICATION- HOW TO THRIVE IN THE CHANGING ENVIRONMENT Dan Smith, MD, FACEP, Studer Group Coach	EFFECTIVE GOVERNANCE: FORMING BETTER BOARD - CEO RELATIONSHIPS Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker
10:15AM-11AM	ALIGNMENT & ACCOUNTABILITY: CREATING ORGANIZATIONAL GOALS AND USING AN OBJECTIVE EVALUATION SYSTEM Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	NURSING BUSINESS: RETURN ON INVESTMENT Jill Ellis, RN, MHSA, Studer Group Coach	HCAHPS: ALWAYS CLEAN & QUIET AT NIGHT- INCREASING QUALITY CARE Ailda Zamboni, RN, Studer Group Coach	CG CAHPS: OFFICE STAFF COURTESY- A COMMITMENT TO CONTINUOUS IMPROVEMENT Barbara Hotko, RN, MPA, Studer Group Coach	PHYSICIAN - HEALTH SYSTEM RELATIONS: IT TAKES A ROUND TABLE Dan Smith, MD, FACEP, Studer Group Coach

11:15AM-12PM **Keynote: "Physician Leadership: Engaging Hearts & Minds on the Transformational Journey" | FIESTA BALLROOM 5 & 6**
QUINT STUDER, STUDER GROUP FOUNDER

12PM-1:30PM **General Networking Lunch | VERACRUZ C**

	EVIDENCE-BASED LEADERSHIPSM TRACK FIESTA BALLROOM 6	SENIOR NURSE LEADER TRACK FIESTA BALLROOM 5	CAHPS QUALITY OF CARE TRACK FIESTA BALLROOM 1-4	CORONADO BALLROOM DE	SENIOR EXECUTIVE & BOARD TRACK FIESTA BALLROOM 7-10
1:30PM-2:15PM	DEVELOPING ACTIVE, EFFECTIVE LISTENING SKILLS AS THE FOUNDATION OF EFFECTIVE COMMUNICATION Craig Deao, MHA, Studer Group Senior Leader and Speaker	CHANGE MANAGEMENT: USING BENNER'S NOVICE TO EXPERT TO WIN AT SUSTAINED CHANGE Pam Beitlich, DNP, ARNP, Studer Group Speaker	HCAHPS: COMMUNICATION OF MEDICATION- REDUCE READMISSIONS & DRIVE PATIENT SAFETY Kathy Becker, RN, BSN, MBA, Studer Group Coach	CG CAHPS: COACHING UNPLUGGED Julie O'Shaughnessy, Studer Group Coach	EMERGING DELIVERY MODELS: POPULATION HEALTH, PCMHs & ACO Matthew Bates, MPH, Studer Group Physician Service Line Leader
2:30PM-3:15PM	LEADER ROUNDING ON STAFF Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	CHANGING FROM BUDDY TO BOSS: THE TOOLBOX FOR EMERGING NURSE LEADERS Karen Cook, RN, Studer Group Coach and Speaker	HCAHPS: RESPONSIVENESS- DELIVERING QUALITY CARE EVERY PATIENT, EVERY TIME Regina Shupe, RN, MSN, CEN, Studer Group Coach	POST-ACUTE CAHPS: HOME HEALTH, HOSPICE AND NURSING HOMES Angela Law, RN, Studer Group Coach	THE JOURNEY FROM VOLUME TO VALUE: DISRUPTIVE PAYMENT MODELS Craig Deao, MHA, Studer Group Senior Leader and Speaker

3:30PM-4:30PM **Keynote: "10 Minutes that Count" | FIESTA BALLROOM 5 & 6**
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

WEDNESDAY, FEBRUARY 11th

7AM-8AM **Networking Breakfast | VERACRUZ C**

8AM-9AM **Keynote: “Employee Engagement: How to Create a World Class Workforce” | FIESTA BALLROOM 5 & 6**
BOB MURPHY, RN, JD, STUDER GROUP SENIOR LEADER AND SPEAKER

	EVIDENCE-BASED LEADERSHIP SM TRACK FIESTA BALLROOM 6	SENIOR NURSE LEADER TRACK FIESTA BALLROOM 5	CAHPS QUALITY OF CARE TRACK FIESTA BALLROOM 1-4	YUCATAN 1-3	SENIOR EXECUTIVE & BOARD TRACK FIESTA BALLROOM 7-10
9:15AM-10AM	LEADER DEVELOPMENT & THE ART OF COACHING Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	NURSING: MOST TRUSTED-LEAST ENGAGED (HOW TO RE-ENGAGE OUR WORKFORCE LEADERS) Karen Cook, RN, Studer Group Coach and Speaker	HCAHPS: MANAGING PAIN TO HELP PATIENTS HEAL Regina Shupe, RN, MSN, CEN, Studer Group Coach	ED CAHPS: HOW TO GET A HEAD START! Angie Esbenshade, RN, MSN, Studer Group Coach	STRATEGIC PLANS AND THE METRICS THAT DRIVE THEIR EXECUTION Lynne Cunningham, MPA, FACHE, Studer Group Coach and Speaker
10:15AM-11AM	MAKING EXCELLENCE STICK Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	PANEL DISCUSSION WITH HIGH PERFORMING NURSE EXECUTIVES High Performing CNO's Facilitated by Jill Ellis, RN, MHSA, Studer Group Coach	HCAHPS: TRANSITIONS OF CARE CREATING SAFETY AFTER DISCHARGE Karen Cook, RN, Studer Group Coach and Speaker	THE ED CONNECTION: HOW THE EMERGENCY DEPARTMENT PATIENT EXPERIENCE SURVEY AFFECTS HCAHPS RESULTS Angie Esbenshade, RN, MSN, Studer Group Coach	LOOKING OVER THE HORIZON: RETAIL HEALTHCARE CONSUMERS Matthew Bates, MPH, Studer Group Physician Service Line Leader

11AM-11:30AM **Box Lunch | VERACRUZ C**

	“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				SENIOR EXECUTIVE & BOARD TRACK FIESTA BALLROOM 7-10
	FIESTA BALLROOM 6	FIESTA BALLROOM 5	FIESTA BALLROOM 1-4	YUCATAN 1-3	FIESTA BALLROOM 7-10
11:30AM-12:15PM	highmiddlelow[®] PERFORMANCE CONVERSATIONS Jill Ellis, RN, MHSA, Studer Group Coach	PATIENT ROUNDING & BEDSIDE SHIFT REPORT Lauren Charles, RN, Studer Group Coach	USING SKILL LABS FOR TEACHING AND VALIDATION Regina Shupe, RN, MSN, CEN, Studer Group Coach	ALIGNING GOALS WITH LEADER EVALUATIONS Craig Deao, MHA, Studer Group Senior Leader and Speaker Kelly Dickey, Studer Group Solutions Specialist	GOVERNANCE CURRENT TOPIC 1 Topic will be determined by a pre-survey taken by attendees *CHECK APP FOR UPDATED TOPIC
12:30PM-1:15PM	ROUNDING FOR OUTCOMES Regina Shupe, RN, MSN, CEN, Studer Group Coach	KEY WORDS AT KEY TIMES & AIDET[®] TO REDUCE PATIENT ANXIETY Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	IMPROVE OUTCOMES WITH CARE TRANSITION CALLS Jill Ellis, RN, MHSA, Studer Group Coach Rachael Johnson, Studer Group Solutions Specialist	REWARD & RECOGNITION FOR BETTER EMPLOYEE ENGAGEMENT Kim Bass, Studer Group Coach	GOVERNANCE CURRENT TOPIC 2 Topic will be determined by a pre-survey taken by attendees *CHECK APP FOR UPDATED TOPIC

1:30PM-2:30PM **Closing Keynote: “Inspired Care” | FIESTA BALLROOM 5 & 6**
RICH BLUNI, RN, STUDER GROUP SPEAKER AND BEST-SELLING AUTHOR

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