

DAY ONE: TUESDAY, AUGUST 4th

- 6:45AM-8:00AM **Registration Open and Networking Breakfast** | CRYSTAL BALLROOM
- 7:00AM-7:45AM **Early Bird Session: Evidence-Based Leadership 101** | BOB MURPHY, RN, JD, STUDER GROUP SPEAKER | REGENCY BALLROOM
- 8:00AM-8:30AM **Conference Kick-off and Industry Update** | DAN COLLARD, STUDER GROUP SENIOR LEADER AND SPEAKER | REGENCY BALLROOM
- 8:30AM-10:10AM **Opening Keynote: Physician Burnout: Preventing, Diagnosing, and Treating** | QUINT STUDER, FOUNDER OF STUDER GROUP | REGENCY BALLROOM
- 10:10AM-10:30AM **Networking Break** | REFRESHMENTS PROVIDED IN CRYSTAL BALLROOM AND REGENCY BALLROOM FOYERS

BREAKOUT SESSIONS				RURAL TRACK	SENIOR EXECUTIVE AND BOARD TRACK	Huron ^{Healthcare} FINANCE TRACK
REGENCY A	REGENCY B	REGENCY D	REGENCY C	CRYSTAL A	CRYSTAL C / REGENCY D	
10:30AM-11:15AM IMPROVING ED THROUGHPUT AND ED PATIENT PERCEPTION IN ACADEMIC, SAFETY NET FACILITY Grady Health System Atlanta, GA	USING THE LEADER EVALUATION PROCESS TO ALIGN BEHAVIORS AND ACHIEVE RESULTS Saint Barnabas Medical Center Livingston, NJ	ENGAGING STAFF AND PHYSICIANS IN THE JOURNEY BY BRINGING OUR VALUES TO LIFE Einstein Healthcare Network Philadelphia, PA	DESTINATION ALWAYS: ENGAGING ALL EMPLOYEES IN CREATING A CULTURE OF ALWAYS Kings Daughters Medical Center Brookhaven, MS	CULTURE TRUMPS STRATEGY: SUCCESSFULLY MAINTAINING HIGH PERFORMANCE David L. Callecod, FACHE, MBA, CEO Lafayette General Health, Lafayette, LA	BALANCING MARGIN WITH MISSION John Raffoul DPA, FACHE President and CEO, White Memorial Medical Center Los Angeles, CA	
11:30AM-12:15PM HOSPITAL-WIDE THROUGHPUT Medical Center of McKinney McKinney, TX	LEADERSHIP ACCOUNTABILITY: THE KEY TO ACHIEVING OUTSTANDING RESULTS Castle Medical Center Kailua, HI		THE IMPORTANCE OF COMMUNITY HOSPITALS: HOW TO THRIVE AND SURVIVE Hayward Area Hospital and Water's Edge Hayward, WI	PHYSICIAN - HEALTH SYSTEM RELATIONS: IT TAKES A ROUND TABLE Jeff Morris, MD, FACS, MBA, Studer Group Physician Coach, Author and Speaker	HARDWIRING INITIATIVES AND DRIVING EXCELLENCE FOR A \$74M POSITIVE IMPACT Mark Mullarkey, Senior Vice President, Texas Children's Hospital Houston, TX	
12:15PM-1:30PM LUNCH AND LEARN SESSIONS:	GENERAL NETWORKING Crystal Ballroom BC Capacity: 450	REDUCE READMISSIONS BY DOING RECURRING PHONE CALLS Regency Ballroom B Capacity: 200	COMMUNITY HEALTH CARE: THE EXPERIENCE-QUALITY CONNECTION Regency Ballroom C Capacity: 200	PERFORMANCE FEEDBACK FOR PHYSICIANS Regency Ballroom D Capacity: 200	GOAL DEVELOPMENT WORKSHOPS: BREAKING DOWN SILOS Regency Ballroom A Capacity: 200	

BREAKOUT SESSIONS			RURAL TRACK	SENIOR EXECUTIVE AND BOARD TRACK
REGENCY A	REGENCY B	REGENCY D	REGENCY C	CRYSTAL A
1:30PM-2:15PM PHYSICIAN ALIGNMENT AND PARTNERSHIP St. Joseph's Health Care London London, ON, Canada	NURSE COMMUNICATION: DRIVES OVERALL PATIENT EXPERIENCE WITH USE OF COMMUNICATION BOARDS & ROUNDING University of Washington Medical Center - UW Medicine, Seattle, WA	IMPROVING EMPLOYEE ENGAGEMENT WITH EMPLOYEE FORUMS Broward Health North Pompano Beach, FL	ALIGNMENT AND ACCOUNTABILITY (THE RIGHT THING TO DO IS NOT ALWAYS EASY) Henry County Hospital Napoleon, OH	ENGAGING OUR PATIENTS AS TRUE PARTNERS Craig Deao, MHA, Studer Group Senior Leader and Speaker

- 2:15PM-2:35PM **Networking Break** | REFRESHMENTS PROVIDED IN CRYSTAL BALLROOM AND REGENCY BALLROOM FOYERS
- 2:35PM-3:00PM **Connect the Dots and Conference Highlights** | REGENCY BALLROOM
- 3:00PM-4:00PM **Keynote: 10 Minutes that Count** | REGENCY BALLROOM
 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
- 4:00PM-5:00PM **Healthcare Heroes Networking Reception** | CRYSTAL BALLROOM

DAY TWO: WEDNESDAY, AUGUST 5th

7:00AM-8:00AM **Networking Breakfast** | CRYSTAL BALLROOM

8:00AM-8:45AM **Keynote: Empowering Human Capital** | CRAIG DEAO, MHA, STUDER GROUP SENIOR LEADER AND SPEAKER | REGENCY BALLROOM

8:45AM-9:40AM **Keynote: A CEO's Perspective: What's Love Got To Do With It?** | JOHN SINGERLING, PRESIDENT OF PALMETTO HEALTH SYSTEM, COLUMBIA, SC | REGENCY BALLROOM

9:40AM-10:00AM **Networking Break** | REFRESHMENTS PROVIDED IN CRYSTAL BALLROOM AND REGENCY BALLROOM FOYERS

	BREAKOUT SESSIONS		LARGE SYSTEMS TRACK	RURAL TRACK	SENIOR EXECUTIVE AND BOARD TRACK	Huron Healthcare FINANCE TRACK		
	REGENCY A	REGENCY B	REGENCY D	REGENCY C	CRYSTAL A	CRYSTAL C		
10:00AM-10:45AM	PHYSICIAN LEADERSHIP AND ENGAGEMENT Utah Valley Hospital Intermountain South Region Provo, UT	SAVING LIVES WITH CARE TRANSITION CALLS Grady Health System Atlanta, GA	MOVING ED RESULTS AND BEST PRACTICES ACROSS LARGE SYSTEMS HCA Mid America Division Organizations and HCA Continental Division/HealthONE LLC	LINKING LEAN DAILY MANAGEMENT AND EVIDENCE-BASED LEADERSHIP Illini Community Hospital Pittsfield, IL	EFFECTIVE GOVERNANCE: FORMING BETTER BOARD - CEO RELATIONSHIPS Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	SYSTEM STRATEGY DEVELOPMENT INSIGHTS: TMF'S JOURNEY TO IMPROVING COST, QUALITY, ACCESS, AND GROWTH Joyce Hester, CPA, Sr. Vice President, CFO, Trinity Mother Frances Hospitals and Clinics Tyler, TX		
11:00AM-11:45AM	THE ROLE OF THE PATIENT EXPERIENCE OFFICER: PARTNERING FOR SUCCESS Palmetto Health System Columbia, SC	IMPROVE HCAHPS WITH PURPOSEFUL HOURLY ROUNDING® AND NURSE LEADER ROUNDING Community Hospital North and Heart Vascular and Community Hospital South Indianapolis, IN	HOW TO ENGAGE FRONTLINE STAFF IN LARGE SYSTEMS WHEN THERE ARE 10s OF THOUSANDS Medical City Dallas Hospital and HCA Central and West Texas Division	THE ART AND SCIENCE OF VALIDATION Golden Valley Memorial Healthcare Clinton, MO	THE DIGITAL TRANSFORMATION OF HEALTHCARE: HOW INNOVATION AND THE VIRTUAL MARKETPLACE ARE FUELING THE EVOLUTION FROM PATIENT TO CONSUMER Warner Thomas, CEO, Ochsner Health System New Orleans, LA			
11:45AM-1:00PM	LUNCH AND LEARN SESSIONS:		GENERAL NETWORKING Crystal Ballroom BC Capacity: 450	PHYSICIAN LEADER (INVITE ONLY) Comiskey Room	CEO NETWORKING (INVITE ONLY) Plaza Ballroom	NURSE NETWORKING LUNCH: SHARING CNO BEST PRACTICES THAT GET RESULTS Regency Ballroom B Capacity: 200	ACCELERATE YOUR ROUNDING EXPERIENCE Regency Ballroom C Capacity: 200	PATIENT PERCEPTION SURVEYS: THE LITTLE THINGS ARE THE BIG THINGS Regency Ballroom D Capacity: 200
1:00PM-1:45PM	ENGAGING PHYSICIANS AROUND THE VOICE OF PATIENTS UAB Medicine Birmingham, AL	EVIDENCE-BASED LEADERSHIP: A PROVEN EXECUTION MODEL TO ACHIEVE AND SUSTAIN RESULTS Royal Victoria Regional Health Centre Barrie, ON, Canada	LEADING THE WAY IN HCAHPS IN LARGE SYSTEMS Community Health Systems, CHS Franklin, TN	EMPLOYEE ENGAGEMENT AND ED MUST HAVES® Stillwater Medical Center Stillwater, OK	EXCELLENCE IN PATIENT CARE AWARD WINNERS PANEL FORUM High Performing Organizations Share Best Practices on How They Are Achieving Excellent Results In Specific Areas			

1:45PM-2:05PM **Networking Break** | REFRESHMENTS PROVIDED IN CRYSTAL BALLROOM AND REGENCY BALLROOM FOYERS

2:05PM-3:20PM **Keynote: Choosing Resilience: The Key to Thriving Through Change** | WAYNE SOTILE, PH.D., STUDER GROUP SPEAKER | REGENCY BALLROOM

3:20PM-4:30PM **Keynote: How to Create a World Class Culture** | BOB MURPHY, RN, JD, STUDER GROUP SENIOR LEADER AND SPEAKER | REGENCY BALLROOM

4:30PM-6:30PM **Private Awards Reception and Dinner** | CRYSTAL BALLROOM

DAY THREE: THURSDAY, AUGUST 6th

7:00AM-8:00AM **Networking Breakfast** | CRYSTAL BALLROOM

8:00AM-8:30AM **Connect the Dots and Closing the Loop** | DAN COLLARD, STUDER GROUP SENIOR LEADER AND SPEAKER | REGENCY BALLROOM

8:30AM-9:30AM **Keynote: Professional Accountability and the Pursuit of a Culture of Safety (and how we learned to wash our hands)** | REGENCY BALLROOM
 GERALD HICKSON, MD, SENIOR VICE PRESIDENT OF QUALITY, PATIENT SAFETY & RISK PREVENTION AND ASSISTANT VICE CHANCELLOR FOR HEALTH AFFAIRS
 VANDERBILT UNIVERSITY MEDICAL CENTER | NASHVILLE, TN

9:30AM-9:50AM **Networking Break** | REFRESHMENTS PROVIDED IN CRYSTAL BALLROOM AND REGENCY BALLROOM FOYERS

ACCELERATE YOUR RESULTS! JOIN STUDER GROUP COACHES FOR AN INTERACTIVE HOW-TO SESSION ON SPECIFIC TOOLS, TACTICS, AND BEHAVIORS PROVEN TO MOVE RESULTS!					
	REGENCY B	REGENCY C	REGENCY A	REGENCY D	CRYSTAL A
9:50AM-10:40AM	CARE TRANSITION CALLS Jill Ellis, RN, BSN, MHSA, Studer Group Coach and Rachael Johnson, Studer Group Solutions Specialist	ROUNDING FOR OUTCOMES Regina Shupe, RN, MSN, CEN Studer Group Coach	PHYSICIAN ALIGNMENT AND GOAL SETTING Jeff Morris, MD, FACS, MBA, Studer Group Physician Coach, Author & Speaker and Mike Coppola, Partner Development Leader for Physician Services	LEADER ALIGNMENT AND GOAL SETTING Craig Deao, MHA, Studer Group Senior Leader and Speaker and Kelly Dickey, Studer Group Solutions Specialist	ACCESSING STUDER GROUP LEADING PRACTICES Matthew Bates, Studer Group Senior Leader Christina Petrozzi, Knowledge Management and Content Specialist Stephanie Striebeck, Knowledge Management and Content Leader

10:40AM-11:00AM **Networking Break** | REFRESHMENTS PROVIDED IN CRYSTAL BALLROOM AND REGENCY BALLROOM FOYERS

11:00AM-12:00PM **Keynote: Shopping at Target and Hanging With Batman** | RICH BLUNI, RN, STUDER GROUP SENIOR LEADER | REGENCY BALLROOM
 Healthcare touches us wherever we go in both our personal and professional lives. We never stop learning and if you pay attention, you never stop being surprised.
 Rich will share just a few concepts to send you off with a connection of heart and mind. Wrap up your WRIHC experience with this fun and purpose connecting closing keynote.