



# WASHINGTON, D.C.

## MAY 26-28

### DAY ONE TUESDAY, MAY 26th

11:30AM-1:00PM **Registration and Name Badge Pick-Up**

1:00PM-1:15PM **General Session: Welcome and Opening Remarks**

1:15PM-2:45PM **Keynote: "Leadership Tips and Physician Burnout"**  
QUINT STUDER, STUDER GROUP FOUNDER

2:45PM-3:05PM **20 Minute Networking Break**

	EVIDENCE-BASED LEADERSHIP <sup>SM</sup> TRACK	PHYSICIAN PARTNERSHIP TRACK	EMERGENCY DEPARTMENT EXCELLENCE TRACK	SENIOR EXECUTIVE AND BOARD TRACK
3:05PM-3:50PM	<b>BUILDING THE FRAMEWORK AND LEADING CHANGE</b> Quint Studer, Studer Group Founder	<b>PHYSICIAN LEADERSHIP</b> Andrew A. Ziskind, M.D., Managing Director, Huron Healthcare	<b>LEADING YOUR ED IN A NEW ERA</b> Stephanie Baker, RN, CEN, MBA, Studer Group Coach	<b>BUILDING THE FRAMEWORK AND LEADING CHANGE</b> Quint Studer, Studer Group Founder
4:05PM-5:00PM	<b>PERFORMANCE MANAGEMENT</b> Quint Studer, Studer Group Founder	<b>CREATING PHYSICIAN BUY-IN</b> Jay Kaplan, MD, FACEP, Studer Group Medical Director and President-Elect of the American College of Emergency Physicians	<b>KEY PRINCIPLES FOR MANAGING FRONT DOOR FLOW</b> Kirk Jensen, MD, MBA, FACEP, Studer Group Speaker	<b>PERFORMANCE MANAGEMENT</b> Quint Studer, Studer Group Founder

5:00PM-6:00PM **NETWORKING RECEPTION**  
ENJOY FOOD, FUN, AND FOCUSED PEER NETWORKING AREAS

**WEDNESDAY, MAY 27th**



**7:00AM-8:00AM**    **Networking Breakfast**

**8:00AM-8:10AM**    **General Session: Welcome and Introduction**

**8:10AM-9:00AM**    **Keynote: “A CEO’s Perspective - The Journey to Performance Excellence”**  
 JACK KITTS, MD, MBA, PRESIDENT AND CEO, THE OTTAWA HOSPITAL

	<b>EVIDENCE-BASED LEADERSHIP<sup>SM</sup> TRACK</b>	<b>PHYSICIAN PARTNERSHIP TRACK</b>	<b>EMERGENCY DEPARTMENT EXCELLENCE TRACK</b>	<b>SENIOR EXECUTIVE AND BOARD TRACK</b>
<b>9:15AM-10:00AM</b>	<b>GETTING (AND KEEPING) THE RIGHT PEOPLE ON YOUR BUS</b> Craig Deao, MHA, Studer Group Senior Leader and Speaker	<b>BUILDING PHYSICIAN TRUST</b> Jay Kaplan, MD, FACEP, Studer Group Medical Director and President-Elect of the American College of Emergency Physicians	<b>MAXIMIZING FRONT DOOR FLOW EFFICIENCY MODELS</b> Dan Smith, MD, FACEP, Studer Group Medical Director	<b>EFFECTIVE GOVERNANCE: FORMING BETTER BOARD - CEO RELATIONSHIPS</b> Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker
<b>10:15AM-11:00AM</b>	<b>ALIGNMENT AND ACCOUNTABILITY</b> Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	<b>PHYSICIAN FEEDBACK: MEASURING AND REPORTING PERFORMANCE</b> Peter Dews, MD, MS, CMO, St. Mary Mercy Hospital	<b>ESSENTIAL MUST HAVES® FOR COMMUNICATING EFFECTIVELY WITH STAFF, PROVIDERS AND PATIENTS</b> Angie Esbenshade, RN, MSN, Studer Group Coach	<b>VALUE AND VARIATION: HOW TO TRULY HARDWIRE BETTER QUALITY, EXPERIENCE AND COST</b> Craig Deao, MHA, Studer Group Senior Leader and Speaker

**11:15AM-12:00PM**    **Keynote: “Nurses are from Saturn, Physicians are from Jupiter, Health Care Administrators are from Mars”**  
 JAY KAPLAN, MD, FACEP, STUDER GROUP MEDICAL DIRECTOR AND PRESIDENT-ELECT OF THE AMERICAN COLLEGE OF EMERGENCY PHYSICIANS

**12:00PM-1:30PM**    **General Networking Lunch**  
 EXCLUSIVE CEO AND CMO NETWORKING LUNCHES AVAILABLE

	<b>EVIDENCE-BASED LEADERSHIP<sup>SM</sup> TRACK</b>	<b>PHYSICIAN PARTNERSHIP TRACK</b>	<b>EMERGENCY DEPARTMENT EXCELLENCE TRACK</b>	<b>SENIOR EXECUTIVE AND BOARD TRACK</b>
<b>1:30PM-2:15PM</b>	<b>DEVELOPING ACTIVE, EFFECTIVE LISTENING SKILLS AS THE FOUNDATION OF EFFECTIVE COMMUNICATION</b> Craig Deao, MHA, Studer Group Senior Leader and Speaker	<b>PHYSICIAN RECRUITMENT, SELECTION AND ORIENTATION</b> Jeff Morris, MD, FACS, MBA, Studer Group Physician Coach and Speaker	<b>MANAGING THE MIDDLE: FLOW EFFICIENCY MODELS TO EXPEDITE PATIENT THROUGHPUT</b> Dan Smith, MD, FACEP, Studer Group Medical Director	<b>EMERGING DELIVERY MODELS: POPULATION HEALTH, PCMHs AND ACOs</b> Matthew Bates, MPH, Studer Group Senior Leader
<b>2:30PM-3:15PM</b>	<b>LEADER ROUNDING ON STAFF</b> Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	<b>DEPLOYING THE PHYSICIAN CHAMPION</b> Dan Smith, MD, FACEP, Studer Group Medical Director	<b>PROVEN COMMUNICATION PRACTICES TO DRIVE CONSISTENCY AND ENHANCE PATIENT EXPERIENCE</b> Angie Esbenshade, RN, MSN, Studer Group Coach	<b>HEALTHCARE TRANSFORMATION</b> Andrew A. Ziskind, M.D., Managing Director, Huron Healthcare

**3:30PM-4:30PM**    **Keynote: “10 Minutes that Count”**  
 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:

- THE SECRET SAUCE TO A SUCCESSFUL CULTURE: Dan Collard, Studer Group Senior Leader and Speaker
- THE RISE OF THE CHIEF EXPERIENCE OFFICER: Colleen M’Croy, MBA, FACHE, Studer Group Speaker
- THE 3 LEVELS OF WHY: Craig Deao, MHA, Studer Group Senior Leader and Speaker
- CAHPS MYTH - IT’S NOT ABOUT PATIENT SATISFACTION: Jeff Morris, MD, FACS, MBA, Studer Group Physician Coach and Speaker
- THE SPIRIT OF HEALTHCARE: Lisa DeLong, RN, Studer Group Speaker

## THURSDAY, MAY 28th

**7:00AM-8:00AM**    **Networking Breakfast**

**8:00AM-8:10AM**    **Welcome and Connect the Dots**

**8:10AM-9:00AM**    **Keynote: “Perfecting Perception...”**  
**LIZ JAZWIEC, RN, STUDER GROUP NATIONAL SPEAKER**

	EVIDENCE-BASED LEADERSHIP <sup>SM</sup> TRACK	PHYSICIAN PARTNERSHIP TRACK	EMERGENCY DEPARTMENT EXCELLENCE TRACK	SENIOR EXECUTIVE AND BOARD TRACK
<b>9:15AM-10:00AM</b>	<b>LEADER DEVELOPMENT AND THE ART OF COACHING</b> Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	<b>CREATING PHYSICIAN BEHAVIORAL STANDARDS</b> Jeff Morris, MD, FACS, MBA, Studer Group Physician Coach and Speaker	<b>THROUGHPUT- CRITICAL COMMUNICATION TACTICS</b> Stephanie Baker, RN, CEN, MBA, Studer Group Coach	<b>STRATEGIC PLANS AND THE METRICS THAT DRIVE THEIR EXECUTION</b> Lynne Cunningham, MPA, FACHE, Studer Group Coach and Speaker
<b>10:15AM-11:00AM</b>	<b>MAKING EXCELLENCE STICK</b> Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	<b>MANAGING THE DIFFICULT COLLEAGUE</b> Jay Kaplan, MD, FACEP, Studer Group Medical Director and President-Elect of the American College of Emergency Physicians	<b>OUTPUT- UNLOCKING THE BACK DOOR: FLOW INTO, THROUGH AND OUT OF YOUR HOSPITAL</b> Kirk Jensen, MD, MBA, FACEP, Studer Group Speaker	<b>LOOKING OVER THE HORIZON: HEALTHCARE CONSUMERISM</b> Matthew Bates, MPH, Studer Group Senior Leader

**11:00AM-11:30PM**    **Box Lunches - Grab and Go To Next Session**

	“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 AND BOARD TRACK
<b>11:30PM-12:15PM</b>	<b>ALIGNING GOALS WITH LEADER EVALUATIONS</b> Craig Deao, MHA, Studer Group Senior Leader and Speaker Kelly Dickey, Studer Group Solutions Specialist	<b>PHYSICIAN EDUCATION AND SKILL BUILDING: KEY CONCEPTS IN COMMUNICATION</b> Jeff Morris, MD, FACS, MBA, Studer Group Physician Coach and Speaker	<b>INNOVATIVE STRATEGIES FOR MANAGING CHRONIC PAIN PATIENTS</b> Dan Smith, MD, FACEP, Studer Group Medical Director	<b>LOOKING OVER THE HORIZON: RETAIL HEALTHCARE CONSUMERS</b> Matthew Bates, MPH, Studer Group Senior Leader
<b>12:30PM-1:15PM</b>	<b>KEY WORDS AT KEY TIMES AND AIDET® TO REDUCE PATIENT ANXIETY</b> Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker	<b>ACTION PLANNING EXERCISE</b> Jay Kaplan, MD, FACEP, Studer Group Medical Director and President-Elect of the American College of Emergency Physicians	<b>LEADERSHIP ACCOUNTABILITY: PERFORMANCE CONVERSATIONS TO CREATE A CULTURE OF ALWAYS</b> Stephanie Baker, RN, CEN, MBA, Studer Group Coach	<b>ENGAGING OUR PATIENTS AS TRUE PARTNERS</b> Craig Deao, MHA, Studer Group Senior Leader and Speaker

**1:30PM-2:30PM**    **Closing Keynote: “Creating a World Class Culture”**  
**BOB MURPHY, RN, JD, STUDER GROUP SENIOR LEADER AND NATIONAL SPEAKER**