

AGENDA

DAY ONE: TUESDAY, NOVEMBER 1, 2016

11:30 AM - 1:00 PM

Registration and Name Badge Pick-Up

1:00 PM - 1:15 PM

GENERAL SESSION: Welcome and Opening Remarks

Colleen McCrory, Studer Group Coach

1:15 PM - 2:00 PM

KEYNOTE: The New Core Competency for Healthcare: Engaging Patients, Employees and Physicians

Craig Deao, MHA, Studer Group Senior Leader and Speaker

2:00 PM - 2:15 PM

Networking Break

2:15 PM - 3:00 PM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

Building the Foundation for Excellence with Evidence-Based Leadership

Dan Collard

HCAHPS QUALITY OF CARE

Bedside Shift Report: What Right Looks Like

Faye Sullivan, RN, and Erin Shipley, RN, MSN

MEDICAL GROUP TRANSFORMATION

Creating Physician Buy-In

Jeff Morris, MD, FACS, MBA

PHYSICIAN PARTNERSHIP

Creating Physician Buy-In

Jeff Morris, MD, FACS, MBA

EXCELLENCE IN THE ED TRACK (EXTENDED SESSION: 2:15PM-4:00PM)

How to Thrive, Not Just Survive: Creating the ED You Deserve

Stephanie Baker, RN, MBA, CEN, Dan Smith, MD, FACEP, Kirk Jensen, MD, MBA,

FACEP, Angie Esbenshade, RN, MSN

3:15 PM - 4:00 PM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

Alignment and Accountability: The Key Factors to Achieving Results

Dan Collard

HCAHPS QUALITY OF CARE

Proven Tools to Set Meaningful HCAHPS Leader Evaluation Goals

Kelly Dickey

MEDICAL GROUP TRANSFORMATION

Physician Recruiting, Selection, and Orientation

Dan Smith, MD, FACEP

PHYSICIAN PARTNERSHIP

Physician Recruiting, Selection, and Orientation

Dan Smith, MD, FACEP

EXCELLENCE IN THE ED (EXTENDED SESSION: 2:15PM-4:00PM)

How to Thrive, Not Just Survive: Creating the ED You Deserve

Stephanie Baker, RN, MBA, CEN, Dan Smith, MD, FACEP, Kirk Jensen, MD, MBA, FACEP, Angie Esbenshade, RN, MSN

4:15 PM - 5:00 PM

KEYNOTE: Outstanding Leadership is a Choice

Linda Deering Dean, RN, MSN, President, Advocate Sherman Hospital

DAY TWO: WEDNESDAY, NOVEMBER 2, 2016

7:00 AM - 8:00 AM

Networking Breakfast

8:00 AM - 8:10 AM

GENERAL SESSION: Welcome and Kick Start Day Two

Colleen McCrory, Studer Group Coach

8:10 AM - 9:00 AM

KEYNOTE: Frontline Challenges in the New Era of Health IT

Gurpreet Dhaliwal, MD, Professor of Medicine, University of California San Francisco

9:00 AM - 9:15 AM

15 Minute Networking Break

9:15 AM - 10:00 AM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

Leadership Development and the Art and Science of Successful Coaching

Mark Noon

HCAHPS QUALITY OF CARE

Hourly Rounding®: A Must Have Safety Strategy

Faye Sullivan, RN

MEDICAL GROUP TRANSFORMATION

Physician Feedback

Gurpreet Dhaliwal, MD

PHYSICIAN PARTNERSHIP

Physician Feedback

Gurpreet Dhaliwal, MD

EXCELLENCE IN THE ED

Winning from the Beginning: Key Principles for Optimizing Front-End Flow -
Stacking The Deck In Your Favor

Kirk Jensen, MD, MBA, FACEP

10:15 AM - 11:00 AM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

Getting (And Keeping) the Right People on the Bus

Craig Deao, MHA

HCAHPS QUALITY OF CARE

Best Practices for Shift Huddles that Drive HCAHPS Results

Erin Shipley, RN, MSN

MEDICAL GROUP TRANSFORMATION

Physician Leadership: Amateur Manager or Effective Change Agent?

Jeff Morris, MD, FACS, MBA

PHYSICIAN PARTNERSHIP

Physician Leadership: Amateur Manager or Effective Change Agent?

Jeff Morris, MD, FACS, MBA

EXCELLENCE IN THE ED

From Getting Them In to Moving Them Through: Dissecting Effective Flow Models to Expedite Middle Flow

Dan Smith, MD, FACEP

11:15 AM - 12:15 PM

KEYNOTE: 10 Minutes That Count

12:15 PM - 1:30 PM

Networking Lunch

1:30 PM - 2:15 PM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

highmiddlelow®: What Matters Most in Performance Management

Mark Noon

HCAHPS QUALITY OF CARE

Using HCAHPS Survey Custom Questions to Enhance Staff Engagement

Diana Topjian, RN, MSN, DM, C-ENP

MEDICAL GROUP TRANSFORMATION

White Coats and Suit Coats: Dyad Leadership

Rob Schreiner, MD, FACEP and Matthew Bates, MPH

PHYSICIAN PARTNERSHIP

White Coats and Suit Coats: Dyad Leadership

Rob Schreiner, MD, FACEP and Matthew Bates, MPH

EXCELLENCE IN THE ED

Keep On Moving: Unlocking the Back Door of Your ED - Flow Into, Through, and Out of Your Hospital

Kirk Jensen, MD, MBA, FACEP

2:30 PM - 3:15 PM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

Getting Better Faster with Leader Rounding on Staff

Rich Bluni, RN

HCAHPS QUALITY OF CARE

Reducing Readmissions Through Recurring Care Transition Calls

Erin Shipley, RN, MSN and Rachael Johnson

MEDICAL GROUP TRANSFORMATION

Physician Burnout: Diagnosis and Treatment

Barbara Roehl, MD

PHYSICIAN PARTNERSHIP

Physician Burnout: Diagnosis and Treatment

Barbara Roehl, MD

EXCELLENCE IN THE ED

Good Marriage or Bad Divorce: Building an Effective Dyad Relationship

Stephanie Baker, RN, MBA, CEN

3:30 PM - 3:45 PM

Welcome Message from Jim Roth, President and Chief Executive Officer,
Huron

3:45 PM - 5:00 PM

KEYNOTE: A CEO's Perspective: Enablers Set the Lid on Results, Lessons
from our Journey to Excellence

David Callecod, MBA, FACHE, President/CEO Lafayette General Health

DAY THREE: THURSDAY, NOVEMBER 3, 2016

7:00 AM - 8:00 AM

Networking Breakfast

8:00 AM - 8:10 AM

GENERAL SESSION: Connect the Dots and Kick Start Day 3

Colleen McCrory, Studer Group Coach

8:10 AM - 9:00 AM

KEYNOTE: Choosing Resilience: The Key to Thriving Through Change

Wayne Sotile, PhD, Studer Group Speaker

9:00 AM - 9:15 AM

15 Minute Networking Break

9:15 AM - 10:00 AM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

AIDET®: A Framework for Authentic and Compassionate Care

Rich Bluni, RN

HCAHPS QUALITY OF CARE

Developing Front Line Leaders to Facilitate Change

Diana Topjian, RN, MSN, DM, C-ENP

MEDICAL GROUP TRANSFORMATION

Access 2.0: Improving Patient Scheduling and Flow

Holly Adams, FACHE, FACMPE

PHYSICIAN PARTNERSHIP

Managing the Difficult Colleague

Jeff Morris, MD, FACS, MBA

EXCELLENCE IN THE ED

Coaching vs. Cheerleading: Effective Tips To Improve Performance

Angie Esbenshade, RN, MSN

10:15 AM - 11:00 AM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

Sustaining Excellence and Keeping the Flywheel Spinning

Dan Collard

HCAHPS QUALITY OF CARE

Reducing Variance in Leader Coaching of AIDET Plus the Promise

Vikki Choate, RN, MSN, CPHQ

MEDICAL GROUP TRANSFORMATION

Core Tactics to Improve Medical Practice Patient Experience

Matthew Bates, MPH

PHYSICIAN PARTNERSHIP

Physician-Patient Communication Skill Building

Dan Smith, MD, FACEP

EXCELLENCE IN THE ED

From Talking to Texting: Tips for Managing Generational Differences

Stephanie Baker, RN, MBA, CEN, and the ED Team

11:15 AM - 12:00 PM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

Ready, Set, Go: Aligning Actionable Goals to Leader Evaluations

Kelly Dickey

HCAHPS QUALITY OF CARE

Leader Rounding on Patients: Strategies to Round on 100% of Your Patients

Diana Topjian, RN, MSN, DM, C-ENP

MEDICAL GROUP TRANSFORMATION

Office Staff Courtesy: A Commitment to Continuous Improvement

Julie O'Shaughnessy

PHYSICIAN PARTNERSHIP

Physician-Patient Communication Skills Lab

Jeff Morris, MD, FACS, MBA

EXCELLENCE IN THE ED

Considerations in Pain and Comfort Care in the Era of the Opioid Epidemic

Dan Smith, MD, FACEP

12:00 PM - 12:30 PM

Box Lunch - Grab and Go to Next Session

12:30 PM - 1:15 PM

Concurrent "How To" Sessions

Performance Improvement: What Matters Most

RaNae Wright, MHA and Jess Jones

HCAHPS Open Forum: Ask the Experts!

Faye Sullivan, RN, Erin Shipley, RN, MSN, Vikki Choate, RN, MSN, CPHQ, Diana Topjian, RN, MSN, DM, C-ENP

Looking Over the Horizon: Patient-centric Consumerism

Matthew Bates, MPH

Decoding Performance Conversations: Creating a Culture of Always
Stephanie Baker, RN, MBA, CEN

1:30 PM - 2:30 PM

KEYNOTE: Shopping at Target and Hanging With Batman

Rich Bluni, RN, Studer Group Senior Leader and Speaker