

AGENDA

DAY ONE: TUESDAY, NOVEMBER 29, 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

Mark Noon, USAF (Ret.) Studer Group Speaker

1:15 PM - 2:15 PM

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

Craig Deao, MHA, Studer Group Senior Leader and Speaker

2:30PM - 3:15 PM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

Building the Foundation for Excellence with Evidence-Based Leadership

Dan Collard

PHYSICIAN PARTNERSHIP

Creating Physician Buy-In

Jeff Morris, MD, FACS, MBA

EXCELLENCE IN THE ED TRACK (EXTENDED SESSION: 2:30PM-4:15PM)

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

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

3:30 PM - 4:15 PM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

Alignment and Accountability: The Key Factors to Achieving Results

Dan Collard and Kelly Dickey

PHYSICIAN PARTNERSHIP

Physician Burnout

Barbara Roehl, MD, MBA

EXCELLENCE IN THE ED (EXTENDED SESSION: 2:30PM-4:15PM)

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

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

4:30 PM - 5:00 PM

KEYNOTE: Connect to Purpose

DAY TWO: WEDNESDAY, NOVEMBER 30, 2016

7:00 AM - 8:00 AM

Networking Breakfast

8:00 AM - 8:10 AM

GENERAL SESSION: Welcome and Kick Start Day Two

Mark Noon, USAF (Ret.) Studer Group Speaker

8:10 AM - 9:00 AM

KEYNOTE: The Real Dollar Value of Culture

Lyn Ketelsen, MBA, RN, VP and Chief Patient Experience Officer, HCA Healthcare

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

PHYSICIAN PARTNERSHIP

First Among Equals: Physician Leadership

Jeff Morris, MD, FACS, MBA

EXCELLENCE IN THE ED (EXTENDED SESSION: 9:15AM-11:00AM)

Winning From The Beginning: Key Principles For Optimizing Front-end Flow - Stacking The Deck In Your Favor and From Getting Them In to Moving Them

Through: Dissecting Effective Flow Models to Expedite Middle Flow

Kirk Jensen, MD, MBA, FACEP and Dan Smith, MD, FACEP

10:15 AM - 11:00 AM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

Getting (And Keeping) the Right People on the Bus

Craig Deao, MHA

PHYSICIAN PARTNERSHIP

White Coats and Suit Coats: Dyad Leadership

Matthew Bates, MPH

EXCELLENCE IN THE ED (EXTENDED SESSION: 9:15AM-11:00AM)

Winning From The Beginning: Key Principles For Optimizing Front-end Flow - Stacking The Deck In Your Favor and From Getting Them In to Moving Them Through: Dissecting Effective Flow Models to Expedite Middle Flow

Kirk Jensen, MD, MBA, FACEP and Dan Smith, MD, FACEP

11:15 AM - 12:15 PM

KEYNOTE: Patient Safety: Preventing Errors and Harm in Medicine

Kirk Jensen, MD, MBA, FACEP

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

PHYSICIAN PARTNERSHIP

Physician Goal Setting and Feedback

Jeff Morris, MD, FACS, MBA

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

Sustaining Excellence and Keeping the Flywheel Spinning

Dan Collard

PHYSICIAN PARTNERSHIP

Physician Recruiting, Selection and Orientation

Dan Smith, MD, FACEP

EXCELLENCE IN THE ED

Coaching vs Cheerleading: Effective Tips to Improve Performance

Angie Esbenshade, RN, MSN

3:30 PM - 5:00 PM

KEYNOTE: 10 Minutes That Count

DAY THREE: THURSDAY, DECEMBER 1, 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

Mark Noon, USAF (Ret.) Studer Group Speaker

8:10 AM - 9:00 AM

KEYNOTE: Accountability: Turn Limited Resources into Results

Liz Jazwiec, RN, Studer Group Speaker

9:00 AM - 9:15 AM

15 Minute Networking Break

9:15 AM - 10:00 AM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

Getting Better Faster with Leader Rounding on Staff

Erin Shipley, RN, MSN

PHYSICIAN PARTNERSHIP

Managing the Difficult Colleague

Jeff Morris, MD, FACS, MBA

EXCELLENCE IN THE ED

Good Marriage or Bad Divorce: Building an Effective Dyad Relationship

Stephanie Baker, RN, MBA, CEN

10:15 AM - 11:00 AM

Concurrent Sessions

EVIDENCE-BASED LEADERSHIP

Communication Tactics that Advance the Patient Experience
Diana Topjian, RN, MSN, D.M., C-ENP and Ein Shipley, RN, MSN

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

Hourly Rounding® : A Must Have Safety Strategy
Diana Topjian, RN, MSN, D.M., C-ENP

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

EVIDENCE-BASED LEADERSHIP

Reducing Readmissions Through Recurring Care Transition Calls
Erin Shipley, RN, MSN and Rachael Johnson

PHYSICIAN PARTNERSHIP

Looking Over the Horizon: Patient-Centric Consumerism

Matthew Bates, MPH

EXCELLENCE IN THE ED

Decoding Performance Conversations: Creating a Culture of Always

Stephanie Baker, RN, MBA, CEN

1:30 PM - 2:30 PM

KEYNOTE: Every Half Second Counts: A Victim's Perspective on Quality Care

Ridley Barron, National Healthcare Speaker