

DAY ONE
MONDAY, FEBRUARY 22ND

11:30AM-1:00PM REGISTRATION & NAME BADGE PICK-UP

1:00PM-1:15PM GENERAL SESSION: WELCOME & OPENING REMARKS
CRAIG DEAO, MHA, SENIOR LEADER AND SPEAKER, STUDER GROUP

1:15PM-2:40PM OPENING KEYNOTE: PHYSICIAN BURNOUT: PREVENTING, DIAGNOSING, AND TREATING
QUINT STUDER, FOUNDER OF STUDER GROUP

2:40PM-3:00PM 20 MINUTE NETWORKING BREAK

CONCURRENT SESSIONS	EVIDENCE-BASED LEADERSHIP TRACK	HCAHPS QUALITY OF CARE TRACK	MEDICAL GROUP TRANSFORMATION TRACK	PHYSICIAN PARTNERSHIP TRACK	EXCELLENCE IN THE ED TRACK
3:00PM-3:45PM	BUILDING THE FRAMEWORK AND LEADING CHANGE QUINT STUDER, FOUNDER OF STUDER GROUP	TEACH TO THE TEST: EXPERIENCE THE HCAHPS SURVEY FOR YOURSELF VIKKI CHOATE, RN, MSN, CPHQ	PATIENT-CENTERED, PHYSICIAN-LED, SUSTAINABLY-MANAGED ORGANIZATIONS ANDREW A. ZISKIND, MD	PATIENT-CENTERED, PHYSICIAN-LED, SUSTAINABLY-MANAGED ORGANIZATIONS ANDREW A. ZISKIND, MD	LEADING YOUR ED IN A NEW ERA STEPHANIE BAKER, RN, MBA, CEN
4:00PM-4:45PM	PERFORMANCE MANAGEMENT QUINT STUDER, FOUNDER OF STUDER GROUP	PROVEN TOOLS TO SET MEANINGFUL HCAHPS LEADER EVALUATION GOALS KELLY DICKEY	FROM VOLUME TO VALUE: CREATING URGENCY FOR PHYSICIAN CHANGE ROB SCHREINER, MD, FACP, FCCP	CREATING PHYSICIAN BUY-IN JEFF MORRIS, MD, FACS, MBA	THE RIGHT GOALS. THE RIGHT BEHAVIORS. EVERYONE WINS. ANGIE ESBENSHADE, RN, MSN

DAY TWO
TUESDAY, FEBRUARY 23RD

6:45AM-7:45AM RURAL HEALTHCARE NETWORKING BREAKFAST

7:00AM-8:00AM NETWORKING BREAKFAST

8:00AM-8:10AM GENERAL SESSION: WELCOME & OPENING REMARKS
CRAIG DEAO, MHA, SENIOR LEADER AND SPEAKER, STUDER GROUP

8:10AM-9:00AM KEYNOTE: GOT CHANGE? LEAD THROUGH IT, AND EVEN INSPIRE YOUR FOLLOWERS!
PAM BEITLICH, DNP, ARNP, RN, NEA-BC, NURSING ADMINISTRATOR, SARASOTA MEMORIAL HEALTHCARE SYSTEM; SPEAKER, STUDER GROUP

CONCURRENT SESSIONS	EVIDENCE-BASED LEADERSHIP TRACK	HCAHPS QUALITY OF CARE TRACK	MEDICAL GROUP TRANSFORMATION TRACK	PHYSICIAN PARTNERSHIP TRACK	EXCELLENCE IN THE ED TRACK
9:15AM-10:00AM	GETTING (AND KEEPING) THE RIGHT PEOPLE ON YOUR BUS CRAIG DEAO, MHA	HOURLY ROUNDING: A 'MUST HAVE' SAFETY STRATEGY FAYE SULLIVAN, RN	DEVELOPING LEADERSHIP MUSCLE BARBARA HOTKO, RN, MPA	PHYSICIAN RECRUITMENT, SELECTION AND ORIENTATION DAN SMITH, MD, FACEP	MANAGING PATIENT FLOW: IT STARTS AT THE FRONT DOOR KIRK JENSEN, MD, MBA, FACEP
10:15AM-11:00AM	THE NEW CORE COMPETENCY FOR HEALTHCARE: ENGAGING PATIENTS, EMPLOYEES AND PHYSICIANS CRAIG DEAO, MHA	BEST PRACTICES FOR SHIFT HUDDLES THAT DRIVE HCAHPS RESULTS ERIN SHIPLEY, RN	DYAD LEADERSHIP: CREATING EFFECTIVE ALIGNMENT AND ACCOUNTABILITY ROB SCHREINER, MD, FACCP, FCCP AND MATTHEW BATES, MPH	PHYSICIAN ENGAGEMENT BARBARA ROEHL, MD, MBA	DIAGNOSE THEN TREAT: FINDING THE RIGHT FLOW EFFICIENCY MODEL DAN SMITH, MD, FACEP

11:15AM-12:00PM KEYNOTE: A CEO'S PERSPECTIVE: THE JOURNEY TO PERFORMANCE EXCELLENCE
ROBERT EARLEY, PRESIDENT AND CEO, JPS HEALTH NETWORK (FORT WORTH, TX)

12:00PM-1:30PM GENERAL NETWORKING LUNCH
EXCLUSIVE CEO NETWORKING LUNCH

CONCURRENT SESSIONS	EVIDENCE-BASED LEADERSHIP TRACK	HCAHPS QUALITY OF CARE TRACK	MEDICAL GROUP TRANSFORMATION TRACK	PHYSICIAN PARTNERSHIP TRACK	EXCELLENCE IN THE ED TRACK
1:30PM-2:15PM	ALIGNMENT AND ACCOUNTABILITY DAN COLLARD	USING HCAHPS SURVEY CUSTOM QUESTIONS TO ENHANCE STAFF ENGAGEMENT DIANA TOPJIAN, RN, MSN, D.M., C-ENP	PHYSICIAN AND STAFF RECRUITING AND ENGAGEMENT JULIE O'SHAUGHNESSY	CREATING PHYSICIAN BEHAVIORAL STANDARDS JEFF MORRIS, MD, FACS, MBA	MANAGING THE MIDDLE: FLOW EFFICIENCY MODELS TO EXPEDITE PATIENT THROUGHPUT DAN SMITH, MD, FACEP
2:30PM-3:15PM	LEADER ROUNDING ON STAFF KAREN COOK, RN	REDUCING READMISSIONS THROUGH RECURRING CARE TRANSITION CALLS ERIN SHIPLEY, RN AND RACHAEL JOHNSON	PATIENT EXPERIENCE: CG CAHPS 101 MATTHEW BATES, MPH	MANAGING THE DIFFICULT COLLEAGUE JEFF MORRIS, MD, FACS, MBA	KEEP ON MOVING: UNLOCKING BACK DOOR FLOW KIRK JENSEN, MD, MBA, FACEP

**DAY THREE
WEDNESDAY, FEBRUARY 24TH**

7:00AM-8:00AM NETWORKING BREAKFAST

8:00AM-9:00AM KEYNOTE: FROM BOTTOM TO TOP DECILE: THE TRANSFORMATION OF A LARGE MULTI-SPECIALTY AMBULATORY PRACTICE
 HOLLY ADAMS, FACHE, FACMPE, EXECUTIVE DIRECTOR OF CLINICAL OPERATIONS AND COMMUNITY HEALTH, OU PHYSICIANS, UNIVERSITY OF OKLAHOMA HEALTH SCIENCES CENTER

CONCURRENT SESSIONS	EVIDENCE-BASED LEADERSHIP TRACK	HCAHPS QUALITY OF CARE TRACK	MEDICAL GROUP TRANSFORMATION TRACK	PHYSICIAN PARTNERSHIP TRACK	EXCELLENCE IN THE ED TRACK
9:15AM-10:00AM	LEADERSHIP DEVELOPMENT AND THE ART OF COACHING DAN COLLARD	DEVELOPING FRONT LINE LEADERS TO FACILITATE CHANGE DIANA TOPJIAN, RN, MSN, D.M., C-ENP	CORE TACTICS TO IMPROVE PATIENT EXPERIENCE MATTHEW BATES, MPH	PHYSICIAN FEEDBACK JEFF MORRIS, MD, FACS, MBA	GOOD MARRIAGE OR BAD DIVORCE? STEPHANIE BAKER, RN, MBA CEN
10:15AM-11:00AM	KEY WORDS AT KEY TIMES AND AIDET® TO REDUCE PATIENT ANXIETY KAREN COOK, RN	REDUCING VARIANCE IN LEADER COACHING OF AIDET® PLUS THE PROMISE VIKKI CHOATE, RN, MSN, CPHQ	ACCESS 2.0: IMPROVING PATIENT SCHEDULING AND FLOW HOLLY ADAMS, FACHE, FACMPE	PHYSICIAN-PATIENT COMMUNICATION: SKILL BUILDING DAN SMITH, MD, FACEP	"PUT ME IN COACH": SELECTING AND RETAINING A WINNING TEAM STEPHANIE BAKER, RN, MBA CEN

11:00AM-11:30AM BOX LUNCHES
 GRAB & GO TO NEXT SESSION

CONCURRENT SESSIONS	HOW-TO WORKSHOPS: THESE HIGHLY INTERACTIVE SESSIONS INCLUDE ROLE PLAYING, ON-THE-SPOT COACHING AND ACTION PLANNING WITH STRATEGY EXPERTS.				
11:30AM-12:15PM	ALIGNING GOALS WITH LEADER EVALUATIONS CRAIG DEAO, MHA AND KELLY DICKEY	BEDSIDE SHIFT REPORT: WHAT RIGHT LOOKS LIKE FAYE SULLIVAN, RN AND ERIN SHIPLEY, RN	LOOKING OVER THE HORIZON: PATIENT-CENTRIC CONSUMERISM MATTHEW BATES, MPH	PHYSICIAN-PATIENT COMMUNICATION: SKILLS LAB LED BY STUDER GROUP PHYSICIAN COACHING TEAM, FACILITATED BY JEFF MORRIS, MD, FACS, MBA	COACHING VS CHEERLEADING: EFFECTIVE TIPS TO IMPROVE PERFORMANCE ANGIE ESBENSHADE, RN, MSN
12:30PM-1:15PM	TAKING CONVERSATIONS FROM DIFFICULT TO DOABLE LYNNE CUNNINGHAM, MPA, FACHE	NURSE LEADER ROUNDING: STRATEGIES TO ROUND ON 100% OF YOUR PATIENTS DIANA TOPJIAN, RN, MSN, D.M., C-ENP	DISCUSSION PANEL: HARDWIRING TRANSFORMED RESULTS FACILITATED BY MATTHEW BATES, MPH	DEPLOYING THE PHYSICIAN CHAMPION DAN SMITH, MD, FACEP	DECODING PERFORMANCE CONVERSATIONS: CREATING A CULTURE OF ALWAYS STEPHANIE BAKER, RN, MBA CEN

1:30PM-2:30PM CLOSING KEYNOTE: SHOPPING AT TARGET ... AND HANGING WITH BATMAN
 RICH BLUNI, RN, SENIOR LEADER AND SPEAKER, STUDER GROUP