

DAY ONE: TUESDAY, AUGUST 2, 2016

7:00 am - 8:30 am	REGISTRATION AND NETWORKING BREAKFAST
8:30 am - 9:00 am	CONFERENCE KICK-OFF AND INDUSTRY UPDATE Dan Collard, Managing Director, Huron Healthcare
9:00 am - 10:10 am	OPENING KEYNOTE: 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)

10:10 am - 10:30 am 20 MINUTE NETWORKING BREAK

Concurrent Sessions	BREAKOUT SESSIONS
10:30 am - 11:15 am	<u>Rome Wasn't Built in a Day: Building the Organizational Foundation through Culture, Structure, and Accountability</u> The Medical Center of Aurora (Aurora, CO)
10:30 am - 11:15 am	<u>Physician and Nursing Leadership: Equity not equality Physician and Nurse Dyad</u> Denver Health (Denver, CO)
10:30 am - 11:15 am	<u>What's Up Doc?: Building Physician Engagement in the 21st Century</u> Cooper University Health Care (Camden, NJ)
10:30 am - 11:15 am	<u>RURAL TRACK - Accountability, One First Down at a Time- Leads to a Winning Team!</u> Columbus Community Hospital (Columbus, NE)
10:30 am - 11:15 am	<u>SENIOR EXEC TRACK - Looking Over the Horizon: Patient-Centric Consumerism</u> Matthew Bates, MPH, Studer Group Senior Leader
Concurrent Sessions	BREAKOUT SESSIONS
11:30 am - 12:15 pm	<u>Levering the WHY to Achieve Exemplary Engagement</u> Arnprior Reginal Health (Arnprior, Ontario, Canada)
11:30 am - 12:15 pm	<u>Changing a Culture to Achieve ED Excellence</u> Ochsner Healthcare-Chabert (New Orleans, LA)
11:30 am - 12:15 pm	<u>The Incentive of Physician Alignment</u> AHSCR Medical Services Network (Los Angeles, CA)

11:30 am - 12:15 pm	RURAL TRACK - <u>Achieving Top Decile HCAHPS Results & the Impact of Nurse Led Interdisciplinary Care Rounds</u> Mariners Hospital (Tavernier, FL)
11:30 am - 12:15 pm	SENIOR EXEC TRACK - <u>Running on Empty? - A Prescription for Healing Physician Burnout</u> Jeff Morris MD, MBA, FACS, Studer Group Physician Coach & Speaker
12:15 pm - 1:30 pm	NETWORKING LUNCH
Concurrent Sessions	BREAKOUT SESSIONS
1:30 pm - 2:15 pm	<u>It Takes a Village: Managing Transitions in a Changing Healthcare Environment</u> Greenville Health System (Greenville, SC)
1:30 pm - 2:15 pm	<u>Improving ED patient Satisfaction Across a System of Care</u> HCA Tristar Division (Brentwood, TN)
1:30 pm - 2:15 pm	<u>Engaging Physicians and Enhancing Patient Experience</u> CHRISTUS® Trinity Clinic (Tyler, TX)
1:30 pm - 2:15 pm	RURAL TRACK - <u>Employee Engagement: Achieving World Class Engagement</u> Mary Lanning Healthcare (Hasting, NE)
1:30 pm - 2:15 pm	SENIOR EXEC TRACK - <u>Making the Case for Change without the Burning Platform</u> Southern Illinois Healthcare (Carbondale, IL)
2:15 pm - 2:35 pm	20 MINUTE NETWORKING BREAK
2:35 pm - 3:00 pm	CONFERENCE HIGHLIGHTS AND CONNECTING THE DOTS Dan Collard, Managing Director, Huron Healthcare
3:00 pm - 4:00 pm	KEYNOTE: 10 Minutes that Count - International Edition!
4:00 pm - 5:30 pm	NETWORKING RECEPTION

DAY TWO: WEDNESDAY, AUGUST 3, 2016

7:00 am - 8:00 am NETWORKING BREAKFAST

8:00 am - 8:30 am OPENING REMARKS
Dan Collard, Managing Director, Huron Healthcare

8:30 am - 9:40 am KEYNOTE: THE ROAD TO HIGH RELIABILITY HEALTHCARE
Mark Chassin, M.D., FACP, M.P.P., M.P.H., President and Chief Executive Officer,
The Joint Commission

9:40 am - 10:00 am 20 MINUTE NETWORKING BREAK

Concurrent Sessions	BREAKOUT SESSIONS
10:00 am - 10:45 am	<u>Alignment and Accountability: The Building Blocks to Driving Organizational Excellence in the Australian Healthcare Environment</u> Western New South Wales Local Health District (New South Wales, Australia)
10:00 am - 10:45 am	<u>The Role of the CXO in Creating a Great Patient Experience</u> Premier Health System (Dayton, OH)
10:00 am - 10:45 am	<u>Using Skills Labs to Improve the Patient Experience</u> Saint Barnabas Medical Center (Livingston, NJ)
10:00 am - 10:45 am	RURAL TRACK - <u>Departmental Boot Camps: Taking it to the Front Lines</u> Pocahontas Memorial Hospital (Buckeye, WV)
10:00 am - 10:45 am	SENIOR EXEC TRACK - <u>The Real Dollar Value of Culture: How Can You Know?</u> Lyn Ketelsen, MBA, RN, VP & Chief Patient Experience Officer, HCA Healthcare (Nashville, TN)
Concurrent Sessions	BREAKOUT SESSIONS
11:00 am - 11:45 am	<u>Getting Results with Evidence-Based Leadership</u> Royal Victoria Regional Health Centre (Barrie, Ontario, Canada)
11:00 am - 11:45 am	<u>Supporting an Engaged Workforce: Moving from Optionality to Accountability</u> Mary Bridge Children's Hospital (Tacoma, WA)
11:00 am - 11:45 am	<u>HCAHPS on the Move...with Rounding, Communication Boards & Teach-back</u> UW Medicine Northwest Hospital (Seattle, WA)
11:00 am - 11:45 am	RURAL TRACK - <u>DON'T STOP BELIEVIN': Our Journey to Excellence</u> Jennie Stuart Medical Center (Hopkinsville, KY)

11:00 am - 11:45 am	SENIOR EXEC TRACK - <u>Alignment and Accountability (The Right Thing to Do is Not Always Easy)</u> Henry County Hospital (Napoleon, OH)
11:45 am - 1:00 pm	NETWORKING LUNCH
Concurrent Sessions	BREAKOUT SESSIONS
1:00 pm - 1:45 pm	<u>Virtual Town Halls: Reach and Engage Employees in all Corners of Your Organization</u> Seton Healthcare Family (Austin, TX)
1:00 pm - 1:45 pm	<u>Leaders! Want Sustained Results? Look in the Mirror</u> Mary Greeley Medical Center (Ames, IA)
1:00 pm - 1:45 pm	<u>How to Create a Culture of Excellence Driven by Staff</u> Lafayette General Health System (Lafayette, LA)
1:00 pm - 1:45 pm	<u>Decrease RN Vacancy Rate by 58% in 24 Hours</u> CarolinaEast Medical Center (New Bern, NC)
1:00 pm - 1:45 pm	SENIOR EXEC TRACK - <u>Physician Feedback</u> Gurpreet Dhaliwal, M.D., Professor of Medicine, University of California San Francisco
1:45 pm - 2:05 pm	20 MINUTE NETWORKING BREAK
2:05 pm - 3:05 pm	<u>KEYNOTE: Frontline Challenges in The New Era of Health IT</u> Gurpreet Dhaliwal, M.D., Professor of Medicine, University of California San Francisco
3:05 pm - 3:10 pm	CONNECT THE DOTS AND INTRODUCTION Dan Collard, Managing Director, Huron Healthcare
3:10 pm - 4:20 pm	KEYNOTE: LIGHT, LOVE, AND SHINY PENNIES Rich Bluni, RN, Studer Group Senior Leader, Speaker and Author
5:30 pm - 8:00 pm	PRIVATE AWARDS RECEPTION & DINNER

DAY THREE: THURSDAY, AUGUST 4, 2016

7:00 am - 8:00 am NETWORKING BREAKFAST

8:00 am - 8:30 am HIGHLIGHTS AND CONNECTING THE DOTS
Dan Collard, Managing Director, Huron Healthcare

8:30 am - 9:30 am KEYNOTE: The New Core Competency for Healthcare: Engaging Patients, Employees & Physicians
Craig Deao, MHA, Studer Group Senior Leader and Speaker

9:30 am - 9:50 am 20 MINUTE NETWORKING BREAK

Concurrent Sessions ACCELERATE YOUR RESULTS! JOIN STUDER GROUP COACHES FOR AN INTERACTIVE HOW-TO SESSION ON SPECIFIC TOOLS, TACTICS, AND BEHAVIORS PROVEN TO ACCELERATE RESULTS!

9:50 am - 10:40 am Saving Lives with Care Transition Calls
Rachael Johnson, Studer Group Coach Specialist

9:50 am - 10:40 am Aligning Physician Performance Management with Value Based Payments: Provider Feedback SystemSM and Physician Compensation
Dan Smith, MD, FACEP, Studer Group Medical Director & Mike Coppola, Studer Group Partner Development

9:50 am - 10:40 am 5 Tips for Successful Goal Setting
Kelly Dickey, Studer Group Coach Specialist

9:50 am - 10:40 am Performance Improvement: What Matters Most
RaNae Wright, Studer Group Coach & Jess Jones, CHFP, Managing Director, Huron Healthcare

9:50 am - 10:40 am Panel Discussion: Learn How the Excellence in Patient Care Award Winners Are Achieving Results
Hear how top performing award winners are achieving and sustaining results
Facilitated by: Craig Deao, MHA, Studer Group Senior Leader

10:40 am - 11:00 am NETWORKING BREAK

11:00 am - 12:00 pm CLOSING KEYNOTE: TIMELESS PRINCIPLES LEARNED AS A TWO-TIME MALCOLM BALDRIGE WINNER WITH STUDER GROUP
Bob Murphy, RN, JD, Studer Group Senior Leader and Speaker