

This educational event offers up to 13.75 continuing education hours and continuing medical education (CME) credits for healthcare teams.

**DAY ONE  
MONDAY, MAY 9TH**

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

**1:00 PM-1:30 PM GENERAL SESSION: WELCOME & OPENING REMARKS**  
 MARK NOON, BS, MA, STUDER GROUP COACH AND SPEAKER

**1:30 PM-2:40 PM THE NEW CORE COMPETENCY FOR HEALTHCARE: ENGAGING PATIENTS, EMPLOYEES & PHYSICIANS**  
 CRAIG DEAO, MHA, SENIOR LEADER AND SPEAKER, STUDER GROUP

**2:40 PM-3:00 PM 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
3:00 PM-3:45 PM	<b>BUILDING THE FOUNDATION FOR EXCELLENCE WITH EVIDENCE-BASED LEADERSHIP</b> DAN COLLARD	<b>BEDSIDE SHIFT REPORT: WHAT RIGHT LOOKS LIKE</b> FAYE SULLIVAN, RN AND ERIN SHIPLEY, RN, MSN	<b>CREATING PHYSICIAN BUY-IN</b> JEFF MORRIS, MD, FACS, MBA	<b>CREATING PHYSICIAN BUY-IN</b> JEFF MORRIS, MD, FACS, MBA	<b>"PUT ME IN COACH": SELECTING AND RETAINING A WINNING TEAM</b> STEPHANIE BAKER, RN, MBA, CEN
4:00 PM-4:45 PM	<b>ALIGNMENT &amp; ACCOUNTABILITY: THE KEY FACTORS TO ACHIEVING RESULTS</b> DAN COLLARD	<b>PROVEN TOOLS TO SET MEANINGFUL HCAHPS LEADER EVALUATION GOALS</b> KELLY DICKEY	<b>PHYSICIAN RECRUITING, SELECTION AND ORIENTATION</b> DAN SMITH, MD, FACEP	<b>PHYSICIAN RECRUITING, SELECTION AND ORIENTATION</b> DAN SMITH, MD, FACEP	<b>THE RIGHT GOALS. THE RIGHT BEHAVIORS. EVERYONE WINS.</b> ANGIE ESBENSHADE, RN, MSN

**DAY TWO  
TUESDAY, MAY 10TH**

**7:00 AM-8:00 AM NETWORKING BREAKFAST**

**8:00 AM-8:10 AM GENERAL SESSION: WELCOME & OPENING REMARKS**  
MARK NOON, BS, MA, STUDER GROUP COACH AND SPEAKER

**8:10 AM-9:00 AM KEYNOTE: 10 MINUTES THAT COUNT**  
5 HEALTHCARE LEADERS SHARE LESSONS LEARNED FROM THEIR JOURNEYS

CONCURRENT SESSIONS	EVIDENCE-BASED LEADERSHIP TRACK	HCAHPS QUALITY OF CARE TRACK	MEDICAL GROUP TRANSFORMATION TRACK	PHYSICIAN PARTNERSHIP TRACK	EXCELLENCE IN THE ED TRACK
9:15 AM-10:00 AM	<b>LEADERSHIP DEVELOPMENT AND THE ART AND SCIENCE OF SUCCESSFUL COACHING</b> BOB MURPHY, RN, JD	<b>HOURLY ROUNDING: A MUST HAVE SAFETY STRATEGY</b> FAYE SULLIVAN, RN	<b>FIRST AMONG EQUALS: PHYSICIAN LEADERSHIP</b> ANDY ZISKIND, MD	<b>FIRST AMONG EQUALS: PHYSICIAN LEADERSHIP</b> ANDY ZISKIND, MD	<b>MANAGING PATIENT FLOW: IT STARTS AT THE FRONT DOOR</b> KIRK JENSEN, MD, MBA, FACEP
10:15 AM-11:00 AM	<b>GETTING (AND KEEPING) THE RIGHT PEOPLE ON THE BUS</b> CRAIG DEAO, MHA	<b>BEST PRACTICES FOR SHIFT HUDDLES THAT DRIVE HCAHPS RESULTS</b> ERIN SHIPLEY, RN, MSN	<b>WHITE COATS AND SUIT COATS: DYAD LEADERSHIP</b> ROB SCHREINER, MD, FACP AND MATTHEW BATES MPH	<b>WHITE COATS AND SUIT COATS: DYAD LEADERSHIP</b> ROB SCHREINER, MD, FACP AND MATTHEW BATES MPH	<b>DIAGNOSE THEN TREAT: FINDING THE RIGHT FLOW EFFICIENCY MODEL</b> DAN SMITH, MD, FACEP
11:15 AM-12:00 PM	<b>HIGHMIDDLELOW®: WHAT MATTERS MOST IN PERFORMANCE MANAGEMENT</b> BOB MURPHY, RN, JD	<b>USING HCAHPS SURVEY CUSTOM QUESTIONS TO ENHANCE STAFF ENGAGEMENT</b> DIANA TOPJIAN, RN, MSN, D.M., C-ENP	<b>MEDICAL PRACTICE PATIENT EXPERIENCE OVERVIEW: CG CAHPS</b> MATTHEW BATES, MPH	<b>PHYSICIAN BURNOUT: DIAGNOSIS AND TREATMENT</b> BARBARA ROEHL, MD	<b>MANAGING THE MIDDLE: FLOW EFFICIENCY MODELS TO EXPEDITE PATIENT THROUGHPUT</b> DAN SMITH, MD, FACEP

**12:00 PM-1:30 PM 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
1:30 PM-2:15 PM	<b>GETTING BETTER FASTER WITH LEADER ROUNDING ON STAFF</b> BOB MURPHY, RN, JD	<b>REDUCING READMISSIONS THROUGH RECURRING CARE TRANSITION CALLS</b> ERIN SHIPLEY, RN, MSN AND RACHAEL JOHNSON	<b>ACCESS 2.0: IMPROVING PATIENT SCHEDULING AND FLOW</b> HOLLY ADAMS, FACHE, FACMPE	<b>MANAGING THE DIFFICULT COLLEAGUE</b> JEFF MORRIS, MD, FACS, MBA	<b>KEEP ON MOVING: UNLOCKING BACK DOOR FLOW</b> KIRK JENSEN, MD, MBA, FACEP
2:30 PM-3:15 PM	<b>AIDET: A FRAMEWORK FOR AUTHENTIC AND COMPASSIONATE CARE</b> BOB MURPHY, RN, JD	<b>DEVELOPING FRONT LINE LEADERS TO FACILITATE CHANGE</b> DIANA TOPJIAN, RN, MSN, D.M., C-ENP	<b>CARE COORDINATION</b> LYNN SCHNEIDER GRENNAN, ABV	<b>PHYSICIAN GOAL SETTING AND FEEDBACK</b> JEFF MORRIS, MD, FACS, MBA	<b>GOOD MARRIAGE OR BAD DIVORCE?</b> STEPHANIE BAKER, RN, MBA CEN AND DAN SMITH, MD, FACEP

3:30 PM-4:30 PM

**LESSONS FROM THE COUNTRY'S LARGEST HEALTH CARE SYSTEM**

**THE HONORABLE DAVID J. SHULKIN, MD, UNDER SECRETARY OF HEALTH, UNITED STATES DEPARTMENT OF VETERANS AFFAIRS**

**DAY THREE  
WEDNESDAY, MAY 11TH**

**7:00 AM-8:00 AM NETWORKING BREAKFAST**

**8:00 AM-8:55 AM LEADERSHIP MASTERY**  
BOB MURPHY, RN, JD, STUDER GROUP SPEAKER

**8:55 AM-9:45 AM A CEO PERSPECTIVE - SHARING THE JOURNEY TO EXCELLENCE**  
L. KEITH GRANGER, PRESIDENT/CEO, GRANDVIEW MEDICAL CENTER

CONCURRENT SESSIONS	EVIDENCE-BASED LEADERSHIP TRACK	HCAHPS QUALITY OF CARE TRACK	MEDICAL GROUP TRANSFORMATION TRACK	PHYSICIAN PARTNERSHIP TRACK	EXCELLENCE IN THE ED TRACK
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10:00 AM-10:45 AM	<b>SUSTAINING EXCELLENCE &amp; KEEPING THE FLYWHEEL SPINNING</b> DAN COLLARD	<b>REDUCING VARIANCE IN LEADER COACHING OF AIDET® PLUS THE PROMISE</b> VIKKI CHOATE, RN, MSN, CPHQ	<b>CORE TACTICS TO IMPROVE MEDICAL PRACTICE PATIENT EXPERIENCE</b> MATTHEW BATES, MPH	<b>PHYSICIAN-PATIENT COMMUNICATION: SKILL BUILDING</b> DAN SMITH, MD, FACEP	<b>CRITICAL COMMUNICATION TACTICS THAT DRIVE OUTCOMES:</b> -TEAMING AT THE BEDSIDE -MANAGING UP -BEDSIDE SHIFT REPORT -DAILY HUDDLES STEPHANIE BAKER, RN, MBA CEN & ED TEAM
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**CONCURRENT SESSIONS**  
**HOW-TO WORKSHOPS: THESE HIGHLY INTERACTIVE SESSIONS INCLUDE ROLE PLAYING, ON-THE-SPOT COACHING AND ACTION PLANNING WITH STRATEGY EXPERTS.**

11:00 AM-11:45 AM	<b>READY, SET, GO: ALIGNING ACTIONABLE GOALS TO LEADER EVALUATIONS</b> KELLY DICKEY	<b>LEADER ROUNDING ON PATIENTS: STRATEGIES TO ROUND ON 100% OF YOUR PATIENTS</b> DIANA TOPJIAN, RN, MSN, D.M., C-ENP	<b>OFFICE STAFF COURTESY: A COMMITMENT TO CONTINUOUS IMPROVEMENT</b> JULIE O'SHAUGHNESSY	<b>PHYSICIAN-PATIENT COMMUNICATION: SKILLS LAB</b> JEFF MORRIS, MD, FACS, MBA	<b>COACHING VS CHEERLEADING: EFFECTIVE TIPS TO IMPROVE PERFORMANCE</b> ANGIE ESBENSHADE, RN, MSN
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**11:45 AM-12:30 PM 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.**

12:30 PM-1:15 PM	<b>MAXIMIZING YOUR LEADERSHIP MINUTES</b> JACKIE GAINES, MS, BSN	<b>HCAHPS OPEN FORUM: ASK THE EXPERTS!</b> FAYE SULLIVAN, RN, VIKKI CHOATE, RN, MSN, CPHQ, ERIN SHIPLEY, RN, MSN, AND DIANA TOPJIAN, RN, MSN, D.M., C-ENP	<b>LOOKING OVER THE HORIZON: PATIENT-CENTRIC CONSUMERISM</b> MATTHEW BATES, MPH	<b>LOOKING OVER THE HORIZON: PATIENT-CENTRIC CONSUMERISM</b> MATTHEW BATES, MPH	<b>DECODING PERFORMANCE CONVERSATIONS: CREATING A CULTURE OF ALWAYS</b> STEPHANIE BAKER, RN, MBA CEN
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**1:30 PM-2:30 PM HEAD HEART HANDS**  
LISA DELONG, RN, STUDER GROUP SPEAKER