

AGENDA

DAY ONE: MONDAY, SEPTEMBER 11, 2017

10:30 AM - 1:00 PM

Registration and Name Badge Pick-Up

11:00 AM - 12:00 PM

Pre-Conference Session: Evidence-Based LeadershipSM 101

Craig Deao, MHA, Studer Group Senior Leader and Speaker

****Lunch not included, please join back at 1PM for the official conference kick-off****

1:00 PM - 1:15 PM

GENERAL SESSION: Welcome and Opening Remarks

Craig Deao, MHA, Studer Group Senior Leader and Speaker

1:15 PM - 2:10 PM

KEYNOTE: The E-Factor: How Engaged Patients, Clinicians, Leaders, and Employees will Transform Healthcare

Craig Deao, MHA, Studer Group Senior Leader and Speaker

2:10 PM - 2:30 PM

20 Minute Networking Break

2:30 PM - 3:15 PM

Concurrent Sessions

PATIENT ENGAGEMENT TRACK

Lessons Learned About Consumerism From Other Industries

Craig Deao, MHA, Studer Group Senior Leader and Speaker

PHYSICIAN ENGAGEMENT TRACK

Running on Empty? A Prescription for Healing Physician Burnout
Jeff Morris MD, MBA, FACS, Studer Group Physician Coach and Speaker

EMPLOYEE AND LEADER ENGAGEMENT TRACK

The Power of Positivity: How to Drive Happiness, Engagement, and Greater Performance at Work

Kandi Wiens, Huron Senior Director
& Jess Jones, CHFP, Huron Managing Director

3:30 PM - 4:15 PM

Concurrent Sessions

PATIENT ENGAGEMENT TRACK

How to Improve Care Delivery through Patient Engagement

Ted James, MD, MHCM, FACS, Surgical Oncologist / Medical Director and Physician Speaker

PHYSICIAN ENGAGEMENT TRACK

Leading Medical Group Transformation

Matthew Bates, MPH, Huron Managing Director

EMPLOYEE AND LEADER ENGAGEMENT TRACK

Engaging Employees in Patient Safety Practices

Vikki Choate, MSN, RN, NEA-BC, CCM, CPHQ , Studer Group Coach

4:15 PM - 4:30 PM

15 Minute Networking Break

4:30 PM - 5:00 PM

KEYNOTE: A Patient's Perspective: Healing Patient Engagement

Kris Ann Piazza, Studer Group Coach

7:00 AM - 8:00 AM

Networking Breakfast

8:00 AM - 8:10 AM

GENERAL SESSION: Welcome and Kick Start Day Two
Craig Deao, MHA, Studer Group Senior Leader and Speaker

8:10 AM - 9:00 AM

KEYNOTE: Engagement Starts at the Top with Leadership
Linda Deering Dean, RN, President of Advocate Sherman Health

9:15 AM - 10:00 AM

Concurrent Sessions

PATIENT ENGAGEMENT TRACK

Making the HCAHPS Pain Domain Less Painful
Lisa Reich, RN, Studer Group Coach

PHYSICIAN ENGAGEMENT TRACK

Partner Perspective: Compassionomics - How the Clinical and Economic Value of Caring Can Drive Physician Engagement Scores
Cooper Universtiy Health Care
Anthony J. Mazzarelli, MD, JD, MBE
Senior Executive VP and Chief Physician Executive

EMPLOYEE AND LEADER ENGAGEMENT TRACK

The Surprising Truth About Engaging Millennials
Kandi Wiens, Huron Senior Director
Jess Jones, CHFP, Huron Managing Director

10:15 AM - 11:00 AM

Concurrent Sessions

PATIENT ENGAGEMENT TRACK

If You Can Measure It, You Can Manage It: Quantifying Patient Engagement (PAM)

Faye Sullivan, RN, Studer Group Coach

Craig Swanson, Co-founder and President, Insignia Health

PHYSICIAN ENGAGEMENT TRACK

Physician Engagement in Quality and Safety

Dave Marshall, Huron Managing Director

EMPLOYEE AND LEADER ENGAGEMENT TRACK

Don't Hire Peter Gibbons: How to Find the Engagement Gene During the Selection Process

Craig Deao, MHA, Studer Group Senior Leader and Speaker

11:15 AM - 12:15 PM

KEYNOTE: Culture of Service

Erica Javellana, Zappos Speaker of the House

12:15 PM - 1:30 PM

Networking Lunch

1:30 PM - 2:15 PM

Concurrent Sessions

PATIENT ENGAGEMENT TRACK

Partner Perspective: Advocate Sherman Hospital Bridging the Gap: Improving Transitions of Care

Cheri Goll, MSN, RN, NE-BC, Chief Nurse Executive/VP Nursing

Joan Kanute, MS, RD, CNSC, CPXP Executive Director Service Excellence

PHYSICIAN ENGAGEMENT TRACK

Creating A Culture of Physician Partnership

Jeff Morris MD, MBA, FACS, Studer Group Physician Coach and Speaker

EMPLOYEE AND LEADER ENGAGEMENT TRACK

Partner Perspective: Transforming Employee Engagement

McLaren Health Care

Bart Buxton, President

2:30 PM - 3:15 PM

Concurrent Sessions

PATIENT ENGAGEMENT TRACK

AIDET Plus the Promise What You Say Makes a Difference

Rich Bluni, RN, Studer Group Senior Leader & Speaker

PHYSICIAN ENGAGEMENT TRACK

The Consumer-Centric Physician Organization

Matthew Bates, MPH, Huron Managing Director

EMPLOYEE AND LEADER ENGAGEMENT TRACK

Making the Marriage Work: Post-Merger Success Factors

Jonathan Saylor, Huron Managing Director

3:30 PM - 3:40 PM

Welcome Message by Jim Roth, Chief Executive Officer, Huron

3:40 PM - 4:45 PM

KEYNOTE: 10 Minutes That Count

How To Transform Healthcare: Motivating Clinical Teams - Ted James, MD, MHCM, FACS, Surgical Oncologist / Medical Director and Physician Speaker

Narrowing the Focus - Lisa Reich, RN

Physician Engagement - Bart Buxton, CEO of McLaren Health Oakland

Authentic Engagement with Heart-Centered Leaderships - Tom Dahlborg

Improving Care Transitions: A Tale of Two Journeys - Faye Sullivan, RN

7:00 AM - 8:00 AM

Networking Breakfast

8:00 AM - 8:10 AM

GENERAL SESSION: Connect the Dots and Kick Start Day 3

Craig Deao, MHA, Studer Group Senior Leader and Speaker

8:10 AM - 9:00 AM

Building a World-Class Healthcare System on a Foundation of Culture and People

Mark Clement, President of TriHealth

9:15 AM - 10:00 AM

Concurrent Sessions

PATIENT ENGAGEMENT TRACK

Bedside Shift Report and Communication Boards: Including the Patient as a Member of the Care Team

Erin Shipley, RN, MSN , Studer Group Coach

PHYSICIAN ENGAGEMENT TRACK

Valuing Physicians in Value Driven Care World

Jeff Gruen, M.D., M.B.A.

Huron Chief Clinical Innovation Officer and Managing Director

EMPLOYEE AND LEADER ENGAGEMENT TRACK

Leader Rounding on Employees: The #1 Tactic to Improve Employee Engagement

Rich Bluni, RN, Studer Group Senior Leader & Speaker

10:15 AM - 11:00 AM

Concurrent Sessions

PATIENT ENGAGEMENT TRACK

Hourly Rounding®: Engaging Patients While Reducing Harm

Faye Sullivan, RN, Studer Group Coach

PHYSICIAN ENGAGEMENT TRACK

4 Highly Effective Tactics to Advance Practice Efficiency: Scribe, APPS, EHRs and Access

Matthew Bates, MPH, Huron Managing Director

EMPLOYEE AND LEADER ENGAGEMENT TRACK

highmiddlelow® Performance Conversations

Tad Hunt, MS, Studer Group Coach

11:15 AM - 12:00 PM

Concurrent Sessions

PATIENT ENGAGEMENT TRACK

Engaging Patients As Financial Partners

Sondra Cari, Huron Managing Director

Ryan McPherson, Huron Managing Director

PHYSICIAN ENGAGEMENT TRACK

Doctors: Let's Listen to our Patients!

Joshua M. Kosowsky, MD, FACEP, Director for Patient Experience and Provider

Engagement at Brigham & Women's Hospital and Medical Director for Studer Group

EMPLOYEE AND LEADER ENGAGEMENT TRACK

Engaging the Nursing Workforce

Lisa Reich, RN, Studer Group Coach

12:00 PM - 12:30 PM

Box Lunches - Grab & Go To Next Session

12:30 PM - 1:15 PM

Concurrent Sessions

PATIENT ENGAGEMENT TRACK

Care Transition Calls: A Strategy for Patient Engagement and Outcomes

Rachael Johnson, Studer Group Coach Specialist

Erin Shipley, RN, MSN , Studer Group Coach

PHYSICIAN ENGAGEMENT TRACK

Physician Compensation in Transition from Volume to Value

Michael Coppola, FACHE, Studer Group Partner Development

EMPLOYEE & LEADER ENGAGEMENT TRACK

Nobody Fights Their Own Ideas - Innovation as a Source of Engagement

Craig Deao, MHA, Studer Group Senior Leader and Speaker

1:30 PM - 2:30 PM

KEYNOTE: The Heart of Engagement

Rich Bluni, RN, Studer Group Senior Leader and Speaker