

AGENDA

DAY ONE: TUESDAY, AUGUST 1, 2017

7:30 AM - 9:00 AM

Buffet Breakfast

7:45 AM - 9:00 AM

Registration Open

7:45 AM - 8:30 AM

EARLY BIRD SESSION: Evidence-Based LeadershipSM 101

Craig Deao, MHA

9:00 AM - 9:30 AM

Conference Kick-off and Industry Update

9:30 AM - 10:15 AM

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

Craig Deao, MHA, Studer Group Senior Leader and Speaker

10:15 AM - 10:30 AM

Networking Break

10:30 AM - 11:15 AM

Anesthesia: A Critical Element of the Patient Experience

North American Partners in Anesthesia (Melville, NY)

An Etch-A-Sketch Moment: Taking Patient Flow From Impossible to Possible

Aurora St. Luke's (Milwaukee, WI)

Bridging the Gap: Improving Transitions of Care

Advocate Sherman Hospital (Elgin, IL)

RURAL HEALTHCARE TRACK: Positioning Yourself For A Successful Affiliation: The Littleton Regional Healthcare Story

North Country Healthcare

SENIOR EXECUTIVE TRACK: Changing the Oil and Planting Oak Trees: An HRO Travelogue

Madigan Army Medical Center (Tacoma, WA)

11:30 AM - 12:15 PM

Row Row Row Your Boat: Charting the Course to Exceptional Results Using Straight A Leadership

Methodist Healthcare (San Antonio, TX)

Making a First Impression that Lasts: Improving ED Front-End Process (Triage and Patient Arrival)

Glendale Adventist Medical Center (Glendale, CA)

Evidence Based Leadership Skills to Improve Employee Engagement: The Secret Sauce

Adventist HealthCare Rehabilitation (Rockville, MD)

RURAL HEALTHCARE TRACK: Achieving and Sustaining a Winning Culture

Fairview Northland Medical Center, Fairview Health Services (Princeton, MN)

SENIOR EXECUTIVE TRACK: Strategy: Why It's Essential in Health Care

J Pegues, Huron Managing Director

12:30 PM - 1:35 PM

Networking Lunch

1:35 PM - 2:20 PM

The Magnet Journey and Studer Group's Evidence Based Leadership: Are They The Same Path?

University of Washington Medical Center (Seattle, WA)

Improving Emergency Department Quality and Care

Hawkesbury and District General Hospital (Hawkesbury, Ontario, Canada)

A Heart Beat in Health Care: Compassion

Altru Health System (Grand Forks, ND)

RURAL HEALTHCARE TRACK: Value. Coaching. Excellence.

Jamestown Regional Medical Center (Jamestown, ND)

SENIOR EXECUTIVE TRACK: Physician Communication: Lessons from the Creation of a Coaching Network

MultiCare Health System (Tacoma, WA)

Dr. Scott Taylor, Medical Director for Service Excellence

2:20 PM - 2:35 PM

Networking Break

2:35 PM - 3:00 PM

Conference Highlights and Connecting the Dots

Colleen McCrory, MBA, FACHE, Studer Group Coach and Speaker

3:00 PM - 4:00 PM

KEYNOTE: 10 Minutes That Count

Quality versus Service - Liz Jazwiec, RN

Service Recovery: The Power of a 2nd Chance - Bob Murphy, RN

The High Reliability Journey- Dave Marshall

The Power of Positivity - Kandi Wiens, MBA, EdD

Transitions of Care - Faye Sullivan, RN

4:00 PM - 5:00 PM

NETWORKING RECEPTION

Featuring our Studer Spotlights: Healthcare Success Posters

DAY TWO: WEDNESDAY, AUGUST 2, 2017

7:00 AM - 7:30 AM

ZUMBA with Jackie Gaines
Chicago Ballroom X

8:00 AM - 9:00 AM

Networking Breakfast

9:00 AM - 9:15 AM

GENERAL SESSION Welcome Day Two Kick-off

9:15 AM - 10:00 AM

A CEOs Perspective: Creating An Action - Oriented, Aligned and Mission Focused Organization
Jaime Wesolowski, President and Chief Executive Officer, Methodist Healthcare, HCA

10:00 AM - 10:15 AM

Networking Break

10:15AM - 11:00 AM

The Benefit of Positive Change - Improved Patient Satisfaction and Financial Stability

Three Rivers Health (Three Rivers, MI)

Improving Timely Action and Cost Per Case in the Emergency Department

Hôpital Montfort Emergency Department (Ottawa, Ontario, Canada)

Dyad Leadership: A Critical Element of a High Performing Medical Group

Gulf Coast Medical Center (Pensacola, FL)

RURAL HEALTHCARE TRACK: Turning the Tables on High Turnover: Empowering Peer Interviewers to be the Guardians of Your Culture and using RCAs to Improve Retention

St David's Georgetown Medical Center (Georgetown, TX)

SENIOR EXECUTIVE TRACK: Moving Beyond Metrics: How Vision and Accountability Can Transform Culture and HCAHPS

Adventist Health Clearlake

David Santos, CEO

11:15AM - 12:00 PM

Cultural Transformation and Execution of Dyad Leadership

CHRISTUS St. Frances Cabrini Hospital (Alexandria, LA)

Getting Engaged: The First Step to Living Happily Ever After at Work

Cooper University Hospital (Camden, NJ)

Baptist Leadership & Management System: Aligning 1200 Leaders at 21 Hospitals in 3 States

Baptist Memorial Hospital (Memphis, TN)

RURAL HEALTHCARE TRACK: The Patient Experience Role: Do You Have the Alignment and Bandwith in Place to Drive the Culture Change You Need?

Adventist Health Clearlake

SENIOR EXECUTIVE TRACK: Using Evidence Based Leadership to Drive Cultural Transformation at The Joint Commission

The Joint Commission (Oak Brook, IL)

12:00 PM - 1:20 PM

Networking Lunch

1:20 PM - 2:05 PM

Outpatient Lab Moving Results with a New Commitment to the Must Haves®

Intermountain Healthcare: Dixie Regional Medical Center (St. George, UT)

Hardwiring Excellence in Revenue Cycle

John D. Achbold Memorial Hospital (Thomasville, GA)

Good, Better... Next is Best: Improving and Sustaining Patient Satisfaction Through Structure and Accountability

McLaren Health System (Lansing, MI)

RURAL HEALTHCARE TRACK: Engagement When It's Needed The Most

Door County Medical Center (Sturgeon Bay, WI)

SENIOR EXECUTIVE TRACK: Physician Engagement: Our Voyage to the 99th Percentile

Castle Medical Center (Kailua, HI)

Kathy Raethel, CEO

2:05PM - 2:20 PM

Networking Break

2:20 PM - 3:05 PM

Population Health: How to Reduce Readmissions and Improve Outcomes by Activating Patients and Care Teams

Sacred Heart Health System (Ascension Gulf Ministry) (Pensacola, FL)

Driving Results through Validation

CoxHealth (Springfield, MO)

Moving the Mark to be Best in the Bayou: Success in HCAHPS and Employee Engagement

Terrebonne General Medical Center (Houma, LA)

RURAL HEALTHCARE TRACK: Implementing Standards of Behavior in a Critical Access Hospital and hardwiring into the evaluation process

Mitchell County Hospital Health Services (Beloit, KS)

SENIOR EXECUTIVE TRACK: Panel Discussion: 2017 Excellence In Patient Care Award Winners

3:05 PM - 3:30 PM

Networking Break

Spotlight Poster Viewing

3:30 PM - 4:30 PM

KEYNOTE: The Heart of Engagement

Rich Bluni, RN

7:00 AM - 7:30 AM

ZUMBA with Jackie Gaines

7:30 AM - 8:30 AM

Networking Breakfast

8:30 AM - 8:45 AM

GENERAL SESSION: Connect the Dots and Closing Remarks

8:45 AM - 9:45 AM

KEYNOTE: Leadership Competencies for 21st Century Healthcare
Presented by Craig Deao, MHA, Studer Group senior leader and speaker, Mark Graban, an internationally recognized author, speaker, consultant and entrepreneur, and Prashant Srivastava, Principal, Innosight

9:45 AM - 10:00 AM

Networking Break

10:00 AM - 10:45 AM

How to Prepare Now for OAS CAHPS

Erin Shipley, RN, MSN

Sustaining Excellence and Keeping the Flywheel Spinning

Mitch Hagins

Improving Transitions of Care

Diana Topjian, RN, MSN, D.M., C-ENP and Rachael Johnson

Leading a Culture Through High Reliability Change

Vikki Choate, MSN, RN, NEA-BC, CCM, CPHQ and Tony Gorski

Leading The Charge: How Does a CXO Lead for Alignment

Debbie Landers, MBA and Colleen McCrory, MBA, FACHE

10:45 AM - 11:00 AM

Networking Break

11:00 AM - 12:00 PM

CLOSING KEYNOTE: Eyes Wide Open: Choose How You Live and Lead In Every Moment

Isaac Lidsky, a dynamic young speaker, author and executive consultant with a mile-long resume and inspiring, insightful lessons on overcoming personal and professional challenges.