

# AGENDA

## DAY ONE: MONDAY, FEBRUARY 6, 2017

10:00 AM - 1:00 PM

Registration and Name Badge Pick-Up

11:00 AM - 12:00 PM

**PRE-CONFERENCE SESSION:** Evidenced-Based Leadership<sup>SM</sup> 101  
Craig Deao, MHA, Studer Group Senior Leader and Speaker

12:00 PM - 1:00 PM

Hour Break Before Start of Conference

1:00 PM - 1:15 PM

**GENERAL SESSION:** Welcome and Opening Remarks  
BG Porter, Managing Director, Leader of Advancing Solutions, Healthcare Practice,  
Huron

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**

Population Health or Precision Medicine?

Gary Anthony, Huron Managing Director

## **PHYSICIAN ENGAGEMENT**

The Drivers for Physician Engagement

Matthew Bates, MPH, Huron Managing Director

## **EMPLOYEE & LEADER ENGAGEMENT**

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

Craig Deao, MHA, Studer Group Senior Leader and Speaker

3:30 PM - 4:15 PM

Concurrent Sessions

## **PATIENT ENGAGEMENT**

AIDET®: What You Say Makes a Difference

Rich Bluni, RN, Studer Group Senior Leader and Speaker

## **PHYSICIAN ENGAGEMENT**

Running on Empty? A Prescription for Healing Physician Burnout

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

## **EMPLOYEE & LEADER ENGAGEMENT**

Creating Cultures of Engagement and Accountability

Dan Collard, Huron Managing Director and Market Leader, National Systems

4:15 PM - 4:30 PM

15 Minute Networking Break

4:30 PM - 5:00 PM

**KEYNOTE:** Healing Patient Engagement

Kris Ann Piazza, Studer Group Coach

## DAY TWO: TUESDAY, FEBRUARY 7, 2017

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:** Mission, Brand, and Culture Collide

Brenda Brinson, USAA, Assistant Vice President of Organizational Effectiveness

9:15 AM - 10:00 AM

Concurrent Sessions

### **PATIENT ENGAGEMENT**

Patient Engagement is Key to Bundled Payments

Hazel Seabrook, RN, MBA, Huron Managing Director and Lisa Reich, RN, Studer Group Coach

### **PHYSICIAN ENGAGEMENT**

Physician Engagement in Quality and Safety

Dave Marshall, Huron Managing Director

### **EMPLOYEE & LEADER ENGAGEMENT**

highmiddlelow® Performer Conversations

Dan Collard, Huron Managing Director and Market Leader, National Systems

10:15 AM - 11:00 AM

Concurrent Sessions

### **PATIENT ENGAGEMENT**

If You Can Measure it, You Can Manage It: Quantifying Patient Engagement  
Faye Sullivan, RN, Studer Group Coach & Craig Swanson, Co-founder and President,  
Insignia Health

## PHYSICIAN ENGAGEMENT

Clinical Integrated Network Success  
Gary Anthony, Huron Managing Director

## EMPLOYEE & LEADER ENGAGEMENT

Nobody Fights Their Own Ideas - Innovation as a Source of Engagement  
Craig Deao, MHA, Studer Group Senior Leader and Speaker

11:15 AM - 11:25 AM

A Message From Jim Roth, President and CEO of Huron

11:25 AM - 12:30 PM

**KEYNOTE** This Stuff Actually Works!  
Robert Earley, President and CEO, JPS Health Network

12:30 PM - 1:30 PM

Networking Lunch

1:30 PM - 2:15 PM

Concurrent Sessions

## PATIENT ENGAGEMENT

Looking Over the Horizon: Patient-centric Consumerism  
Matthew Bates, MPH, Huron Managing Director

## PHYSICIAN ENGAGEMENT

Creating Physician Buy-In  
Jeff Morris MD, MBA, FACS, Studer Group Physician Coach and Speaker

## EMPLOYEE & LEADER ENGAGEMENT

Leader Rounding on Employees: The #1 Tactic to Engage Employees  
Rich Bluni, RN, Studer Group Senior Leader and Speaker

Concurrent Sessions

## **PATIENT ENGAGEMENT**

Lessons Learned About Consumerism From Other Industries  
Craig Deao, MHA, Studer Group Senior Leader and Speaker

## **PHYSICIAN ENGAGEMENT**

Maximize Patient Experience Through Access Accountability  
Larry Stuckey, Huron Managing Director

## **EMPLOYEE & LEADER ENGAGEMENT**

Engaging Employees in Performance Improvement  
Jess Jones, CHFP, Huron Managing Director and RaNae Wright, Studer Group  
Community Market Leader

## **KEYNOTE: 10 Minutes That Count**

- The People Side of High Reliability Organizations
- Engagement Begins with Individual Relationships
- Doctors - Please Listen to Your Patients
- Engaged Leadership
- Pain From a Patient's Perspective

## DAY THREE: WEDNESDAY, FEBRUARY 8, 2017

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

**KEYNOTE:** A CEO's Perspective - From Compliance to Commitment:  
Leadership Behaviors that Work

Hugh Brown, CEO, St. David's Georgetown Hospital (Georgetown, TX)

9:15 AM - 10:00 AM

Concurrent Sessions

### **PATIENT ENGAGEMENT**

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

Erin Shipley, RN, MSN , Studer Group Coach

### **CREATING PHYSICIAN BUY-IN**

The Consumer-Centric Physician Organization

Matthew Bates, MPH, Huron Managing Director

### **EMPLOYEE & LEADER ENGAGEMENT**

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

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

10:15 AM - 11:00 AM

Concurrent Sessions

### **PATIENT ENGAGEMENT**

Hourly Rounding®: Engaging Patients While Reducing Harm

Faye Sullivan, RN, Studer Group Coach

## **PHYSICIAN ENGAGEMENT**

Creating Efficiencies in the Patient Care Experience

Lynn Grennan, Huron Managing Director

## **EMPLOYEE & LEADER ENGAGEMENT**

Making the Marriage Work: Post-Merger Success Factors

Jonathan Saylor, Huron Senior Director and Dan Collard, Huron Managing Director and

Market Leader, National Systems

11:15 AM - 12:00 PM

Concurrent Sessions

## **PATIENT ENGAGEMENT**

Today's Revenue Cycle is Transforming to Tomorrow's Financial Care Experience

Sondra Cari, Huron Managing Director and Erin Bartley, Huron Managing Director

## **PHYSICIAN ENGAGEMENT**

Making the EMR Work - A Physician-Centric Approach

Nancy Fahey, RN, Huron Managing Director

## **EMPLOYEE & LEADER ENGAGEMENT**

Engaging the Nursing Workforce

Lisa Reich, RN, Studer Group Coach

12:00 PM - 12:30 PM

Box Lunches - Grab and Go To Next Session

12:30 PM - 1:15 PM

Concurrent Sessions

## **PATIENT ENGAGEMENT**

Care Transition Calls: A Strategy for Patient Engagement and Outcomes

Rachael Johnson, Studer Group Coach Specialist and Erin Shipley, RN, MSN , Studer Group Coach

## PHYSICIAN ENGAGEMENT

Paying Physicians for Value-Based Care

Lynn Grennan, Huron Managing Director

## EMPLOYEE & LEADER ENGAGEMENT

Engaging Employees in Patient Safety Practices

Dave Marshall, Huron Managing Director

1:30 PM - 2:30 PM

**KEYNOTE:** The Heart of Engagement

Rich Bluni, RN, Studer Group Senior Leader and Speaker