



# HEALTHCARE LEADERSHIP AND IMPROVEMENT CONFERENCE

**LAS VEGAS 2017**



# HEALTHCARE LEADERSHIP & IMPROVEMENT

## DAY ONE: NOVEMBER 28

7 – 8 a.m. Registration, Name Badge Pick-Up and Networking Breakfast

8 – 8:15 a.m. Welcome and Opening Remarks

8:15 – 9:15 a.m. **Keynote: The E-Factor: How Engaged Patients, Clinicians, Leaders, and Employees will Transform Healthcare** | Craig Deao, MHA

9:15 – 9:30 a.m. Networking Break

9:30 – 10:30 a.m. **Concurrent Sessions**

**Foundations Of Evidence-based Leadership<sup>SM</sup> Track: Building the Foundation for Excellence with Evidence-Based Leadership<sup>SM</sup>** | Mitch Hagins

**Patient Experience Track: The Patient Experience Landscape: CMS and All Things CAHPS** | Jeff Morris, MD, FACS, MBA | Colleen McCrory, MBA, FACHE | Erin Shipley, RN, MSN | Angie Esbenshade, RN, MSN, MBA, NE-BC

**Advanced Leadership for Senior Executives Track: Employee Engagement Starts at the Top** | Craig Deao, MHA

# HEALTHCARE LEADERSHIP & IMPROVEMENT

DAY ONE: NOVEMBER 28

**10:45 – 11:45 a.m. Concurrent Sessions**

**Foundations Of Evidence-based Leadership<sup>SM</sup> Track: Alignment & Accountability: The Key Factors to Achieving Results** | Kelly Dickey

**Patient Experience Track: The Patient Experience Landscape: CMS and All Things CAHPS** | Jeff Morris, MD, FACS, MBA | Colleen McCrory, MBA, FACHE | Erin Shipley, RN, MSN | Angie Esbenshade, RN, MSN, MBA, NE-BC

**Advanced Leadership for Senior Executives Track: Highly Reliable Leadership** | Vikki Choate, MSN, RN, NEA-BC, CCM, CPHQ

**11:45 a.m. – 12:45 p.m. Networking Lunch**

# HEALTHCARE LEADERSHIP & IMPROVEMENT

DAY ONE: NOVEMBER 28

12:45 – 1:45 p.m. **Concurrent Sessions**

**Foundations Of Evidence-based Leadership<sup>SM</sup> Track: Leader Development and the Art of Coaching** | Mark Noon, USAF (ret.)

**Patient Experience Track: The Patient Experience Landscape: Panel Discussion and Faculty Q&A** | Jeff Morris, MD, FACS, MBA | Colleen McCrory, MBA, FACHE | Erin Shipley, RN, MSN | Angie Esbenshade, RN, MSN, MBA, NE-BC

**Advanced Leadership for Senior Executives Track: Beyond Expectations: Improving Quality and the Patient Experience of Care** | Ted James, MD, MHCM, FACS

1:45 p.m. – 2 p.m. **Networking Break**

# HEALTHCARE LEADERSHIP & IMPROVEMENT

DAY ONE: NOVEMBER 28

**2 – 3 p.m. Concurrent Sessions**

**Foundations Of Evidence-based Leadership<sup>SM</sup> Track: Performance Management: highmiddlelow® | Tad Hunt**

**Patient Experience Track: AIDET®: What You Say Makes a Difference | Rich Bluni, RN**

**Advanced Leadership for Senior Executives Track: Physician Compensation in Transition from Volume to Value | Mike Coppola**

**3 – 3:15 p.m. Networking Break**

**3:15 – 4:15 p.m. Keynote: 10 Minutes That Count | Jill Ellis, RN, MHSA | Amer Kaissi, Ph.D. | Dave Marshall | Matthew Bates | Kim Bordenkircher, RN**

# HEALTHCARE LEADERSHIP & IMPROVEMENT

DAY TWO: NOVEMBER 29

7 – 8 a.m. Networking Breakfast

8 – 8:15 a.m. Welcome and Opening Remarks

8:15 – 8:30 a.m. **Welcome Message** | Jim Roth, Huron President and CEO

8:30 – 9:30 a.m. **Keynote: The Significance of Pride in Healthcare** | Liz Jazwiec, RN

9:30 – 9:45 a.m. Networking Break

# HEALTHCARE LEADERSHIP & IMPROVEMENT

DAY TWO: NOVEMBER 29

**9:45 – 10:45 a.m. Concurrent Sessions**

**Foundations Of Evidence-based Leadership<sup>SM</sup> Track: Holding onto Your A+ Talent: Reducing Employee Turnover** | Mark Noon, USAF (ret.)

**Patient Experience Track: Leading the Charge: How Does a CXO Lead for Alignment?** | Colleen McCrory, MBA, FACHE | Debbie Landers, MBA

**Advanced Leadership for Senior Executives Track: Patients or Consumers? Lessons from Other Industries on Patient and Family Engagement** | Craig Deao, MHA

**10:45 – 11 a.m. Networking Break**

# HEALTHCARE LEADERSHIP & IMPROVEMENT

DAY TWO: NOVEMBER 29

11 a.m. – 12 p.m. **Concurrent Sessions**

**Foundations Of Evidence-based Leadership<sup>SM</sup> Track: Rounding on Staff: Saving Time, Lives, and YOU!** | Rich Bluni, RN

**Patient Experience Track: Care Transitions: Closing the Safety Gap** | Diana Topjian, RN, MSN, D.M., C-ENP | Rachael Johnson

**Advanced Leadership for Senior Executives Track: VBP/Dual Transformation: Planning for Value and Praying for Volume** | Matthew Bates

12 – 1:15 p.m. **Networking Lunch**



# HEALTHCARE LEADERSHIP & IMPROVEMENT

DAY TWO: NOVEMBER 29

**1:15 – 2: 15 p.m. Concurrent Sessions**

**Foundations Of Evidence-based Leadership<sup>SM</sup> Track: Developing Active, Effective Listening Skills: The Foundation of Effective Communication | Craig Deao, MHA**

**Patient Experience Track: Leader Rounding on Patients Across the Continuum | Erin Shipley, RN, MSN**

**Advanced Leadership for Senior Executives Track: How to Build a Culture of Kindness and Accountability | Amer Kaissi, Ph.D.**

**2:15 – 2:30 p.m. Networking Break**

# HEALTHCARE LEADERSHIP & IMPROVEMENT

DAY TWO: NOVEMBER 29

**2:30 – 3:30 p.m. Concurrent Sessions**

**Foundations Of Evidence-based Leadership<sup>SM</sup> Track: AIDET®: What You Say Makes a Difference** | Rich Bluni, RN

**Patient Experience Track: Leveraging the Patient Voice in Your Improvement Journey** | Lisa Reich, RN | Senem Guney, PhD, CPXP

**Advanced Leadership for Senior Executives Track: The Future of Healthcare is Not in Hospitals** | Matthew Bates

**3:30 – 3:45 p.m. Networking Break**

**3:45 – 4:45 p.m. Keynote: Transparency and Vulnerability Essential for a Journey to Excellence (AKA: My Mistakes Along The Way)** | Kim Bordenkircher, CEO of Henry County Hospital

# HEALTHCARE LEADERSHIP & IMPROVEMENT

## DAY THREE: NOVEMBER 30

7 – 8 a.m. **Networking Breakfast**

8 – 8:45 a.m. **Keynote: A CEO's Perspective: Building a Culture that Will Last** | Jack Barto, Former CEO of Hanover Regional Medical Center

8:45 – 9 a.m. Networking Break

9 – 10 a.m. **Concurrent Sessions**

**Foundations Of Evidence-based Leadership<sup>SM</sup> Track: Engaging Staff in Highly Reliable Care** | Vikki Choate, MSN, RN, NEA-BC, CCM, CPHQ | Dave Marshall

**Patient Experience Track: Putting It All Together: Next-Level Strategies to Drive Results** | Erin Shipley, RN, MSN | Vikki Choate, MSN, RN, NEA-BC, CCM, CPHQ | Diana Topjian, RN, MSN, D.M., C-ENP

**Advanced Leadership for Senior Executives Track: Q&A with Keynote Speakers Jack Barto and Kim Bordenkircher** | Facilitated by Craig Deao, MHA

# HEALTHCARE LEADERSHIP & IMPROVEMENT

## DAY THREE: NOVEMBER 30

**10:15 – 11:15 a.m. Concurrent Sessions**

**Foundations Of Evidence-based Leadership<sup>SM</sup> Track: Sustaining Excellence and Keeping the Flywheel Spinning** | Mitch Hagins

**Patient Experience Track: Straight A's in Service Recovery** | Colleen McCrory, MBA, FACHE

**Advanced Leadership for Senior Executives Track: What We Permit, We Promote** | Craig Deao, MHA

**11:15 – 11:30 a.m. Networking Break**

**11:30 a.m. – 12:30 p.m. Keynote: Inspired Care** | Rich Bluni, RN