

HEALTHCARE LEADERSHIP AND IMPROVEMENT CONFERENCE

VIRTUAL LIVESTREAM AGENDA



HEALTHCARE LEADERSHIP & IMPROVEMENT

DAY ONE: NOVEMBER 28

- 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. Break
- 9:30 – 10:30 a.m. **Building the Foundation for Excellence with Evidence-Based LeadershipSM** | Mitch Hagins
- 10:45 – 11:45 a.m. **Alignment & Accountability: The Key Factors to Achieving Results** | Kelly Dickey
- 11:45 a.m. – 12:45 p.m. Lunch

***Virtual Livestream**

HEALTHCARE LEADERSHIP & IMPROVEMENT

DAY ONE: NOVEMBER 28

12:45 – 1:45 p.m. Leader Development and the Art of Coaching | Mark Noon, USAF (ret.)

1:45 p.m. – 2 p.m. Break

2 – 3 p.m. Performance Management: highmiddlelow® | Tad Hunt

3 – 3:15 p.m. 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

***Virtual Livestream**

HEALTHCARE LEADERSHIP & IMPROVEMENT

DAY TWO: NOVEMBER 29

- 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. Break
- 9:45 – 10:45 a.m. **Holding onto Your A+ Talent: Reducing Employee Turnover** | Mark Noon, USAF (ret.)
- 10:45 – 11 a.m. Break

***Virtual Livestream**

HEALTHCARE LEADERSHIP & IMPROVEMENT

DAY TWO: NOVEMBER 29

- 11 a.m. – 12 p.m.** **Rounding on Staff: Saving Time, Lives, and YOU!** | Rich Bluni, RN
- 12 – 1:15 p.m.** Lunch
- 1:15 – 2:15 p.m.** **Developing Active, Effective Listening Skills: The Foundation of Effective Communication** | Craig Deao, MHA
- 2:15 – 2:30 p.m.** Break
- 2:30 – 3:30 p.m.** **AIDET®: What You Say Makes a Difference** | Rich Bluni, RN
- 3:30 – 3:45 p.m.** 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

***Virtual Livestream**

HEALTHCARE LEADERSHIP & IMPROVEMENT

DAY THREE: NOVEMBER 30

- 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.** **Engaging Staff in Highly Reliable Care** | Vikki Choate, MSN, RN, NEA-BC, CCM, CPHQ | Dave Marshall
- 10:15 – 11:15 a.m.** **Sustaining Excellence and Keeping the Flywheel Spinning** | Mitch Hagins
- 11:15 – 11:30 a.m.** Break
- 11:30 a.m. – 12:30 p.m.** **Keynote: Inspired Care** | Rich Bluni, RN

***Virtual Livestream**