

AGENDA

DAY ONE: TUESDAY, FEBRUARY 28, 2017

6:30 AM - 8:00 AM

Registration and Name Badge Pick-Up

7:00 AM - 8:00 AM

Networking Breakfast

8:00 AM - 8:15 AM

GENERAL SESSION: Welcome and Opening Remarks
Colleen McCrory, MBA, FACHE

8:15 AM - 9:15 AM

KEYNOTE The E-Factor: How Engaged Patients, Clinicians, Leaders, and Employees will Transform Healthcare
Craig Deao, MHA, Studer Group Senior Leader and Speaker

9:15 AM - 9:30 AM

Networking Break

9:30 AM - 10:15 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM

Building the Foundation of Excellence with Evidence-Based Leadership
Mitch Hagins

PATIENT EXPERIENCE

The Patient Experience Landscape
Colleen McCrory, MBA, FACHE, Studer Group Coach and Speaker

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES

Highly Reliable Leadership

Dave Marshall

PHYSICIAN PARTNERSHIP

Creating Physician Buy-In

Jeff Morris, MD, FACS, MBA

EXCELLENCE IN THE ED TRACK

Creating The ED You Deserve

Stephanie Baker, RN, MBA, CEN and Dan Smith, MD, FACEP

10:30 AM - 11:15 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM

Alignment & Accountability: The Key Factors to Achieving Results

Kelly Dickey

PATIENT EXPERIENCE

HCAHPS: Making it Meaningful

Vikki Choate, RN, MSN, CPHQ

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES

Employee Engagement: It Starts At The Top

PHYSICIAN PARTNERSHIP

Physician Recruiting, Selection, and Orientation

Dan Smith, MD, FACEP

EXCELLENCE IN THE ED

Employee Retention in the Constant Churn of the Emergency Department

Angie Esbshade, RN, MSN

11:15 AM - 12:00 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM

Got Leadership Questions?
Q&A and Discussion Time with Faculty

PATIENT EXPERIENCE

Got Patient Experience Questions?
Q&A and Discussion Time with Faculty

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES

Got Senior Leadership Questions?
Q&A and Discussion Time with Faculty

PHYSICIAN PARTNERSHIP

Got Physician-related Questions?
Q&A and Discussion Time with Faculty

EXCELLENCE IN THE ED

Got Emergency Dept. Questions?
Q&A and Discussion Time with Faculty

12:00 PM - 1:15 PM

Networking Lunch

1:15 PM - 2:00 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM

Leader Development and the Art of Coaching
Mark Noon, USAF (Ret)

PATIENT EXPERIENCE

CG CAHPS: Tactics to Maximize Patient Experience
Matthew Bates, MPH

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES

Reducing Physician Burnout and Engaging Physicians
Barbara Roehl, MD, MBA

PHYSICIAN PARTNERSHIP

Reducing Physician Burnout and Engaging Physicians

Barbara Roehl, MD, MBA

EXCELLENCE IN THE ED

Principles and Tenets in Flow Efficiency to Unite the Patient with Their Care Team

Dan Smith, MD, FACEP

2:15 PM - 3:00 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM

Performance Management: highmiddlelow

Mark Noon, USAF (Ret)

PATIENT EXPERIENCE

OAS CAHPS: How to be a "Cut" Above The Rest

Erin Shipley, RN, MSN

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES

Making Sense of MACRA

Matthew Bates, MPH

PHYSICIAN PARTNERSHIP

Making Sense of MACRA

Matthew Bates, MPH

EXCELLENCE IN THE ED TRACK

From Getting Them In to Moving Them Through: Dissecting Effective Flow Models to Expedite Middle Flow

Dan Smith, MD, FACEP

3:00 PM - 3:20 PM

Networking Break

3:15 PM - 4:15 PM

KEYNOTE 10 Minutes That Count

DAY TWO: WEDNESDAY, MARCH 1, 2017

7:00 AM - 8:00 AM

Networking Breakfast

8:00 AM - 8:10 AM

GENERAL SESSION: Welcome and Kick Start Day Two

Colleen McCrory, MBA, FACHE

8:10 AM - 9:00 AM

KEYNOTE What Business Are You Really in?

David S. Duncan, Senior Partner at Innosight, Lexington, MA

9:15 AM - 9:30 AM

15 Minute Networking Break

9:30 AM - 10:15 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM

Developing Active, Effective Listening Skills: The Foundation of Effective Communication

Craig Deao, MHA

PATIENT EXPERIENCE

Crush the Myth: Patient Experience Leaders are not Unicorns!

Colleen McCrory, MBA, FACHE

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES

Value-Based Care

Matthew Bates

PHYSICIAN PARTNERSHIP

Physician Feedback

Dan Smith, MD, FACEP

EXCELLENCE IN THE ED

A Closer Look: Real-Life ED Case Studies

Angie Esbenschade, RN, MSN

10:30 AM - 11:15 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM

Holding on to A+ Talent: Reducing Employee Turnover

Mark Noon, USAF (Ret)

PATIENT EXPERIENCE

Leader Rounding on Patients 2.0: Across the Continuum

Erin Shipley, RN, MSN

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES

Driving for Uber: Consumerism Lessons for Healthcare

Matthew Bates, MPH

PHYSICIAN PARTNERSHIP

First Among Equals: Physician Leadership

Jeff Morris, MD, FACS, MBA

EXCELLENCE IN THE ED

Good Marriage or Bad Divorce: Building an Effective Dyad Relationship

Stephanie Baker, RN, MBA, CEN and Dan Smith, MD, FACEP

11:15 PM - 12:30 PM

Networking Lunch

12:30 PM - 1:15 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM

Rounding On Staff: Saving Time, Lives and YOU!

Rich Bluni, RN

PATIENT EXPERIENCE

Shift Huddles that Drive Patient Experience and Quality Results

Erin Shipley, RN, MSN

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES

Healthcare Needs for an Aging Population

Barbara Roehl, MD, MBA

PHYSICIAN PARTNERSHIP

Managing the Difficult Colleague

Jeff Morris, MD, FACS, MBA

EXCELLENCE IN THE ED

Considerations in Pain and Comfort Care in the Era of the Opioid Epidemic

Dan Smith, MD, FACEP

1:30 PM - 2:15 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM

AIDET: What You Say Makes a Difference

Rich Bluni, RN

PATIENT EXPERIENCE

Patient Safety: A Critical Element of Patient Experience

Vikki Choate, RN, MSN, CPHQ

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES

What We Permit, We Promote

Craig Deao, MHA

PHYSICIAN PARTNERSHIP

Becoming Patient Consumer-Centric

Matthew Bates, MPH

EXCELLENCE IN THE ED

From Caregiver to Patient: A Story From the Other Side of the Bedrails

Suz Fisher, RN

2:15 PM - 3:00 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM

Got Leadership Questions?

Q&A and Discussion Time with Faculty

PATIENT EXPERIENCE

Got Patient Experience Questions?

Q&A and Discussion Time with Faculty

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES

Got Senior Leadership Questions?

Q&A and Discussion Time with Faculty

PHYSICIAN PARTNERSHIP

Got Physician-related Questions?

Q&A and Discussion Time with Faculty

EXCELLENCE IN THE ED

Got Emergency Dept. Questions?

Q&A and Discussion Time with Faculty

3:15 PM - 4:15 PM

KEYNOTE Choosing Resilience: The Key to Thriving Through Change

Wayne Sotile, PhD, Studer Group Speaker

DAY THREE: THURSDAY, MARCH 2, 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

8:10 AM - 9:00 AM

KEYNOTE From Vision to Vitality: Changing Culture from the Inside Out
David Santos, President and Chief Executive Officer, St. Helena Hospital Clear Lake

9:00 AM - 9:15 AM

15 Minute Networking Break

9:15 AM - 10:00 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM

Engaging Your Staff and Patients in Patient Safety Practices
Dave Marshall

PATIENT EXPERIENCE

Leveraging the Patient Voice in Your Improvement Journey
Lisa Reich, RN

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES

C-Suite Panel and Round Table Discussions (Extended Session 9:15am - 11:00am)
Facilitated by Craig Deao, MHA

PHYSICIAN PARTNERSHIP

Physician-Patient Communication Skill Building
Dan Smith, MD, FACEP

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM

10:15 AM - 11:00 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM

Sustaining Excellence and Keeping the Flywheel Spinning
Mitch Hagins

PATIENT EXPERIENCE

Straight A's in Service Recovery
Colleen McCrory, MBA, FACHE, Studer Group Coach and Speaker

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES

C-Suite Panel and Round Table Discussions (Extended Session 9:15am - 11:00am)
Facilitated by Craig Deao, MHA

PHYSICIAN PARTNERSHIP

Physician-Patient Communication Skills Lab
Jeff Morris, MD, FACS, MBA

EXCELLENCE IN THE ED

Decoding Performance Conversations: Creating a Culture of Always
Stephanie Baker, RN, MBA, CEN

11:15 AM - 12:15 PM

KEYNOTE

Inspired Care - Rich Bluni, RN, Studer Group Senior Leader and Speaker