

AGENDA

DAY ONE: TUESDAY, MAY 9, 2017

6:30 AM - 8:00 AM

Registration and Name Badge Pick-Up

6:45 AM - 7:30 AM

EARLY BIRD SESSION: Evidence-Based Leadership 101

Craig Deao, MHA, Studer Group Senior Leader and Speaker

7:00 AM - 8:00 AM

Networking Breakfast

8:00 AM - 8:15 AM

GENERAL SESSION: Welcome and Opening Remarks

Mark Noon, USAF (Ret)

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

9:30 AM - 10:15 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Building the Foundation for Excellence with Evidence-Based LeadershipSM

Mitch Hagins

PATIENT EXPERIENCE TRACK (EXTENDED SESSION 9:30AM - 11:15AM)

The Patient Experience Landscape: CMS and All Things CAHPS (PART 1) ED CAHPS, OAS CAHPS, HCAHPS, and CG CAHPS

Colleen McCrory, MBA, FACHE

Angie Esbenshade, RN, MSN

Erin Shipley, RN, MSN

Vikki Choate, RN, MSN, CPHQ

Matthew Bates, MPH

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK

Highly Reliable Leadership

Dave Marshall

PHYSICIAN PARTNERSHIP TRACK

Creating A Culture of Physician Partnership

Jeff Morris, MD, MBA, FACS, FRCSC

EXCELLENCE IN THE ED TRACK

Creating the ED You Deserve

Stephanie Baker, RN, MBA, CEN

Dan Smith, MD, FACEP

10:30 AM - 11:15 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Alignment and Accountability: The Key Factors for Achieving Results

Kelly Dickey

PATIENT EXPERIENCE TRACK (EXTENDED SESSION CONT. 9:30AM - 11:15AM)

The Patient Experience Landscape: CMS and All Things CAHPS (PART 1)
ED CAHPS, OAS CAHPS, HCAHPS, and CG CAHPS

Colleen McCrory, MBA, FACHE

Angie Esbenshade, RN, MSN

Erin Shipley, RN, MSN

Vikki Choate, RN, MSN, CPHQ

Matthew Bates, MPH

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK

Employee Engagement: It Starts at the Top

Craig Deao, MHA

PHYSICIAN PARTNERSHIP TRACK

Physician Recruiting, Selection, and Orientation

Dan Smith, MD, FACEP

EXCELLENCE IN THE ED TRACK

Employee Retention in the Constant Churn of the Emergency Department

Angie Esbenshade, RN, MSN

11:15 PM - 12:30 PM

Networking Lunch

12:30 PM - 1:15 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Leader Development and the Art of Coaching

Mark Noon, USAF (Ret)

PATIENT EXPERIENCE TRACK

The Patient Experience Landscape: CMS and All Things CAHPS (PART 2)

Panel Discussion and Q&A

Colleen McCrory, MBA, FACHE

Angie Esbenshade, RN, MSN

Erin Shipley, RN, MSN

Vikki Choate, RN, MSN, CPHQ

Matthew Bates, MPH

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK*

Reducing Physician Burnout and Engaging Physicians

Barbara Roehl, MD, MBA

PHYSICIAN PARTNERSHIP TRACK*

Reducing Physician Burnout and Engaging Physicians

Barbara Roehl, MD, MBA

EXCELLENCE IN THE ED TRACK

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

Dan Smith, MD, FACEP

1:30 PM - 2:15 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

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

Craig Deao, MHA

PATIENT EXPERIENCE TRACK

Leveraging the Patient Voice in Your Improvement Journey

Lisa Reich, RN

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK*

Making Sense of MACRA

Matthew Bates, MPH

PHYSICIAN PARTNERSHIP TRACK*

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

2:15 PM - 2:45 PM

Concurrent Sessions

PATIENT EXPERIENCE TRACK

I'm a CXO. Now What?

Facilitated by Colleen McCrory, MBA, FACHE and Debbie Landers, MBA

30 MIN. Q&A WITH LEADERSHIP EXPERTS

Facilitated by Mitch Hagins

30 MIN. Q&A WITH ADVANCED LEADERSHIP EXPERTS

Facilitated by Craig Deao, MHA

30 MIN. Q&A WITH EMERGENCY DEPARTMENT EXPERTS

Facilitated by Stephanie Baker, RN, MBA, CEN

30 MIN. Q&A WITH PHYSICIAN EXPERTS

Facilitated by Craig Deao, MHA

3:00 PM - 4:00 PM

KEYNOTE: 10 Minutes That Count

Lisa Reich, RN

Kandi Wiens

David Santos, President and CEO, Adventist Health Clear Lake

Lynne Cunningham, MPA, FACHE

Jeff Morris, MD, MBA, FACS, FRCSC

*** combined track content**

DAY TWO: WEDNESDAY, MAY 10, 2017

7:00 AM - 8:00 AM

Networking Breakfast

8:00 AM - 8:15 AM

GENERAL SESSION: Welcome and Opening Remarks

Mark Noon, USAF (Ret)

8:15 AM - 9:15 AM

KEYNOTE: A CEO's Perspective: Hardwiring a 5 Star Culture

Todd Forkel, Regional President/CEO Avera St. Luke's Aberdeen, SD

9:30 AM - 10:15 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Performance Management: Difficult Conversations and highmiddlelow®

Lynne Cunningham, MPA, FACHE

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

Value-Based Care

Matthew Bates, MPH

PHYSICIAN PARTNERSHIP TRACK

Physician Feedback

Dan Smith, MD, FACEP

EXCELLENCE IN THE ED TRACK

A Closer Look: Real-Life ED Case Studies

Angie Esbenshade, RN, MSN

10:30 AM - 11:15 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Holding onto Your A+ Talent: Reducing Employee Turnover

Mark Noon, USAF (Ret)

PATIENT EXPERIENCE TRACK

Patient Safety: A Critical Element of Patient Experience

Vikki Choate, RN, MSN, CPHQ

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK

Leading the Multi-Generational Workforce

Lynne Cunningham, MPA, FACHE

PHYSICIAN PARTNERSHIP TRACK

Becoming Patient Consumer-Centric

Matthew Bates, MPH

EXCELLENCE IN THE ED TRACK

Good Marriage or Bad Divorce: Building an Effective Dyad Relationship

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

11:30 AM - 12:15 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Rounding on Staff: Saving Time, Lives, and YOU!

Pam Beitlich, DNP, ARNP, RN, NEA-BC

PATIENT EXPERIENCE TRACK

Leader Rounding on Patients Across the Continuum

Erin Shipley, RN, MSN

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK

Driving for Uber: Consumerism Lessons for Healthcare

Matthew Bates, MPH

PHYSICIAN PARTNERSHIP TRACK

Managing the Difficult Colleague

Jeff Morris, MD, MBA, FACS, FRCSC

EXCELLENCE IN THE ED TRACK

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

Dan Smith, MD, FACEP

12:15 PM - 1:30 PM

Networking Lunch

1:30 PM - 2:15 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

AIDET®: Your Words Matter

Pam Beitlich, DNP, ARNP, RN, NEA-BC

PATIENT EXPERIENCE TRACK

How to Move CAHPS Performance with Goal Setting

Kelly Dickey

Davy Crockett, BSN, MPA, FACHE

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK

What We Permit, We Promote

Craig Deao, MHA

PHYSICIAN PARTNERSHIP TRACK

Physician Leadership: First Among Equals

Jeff Morris, MD, MBA, FACS, FRCSC

EXCELLENCE IN THE ED TRACK

A Small ED with a Big Heart: Holyoke Medical Center's Journey to Excellence

Karen Smith, MSN, RN, CEN, NE-BC

Jim Keefe, RN CNO, Holyoke Medical Center

2:15 PM - 2:45PM

Concurrent Sessions

30 MIN. Q&A WITH EMERGENCY DEPARTMENT EXPERTS

Facilitated by Stephanie Baker, RN, MBA, CEN

30 MIN. Q&A WITH PATIENT EXPERIENCE EXPERTS

Facilitated by Colleen McCrory, MBA, FACHE

30 MIN. Q&A WITH PHYSICIAN EXPERTS

Facilitated by Jeff Morris, MD, MBA, FACS, FRCSC

30 MIN. Q&A WITH LEADERSHIP EXPERTS

Facilitated by Kelly Dickey and Davy Crockett, BSN, MPA, FACHE

30 MIN. Q&A WITH ADVANCED LEADERSHIP EXPERTS

Facilitated by Craig Deao, MHA

3:00 PM - 4:00 PM

KEYNOTE: Leading Through Change and Transitions to New Opportunities

Pam Beitlich, DNP, ARNP, RN, NEA-BC, Studer Group Speaker

DAY THREE: THURSDAY, MAY 11, 2017

7:00 AM - 8:00 AM

Networking Breakfast

8:00 AM - 8:10 AM

GENERAL SESSION: Welcome and Opening Remarks

Mark Noon, USAF (Ret)

8:10 AM - 9:00 AM

KEYNOTE: Building a Culture of Innovation

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

9:15 AM - 10:00 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Engaging Your Staff and Patients in Patient Safety Practices

Dave Marshall

PATIENT EXPERIENCE TRACK

Shift Huddles that Drive Patient Experience and Quality Results

Erin Shipley, RN, MSN

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK (EXTENDED SESSION 9:15AM - 11:00AM)

C-suite Panel and Round Table Discussions on Top Concerns

Facilitated by Craig Deao, MHA

PHYSICIAN PARTNERSHIP TRACK

Physician-Patient Communication Skill Building

Dan Smith, MD, FACEP

EXCELLENCE IN THE ED TRACK

Coaching vs Cheerleading: Effective Tips to Improve Performance

Angie Esbenshade, RN, MSN

10:15 AM - 11:00 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM 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

C-Suite Panel and Round Table Discussions on Top Concerns (Continued)

Facilitated by Craig Deao, MHA

PHYSICIAN PARTNERSHIP TRACK

Physician-Patient Communication Skills Lab

Jeff Morris, MD, MBA, FACS, FRCSC

EXCELLENCE IN THE ED TRACK

Decoding Performance Conversations: Creating a Culture of Always

Stephanie Baker, RN, MBA, CEN

11:15 AM - 12:00 PM

KEYNOTE: Choices Make Champions

Dale Smith Thomas, International Motivational Speaker and Author