

The Evidence-Based Leadership Conference

Orlando | February 19-21, 2018

Day 1: Monday, February 19

1:00 – 1:20 p.m.	<p>Welcome, Housekeeping Tips and Meet the Faculty</p> <p>Colleen McCrory, MBA, FACHE, Studer Group Coach</p>
1:20 -2:45 p.m.	<p>Evidence-Based LeadershipSM: Why and How = Wow!</p> <p>Rich Bluni, RN, Studer Group Senior Leader, Author and Speaker</p>
2:45 – 3:00 p.m.	<p>BREAK</p>
3:00 – 4:00 p.m.	<p>How Employee Engagement Factors In</p> <p>Craig Deao, MHA, Studer Group Senior Leader, Author and Speaker</p>
4:00 -5:00 p.m.	<p>Leadership is a Choice</p> <p>Linda Deering Dean, RN, President, Advocate Sherman Hospital</p>

Day 2: Tuesday, February 20

8:00 – 9:00 a.m.	<p>BREAKFAST</p>
9:00 - 9:10 a.m.	<p>Warm Up!</p> <p>Jackie Gaines, MS, RN, Studer Group Coach</p>
9:10 – 9:20 a.m.	<p>Welcome to Day 2</p> <p>Colleen McCrory, MBA, FACHE, Studer Group Coach</p>
9:20 - 10:20 a.m.	<p>AIDET Plus the PromiseSM: What You Say Makes a Difference</p> <p>Rich Bluni, RN, Studer Group Senior Leader, Author and Speaker</p>
10:20 – 10:30 a.m.	<p>BREAK</p>
10:30 - 11:30 a.m.	<p>Must Haves[®] to Build a Culture of Service</p> <p><i>Thank You Notes and Reward and Recognition</i> – Tad Hunt, Studer Group Coach <i>Selection and Peer Interviewing</i> – Jackie Gaines, MS, RN, Studer Group Coach <i>Pre- and Post-Visit Calls</i> – Rachael Johnson, Studer Group Coach Specialist</p>
11:30 a.m. - 12:30 p.m.	<p>LUNCH</p>
12:30 - 1:30 p.m.	<p>Leader Development and the Art of Coaching</p> <p>Mark Noon, USAF (ret.), Studer Group Coach and Speaker</p>

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Measuring the Important Things

1:30 – 2:30 p.m.

Rounding for Outcomes – Tad Hunt, Studer Group Coach

CAHPS Surveys – Colleen McCrory, MBA, FACHE, Studer Group Coach

Validation and Driving Performance – Jackie Gaines, MS, RN, Studer Group Coach

2:30 – 2:45 p.m.

BREAK

2:45 – 3:45 p.m.

highmiddlelow® from the Trenches

Linda Deering Dean, RN, President, Advocate Sherman Hospital

3:45 – 4:45 p.m.

A Journey to Practicing from the Heart

Tad Hunt, Studer Group Coach

5:00 – 6:00 p.m.

After Hours: Cookies with Coaches!

Join Studer Group Coaches to ask questions, gain insight around specific topics, or just to network ... all while enjoying cookies!

Day 3: Wednesday, February 21

8:00 – 9:00 a.m.

BREAKFAST

9:00 – 9:15 a.m.

Welcome to Day Three

Colleen McCrory, MBA, FACHE, Studer Group Coach

9:15 - 10:00 a.m.

Individualized Patient Care: Understanding the Unique Needs of Patients and Families

Thomas Dahlborg, MSHSM, Studer Group Coach

10:00 – 10:45 a.m.

Stop the Firefighting and Make Better Use of the Golden Hour

Kelly Dickey, Studer Group Coach Specialist

10:45 – 11:00 a.m.

BREAK

11:00 – 12:00 p.m.

Evidence-Based Leadership “Out of the Box”

Integrated Office Based Skills Labs - Jeff Morris, MD, MBA, FACS

Lab Services – Mark Noon, USAF (ret.)

ED Excellence - Angie Esbenshade, RN, MSN, MBA, NE-BC

Perioperative Care– Zeev Kain, MD, MBA, FAAP

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12:00 – 1:00 p.m.

LUNCH

Leading Change

1:00 – 2:00 p.m.

Jackie Gaines, MS, RN, Studer Group Coach

Coaching Unplugged: How Do We Do This?

2:00 – 2:45 p.m.

Studer Group Coaching Team

BREAK

Inspired Care

3:00 - 4:00 p.m.

Rich Bluni, RN, Studer Group Senior Leader, Author and Speaker
