

The Evidence-Based Leadership Conference

Orlando | February 19-21, 2018

Day 1: Monday, February 19

12:30 – 1:00 p.m. ET	Log in to virtual conference
1:00 – 1:20 p.m.	Welcome, Housekeeping Tips and Meet the Faculty Colleen McCrory, MBA, FACHE, Studer Group Coach
1:20 -2:45 p.m.	Evidence-Based LeadershipSM: Why and How = Wow! Rich Bluni, RN, Studer Group Senior Leader, Author and Speaker
2:45 – 3:00 p.m.	BREAK
3:00 – 4:00 p.m.	How Employee Engagement Factors In Craig Deao, MHA, Studer Group Senior Leader, Author and Speaker
4:00 -5:00 p.m.	Leadership is a Choice Linda Deering Dean, RN, President, Advocate Sherman Hospital

Day 2: Tuesday, February 20

8:30 – 9:00 a.m. ET	Log in to virtual conference
9:00 - 9:10 a.m.	Warm Up! Jackie Gaines, MS, RN, Studer Group Coach
9:10 – 9:20 a.m.	Welcome to Day 2 Colleen McCrory, MBA, FACHE, Studer Group Coach
9:20 - 10:20 a.m.	AIDET Plus the PromiseSM: What You Say Makes a Difference Rich Bluni, RN, Studer Group Senior Leader, Author and Speaker
10:20 – 10:30 a.m.	BREAK
10:30 - 11:30 a.m.	Must Haves[®] to Build a Culture of Service <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
11:30 a.m. - 12:30 p.m.	LUNCH BREAK
12:30 - 1:30 p.m.	Leader Development and the Art of Coaching

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Mark Noon, USAF (ret.), Studer Group Coach and Speaker

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

Day 3: Wednesday, February 21

8:30 – 9:00 a.m. ET

Log in to virtual conference

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

Evidence-Based Leadership “Out of the Box”

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

11:00 – 12:00 p.m.

Lab Services – Mark Noon, USAF (ret.)

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

Perioperative Care– Zeev Kain, MD, MBA, FAAP

12:00 – 1:00 p.m.

LUNCH BREAK

Leading Change

1:00 – 2:00 p.m.

Jackie Gaines, MS, RN, Studer Group Coach

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2:00 – 2:45 p.m.	Coaching Unplugged: How Do We Do This? Studer Group Coaching Team
2:45 – 3:00 p.m.	BREAK
3:00 - 4:00 p.m.	Inspired Care Rich Bluni, RN, Studer Group Senior Leader, Author and Speaker