

## The Leadership and Improvement Conference

Toronto, ON, CA | May 2-3, 2018

### DAY 1: Wednesday, May 2

6:45 – 7:45 a.m.	<b>Breakfast</b>
8:00 – 8:15 a.m.	<b>Welcome and Opening Remarks</b> Bonnie S. Cochrane, RN, MSc, CHE, General Manager, Studer Group Canada
8:15 – 8:45 a.m.	<b>Own Your Future</b> Debbie Ritchie, President of Studer Group and Mark Hussey, EVP & COO, Huron
8:45 – 9:45 a.m.	<b>Driving Quality and Reliability with Evidence-Based Leadership<sup>SM</sup></b> Craig Deao, MHA, Senior Leader and Speaker, Studer Group
9:45 – 10:00 a.m.	<b>Break</b>
10:00 – 11:15 a.m.	<b>Panel Discussion: Leaders Driving Quality and Reliability in Healthcare</b> Facilitated by Daniela Lockhard, Regional Director, Studer Group Canada <ul style="list-style-type: none"><li>• Craig Deao, MHA, Studer Group Senior Leader and Speaker</li><li>• Barb Collins, President &amp; CEO, Humber River Hospital</li><li>• Joan Dawe, Past Chair of the Board of Trustees of Eastern Integrated Health Authority</li><li>• Linda Deering Dean, President, Advocate Sherman Hospital</li></ul>
11:15 – 11:30 a.m.	<b>Maximize Learning: Connecting the Dots &amp; Table Work</b> Facilitated by Mike Heenan, MBA, Studer Group Speaker, Assistant Professor, McMaster University
11:30 – 12:30 p.m.	<b>Networking Lunch – Open to all attendees</b> <b>Lunch and Learn: “Optimizing eHealth Solutions to Impact Quality and Reliability”</b> Limited seating event. Onsite registration required in advance
12:30 – 12:45 p.m.	<b>Break</b>

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<p><b>Concurrent Sessions</b></p> <p>12:45 – 1:45 p.m.</p>	<p><b>Rounding for Outcomes</b></p> <p>Carol Manson McLeod, B.Comm, RN, MScN, CEC Coach, Studer Group Canada</p>	<p><b>Saving Lives with Transition Calls</b></p> <p>Rachael Johnson, Coach Specialist, Studer Group</p>	<p><b>Not Getting Results? Start by Looking in the Mirror</b></p> <p>Eric Hanna, President and CEO, Arnprior Regional Health</p>
<p><b>Concurrent Sessions</b></p> <p>2:00 – 3:00 p.m.</p>	<p><b>Rounding for Outcomes</b></p> <p>Carol Manson McLeod, B.Comm, RN, MScN, CEC Coach, Studer Group Canada</p>	<p><b>Saving Lives with Transition Calls</b></p> <p>Rachael Johnson, Coach Specialist, Studer Group</p>	<p><b>Medication Errors: Getting to Zero Incidents of Wrong Drug-Wrong Patient</b></p> <p>Chris Judd, Director of Pharmacy Amanda Thibeault, Director of Nursing Practice, St. Joseph's Health Care London</p>
<p>3:00 – 3:20 p.m.</p>	<p><b>Break</b></p>		
<p>3:15 – 4:05 p.m.</p>	<p><b>Leadership is a Choice</b></p> <p>Linda Deering Dean, RN, President, Advocate Sherman Hospital</p>		
<p>4:05 – 4:20 p.m.</p>	<p><b>Maximize Learning: Q&amp;A with Keynote Speaker, Linda Deering Dean, and Table Work</b></p> <p>Facilitated by Mike Heenan, MBA, Studer Group Speaker, Assistant Professor, McMaster University</p>		
<p>4:20 – 4:30 p.m.</p>	<p><b>Closing Remarks and Adjourn</b></p> <p>Lynne Mahony, MBA, MFA, Coach Leader, Studer Group</p>		

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### DAY 2: Thursday, May 3

6:30 – 7:15 a.m.	<b>Yoga with Kelly Isfan, President &amp; CEO, Norfolk General Hospital</b>
6:45 – 7:45 a.m.	<b>Networking Breakfast</b>
8:00 – 9:30 a.m.	<b>Welcome Back and Q&amp;A with CEO Panelists</b> Facilitated by Bonnie S. Cochrane, RN, MSc, CHE, General Manager, Studer Group Canada
9:30 – 9:45 a.m.	<b>Networking Break</b>
9:45 – 10:45 a.m.	<b>Physician Leadership and the Dyad Relationship</b> Jeff Morris, MD, MBA, FACS, FRCS(C), Coach and Speaker, Studer Group
10:45 – 11:15 a.m.	<b>Maximize Learning: Q&amp;A with Keynote Dr. Jeff Morris and Table Work</b> Facilitated by Mike Heenan, MBA, Studer Group Speaker, Assistant Professor, McMaster University
11:15 – 11:30 a.m.	<b>Break</b>
11:30 – 12:30 p.m.	<b>Ten Minutes That Count</b> Think Ted Talks! Hear from five healthcare experts, each speaking for ten minutes on relevant hot topics to share proven best practices and key takeaways. <ul style="list-style-type: none"><li>• <b>Digging into your CPES Data</b> - Lynne Mahony, Coach Leader, Studer Group</li><li>• <b>Strategic War Room</b> - Bernard Leduc, President and CEO, Hôpital Montfort</li><li>• <b>The Micro-politics of Improvement</b> - Mike Heenan, Mike Heenan, MBA, Studer Group Speaker, Assistant Professor, McMaster University</li><li>• <b>Dual Transformation</b> - Daniela Lockhard, Partner Development, Studer Group</li><li>• <b>Meet Pepper the Robot</b> - Barb Collins, President &amp; CEO, Humber River Hospital</li></ul>
12:30 – 1:00 p.m.	<b>Boxed Lunches – Grab and Go to Continue Learning</b>

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1:00 – 1:30 p.m.	<b>Living Values Award Recognition</b>
1:30 – 2:15 p.m.	<b>Sustaining Results and Keeping the Flywheel Spinning</b> Mitch Hagins, International Speaker, Studer Group
2:15 – 2:30 p.m.	<b>Maximize Learning: Q&amp;A with Keynote Mitch Hagins and Table Work</b> Facilitated by Mike Heenan, MBA, Studer Group Speaker, Assistant Professor, McMaster University
2:30 – 3:15 p.m.	<b>Own Your Resilience</b> Kris Ann Piazza, Coach, Studer Group
3:15 – 3:30 p.m.	<b>Closing Remarks</b>

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