

# The Engagement Conference

Minneapolis | April 10-11, 2018

## Day 1: Tuesday, April 10

### GENERAL SESSIONS

6:30 – 10:00 a.m.	<b>Registration</b>
6:30 – 7:45 a.m.	<b>Breakfast</b>
6:45 – 7:30 a.m.	<b>Early Bird Session: Evidence-Based Leadership<sup>SM</sup> 101</b> Craig Deao, MHA, Senior Leader, Speaker and Author, Studer Group
8:00 – 8:15 a.m.	<b>Welcome and Opening Remarks</b>
8:15 – 9:15 a.m.	<b>The E-Factor: How Engaged Patients, Clinicians, Leaders, and Employees Will Transform Healthcare</b> Craig Deao, MHA, Senior Leader, Speaker and Author, Studer Group

### CONCURRENT SESSIONS

#### EMPLOYEE/LEADER ENGAGEMENT

#### PATIENT ENGAGEMENT

#### PHYSICIAN ENGAGEMENT

9:30 – 10:30 a.m.	<b>Don't Hire Peter Gibbons: How to Find the Engagement Gene During the Selection Process</b> Craig Deao, MHA, Senior Leader, Speaker and Author, Studer Group	<b>Is Patient Engagement on Your Dashboard? Steering Your Practice into the Future</b> Ingrid Cheslek, RN, BSN, MPA, NEA-BC, CCOO and CNO, Mary Free Bed	<b>Creating A Culture of Physician Partnership</b> Jeff Morris MD, MBA, FACS, FRCS(C), Coach, Speaker and Author, Studer Group
10:45 – 11:45 a.m.	<b>Leader Rounding on Employees</b> Erin Shipley, RN, MSN, Coach, Studer Group	<b>Engaging Patients as Financial Partners</b> Sondra Cari and Ryan McPherson, Managing Directors, Huron	<b>Re-empowering Physicians to Drive Practice Efficiency</b> Matthew Bates, MPH, Senior Leader and Author, Studer Group
11:45 a.m. – 1:00 p.m.	<b>Lunch</b>		
1:00 – 2:00 p.m.	<b>highmiddlelow<sup>®</sup> Performer Conversations</b> Erin Shipley, RN, MSN, Coach, Studer Group	<b>Patient/Consumer Engagement Through Technology</b> Mike Seiser, Director, Huron	<b>Leading Physicians to Achieve Sustainable Work-Life Balance</b> Lucy Hammerberg, M.D., FACEP, CPE

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2:15 – 3:00 p.m.	<p><b>The Surprising Truth About Engaging Millennials</b>            Jess Jones, Managing Director, Huron</p>
3:00 – 3:45 p.m.	<p><b>Compassionomics: The Clinical and Economic Value of Caring &amp; Its Impact on Physician Engagement &amp; Clinical Outcomes</b>            Anthony J. Mazzairelli, MD, JD, MBE, Senior Executive Vice President and Chief Physician Executive, Cooper University Health Care</p>
3:45 – 4:00 p.m.	<p><b>Break</b></p>
4:00 – 5:00 p.m.	<p><b>10 Minutes That Count</b></p> <p><b>My Scores Have Fallen, and I Can't Get Them Up! Using Volunteers as a Lifeline</b>   Greg Paris, VP and General Manager, ACO Programs</p> <p><b>Validation Verses Micro Managing</b>   Ingrid Cheslek, MPA, BSN, RN, NEA-BC, CCOO/CNO, Mary Free Bed Rehabilitation Hospital</p> <p><b>Leadership Engagement: A Critical Tool to Achieve High Reliability</b>   Dave Marshall, Managing Director, Huron</p> <p><b>Physician Work-Life Balance</b>   Lucy Hammerberg, MD, FACEP, CPE, Coach, Studer Group</p> <p><b>Engaging Patients through Transition Calls</b>   Rachael Johnson, Coach Specialist, Studer Group</p>

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## Day 2: Wednesday, April 11

### GENERAL SESSIONS

6:30 – 7:45 a.m. **Breakfast**

8:00 – 8:15 a.m. **Welcome Back and Kick-off Day Two!**

8:15 – 9:00 a.m. **The Consumer-Centric Organization**  
Matthew Bates, MPH, Senior Leader and Author, Studer Group

9:00 – 9:45 a.m. **Patient Engagement: Why Should I Care and What's in It for Me?**  
Jeff Morris MD, MBA, FACS, FRCS(C), Coach, Speaker and Author, Studer Group

### CONCURRENT SESSIONS

#### EMPLOYEE/LEADER ENGAGEMENT

10:00 – 11:00 a.m. **The Power of Positivity: How to Drive Happiness, Engagement, and Greater Performance at Work**  
Jess Jones, Managing Director, Huron

11:15 a.m. – 12:15 p.m. **Nobody Fights Their Own Ideas: Innovation as a Source of Engagement**  
Craig Deao, MHA, Senior Leader, Speaker and Author, Studer Group

#### PHYSICIAN ENGAGEMENT

**Navigating Pain and Comfort Care in the Era of the Opioid Epidemic**  
Dan Smith, MD, FACEP, Executive Medical Director, Studer Group

**Running on Empty? A Prescription for Healing Physician Burnout**  
Jeff Morris MD, MBA, FACS, FRCS(C), Coach, Speaker and Author, Studer Group

### GENERAL SESSIONS

12:15 – 1:30 p.m. **Lunch**

1:30 – 2:45 p.m. **Hardwiring Engagement and Accountability Across a Large Academic Medical Center**  
Holly Adams, FACHE, FACMPE, Executive Director of Clinical Services, OU Physicians

2:45 – 3:45 p.m. **The Happiness Factor**  
Dale Smith Thomas, National Speaker