

The Engagement Conference (VIRTUAL)

Minneapolis | April 10-11, 2018

Day 1: Tuesday, April 10

GENERAL SESSIONS

7:30 – 8:00 a.m.	Log in to Virtual Conference
8:00 – 8:15 a.m.	Welcome and Opening Remarks
8:15 – 9:15 a.m.	The E-Factor: How Engaged Patients, Clinicians, Leaders, and Employees Will Transform Healthcare Craig Deao, MHA, Senior Leader, Speaker and Author, Studer Group
9:30 – 10:30 a.m.	Don't Hire Peter Gibbons: How to Find the Engagement Gene During the Selection Process Craig Deao, MHA, Senior Leader, Speaker and Author, Studer Group
10:45 – 11:45 a.m.	Leader Rounding on Employees Erin Shipley, RN, MSN, Coach, Studer Group
11:45 a.m. – 1:00 p.m.	Lunch Break
1:00 – 2:00 p.m.	highmiddlelow® Performer Conversations Erin Shipley, RN, MSN, Coach, Studer Group
2:15 – 3:00 p.m.	The Surprising Truth About Engaging Millennials Jess Jones, Managing Director, Huron
3:00 – 3:45 p.m.	Compassionomics: The Clinical and Economic Value of Caring & Its Impact on Physician Engagement & Clinical Outcomes Anthony J. Mazzairelli, MD, JD, MBE, Senior Executive Vice President and Chief Physician Executive, Cooper University Health Care
3:45 – 4:00 p.m.	Break
4:00 – 5:00 p.m.	10 Minutes That Count My Scores Have Fallen, and I Can't Get Them Up! Using Volunteers as a Lifeline Greg Paris, VP and General Manager, ACO Programs Validation Verses Micro Managing Ingrid Cheslek, MPA, BSN, RN, NEA-BC, CCOO/CNO, Mary Free Bed Rehabilitation Hospital Leadership Engagement: A Critical Tool to Achieve High Reliability Dave Marshall, Managing Director, Huron Physician Work-Life Balance Lucy Hammerberg, MD, FACEP, CPE, Coach, Studer Group Engaging Patients through Transition Calls Rachael Johnson, Coach Specialist, Studer Group

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Day 2: Wednesday, April 11

7:30 – 8:00 a.m.	Log in to Virtual Conference
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
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
12:15 – 1:30 p.m.	Lunch Break
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, National Speaker