

What's Right in Health Care®

NASHVILLE | AUGUST 21-23, 2018

Day 1: Tuesday, August 21

GENERAL SESSIONS

6:30 – 8:00 a.m.	Registration Open & Continental Breakfast
6:45 – 7:30 a.m.	EARLY BIRD SESSION: Introduction to Evidence-Based LeadershipSM Craig Deao, MHA, Senior Leader, National Speaker and Author, Studer Group
8:00 – 8:10 a.m.	Conference Kick-off - Colleen McCrory, MBA, FACHE, Coach, National Speaker, Studer Group
8:10 – 8:15 a.m.	Welcome to Nashville! June Patterson, Director of the Fellows initiative at the Nashville Health Care Council
8:15 – 9:15 a.m.	The Transformation Journey: The Immovable Object Meets the Unstoppable Force Craig Deao, MHA, Senior Leader, National Speaker and Author, Studer Group
9:15 – 9:30 a.m.	Hall of Fame Induction - Dr. Bernard Leduc, President and CEO, Hopital Montfort, Ottawa, Ontario, Canada
9:30 – 9:45 a.m.	Networking Break

CONCURRENT SESSIONS

GENERAL LEADERSHIP

GENERAL LEADERSHIP

GENERAL LEADERSHIP / *Virtual Track*

GENERAL LEADERSHIP

SENIOR EXECUTIVE TRACK

9:45 – 10:45 a.m.	ED Excellence: Evidence-Based LeadershipSM & Lean Management Principles Baptist - DeSoto Hospital ED (Memphis, TN)	Strategic Room: A Strategic Move Hôpital Montfort (Ottawa, ON, Canada)	Year-After-Year Top Tier Employee Engagement is Within Reach - Can You Handle the Truth? Kirby Medical Center (Monticello, IL)	The Innovative and Patient Centered Approach to a Successful Revenue Cycle Trinity Health (Livonia, MI)	Dual Transformation: Strengthening the Core While Building the Business Model of Tomorrow Innosight (Boston, MA)
10:45 – 11:00 a.m.	Networking Break				

11:00 – 12:00 p.m.	Supercharging Emergency Department Waiting Room Rounding University of New Mexico Hospital (Albuquerque, NM)	The Bases of Engagement in a Post-Acute Setting Mary Free Bed Rehabilitation Hospital (Grand Rapids, MI)	When "By the Book" Isn't Enough: Customizing Best Practices in a Large Complex Organization HCA Healthcare (Nashville, TN)	BEST Journey to Improved Ambulatory Access and Accountability University of Kentucky Healthcare (Lexington KY)	Culture Still Trumps Strategy: Lessons Learned from Cultural Transformation University of Kansas Health System (Kansas City, KS)
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12:00 – 2:00 p.m.

Spotlight Poster Picnic Lunch 

CONCURRENT SESSIONS

GENERAL LEADERSHIP

GENERAL LEADERSHIP

GENERAL LEADERSHIP / Virtual Track

GENERAL LEADERSHIP

SENIOR EXECUTIVE

2:00 – 3:00 p.m.

Improving HCAHPS and Engagement Results of 1200+ Leaders in Less Than 90 Days!
UPMC (Pittsburgh, PA)

Technology and Heart: Lessons from North America's First Fully Digital Hospital
Humber River Hospital (Toronto, ON,CA)

Implementing HRO Principles: Order Matters
Madigan Army Medical Center (Tacoma, WA)

Active Capacity Management, Managing LOS and the Physician Advisor Role
University of Kansas Health System (Kansas City, KS)

Removing Optionality: Using Transparent Data to Propel Results
Adventist Health Central California Region

GENERAL SESSIONS

3:15– 3:30 p.m.

Welcome and A Promise - Jim Roth, CEO and President of Huron & Debbie Ritchie, President of Studer Group

3:30 – 3:45 p.m.

Hall of Fame Induction - Linda Deering-Dean, President, Advocate Sherman Hospital, Elgin, Illinois

10 Min That Count: Five top-rated speakers presenting 10 minutes on relevant topics:

3:45 – 5:00 p.m.

- **Truth from Data**
Lynne Mahony, MBA, MFA, Managing Director, Huron, Coach Leader Studer Group Canada
- **How 40 Seconds of Compassion Could Save a Life**
Stephen W. Trzeciak, MD, MPH, Critical Care Medicine, Cooper University Health Care
- **The Future of Healthcare**
Matthew Bates, Senior Leader, Author and Speaker, Studer Group
- **Meet Pepper the Humanoid Robot**
Barbara Collins, President and CEO, Humber River Hospital
- **How Redirecting Venting and Leading with Empathy Nurtures Resilience**
Kris Ann Piazza, Coach and Speaker, Studer Group

6:00 – 7:00 p.m.

Welcome Reception outside the Grand Ole Opry

7:00 – 9:00 p.m.

Grand Ole Opry Show! *Featuring Trace Adkins, Eddy Montgomery, Dustin Lynch, Dillon Carmichael and more!*

Day 2: Wednesday, August 22

GENERAL SESSIONS

6:45 – 7:30 a.m.

Zumba with Jackie Gaines!

7:00 – 8:00 a.m.

Continental Breakfast

8:00 – 8:15 a.m.

Opening Remarks - Colleen McCrory, MBA, FACHE, Coach, National Speaker, Studer Group

8:15 – 8:30 a.m.

Hall of Fame Induction - Robert Earley, President and CEO, JPS Health Network, Fort Worth, Texas

8:30 – 9:15 a.m.

The Climb to Baldrige Excellence
Kathryn Raethel, President, Adventist Health Castle Hospital

9:15 – 9:30a.m.

Networking Break

CONCURRENT SESSIONS

GENERAL LEADERSHIP

GENERAL LEADERSHIP

**GENERAL LEADERSHIP/
Virtual Track**

GENERAL LEADERSHIP

SENIOR EXECUTIVE

9:30 – 10:30 a.m.

Improving an Engaged Workforce while on the Journey to Excellence
Eskenazi Health
(Indianapolis, IN)

Accountability in a Medical Group: How a High Performing Organization Engaged Patients
Millennium Physician Group
(Ft. Myers, FL)

How to Intentionally Build your Culture to Impact Engagement
Pelham Medical Center (Greer, SC)

Executive Coaching Across a Division to Drive HCAHPS Performance
Tenet Texas Division (Dallas, TX)

Achieving Day One Benefit: Leveraging Cultural Capital for Transformative Capability
Studer / Huron

10:45 – 11:45 a.m.	Putting Ourselves Under the Knife to Achieve Results in the Perioperative Space Neosho Memorial Regional Medical Center (Chanute, KS)	Strategies to Engage Team Members in a Large Multi-Site Organization TriHealth (Cincinnati, OH)	Improving Patient Financial Engagement with an Accountable Approach Ochsner Health System (New Orleans, LA)	Stop Fighting Fires in Your Central Sterile Department University of Kentucky Healthcare (Lexington KY)	Alignment, Action, and Accountability Goal Distribution to Achieve Results Altru Health System (Grand Forks, ND)
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11:45 a.m. – 1:15 p.m. **Note-able Networking Lunch** 

CONCURRENT SESSIONS	GENERAL LEADERSHIP	GENERAL LEADERSHIP	GENERAL LEADERSHIP/ <i>Virtual Track</i>	GENERAL LEADERSHIP	SENIOR EXECUTIVE
1:15 – 2:15 p.m.	Maximizing Accountability in Community Health Care CCI Health and Wellness Services (Silver Springs, MD)	The Role of the CNO in Improving HCAHPS and ED Results Valley Presbyterian (Van Nuys, CA)	Physician Engagement Strategies for Successful Partnerships TriHealth (Cincinnati, OH)	Choosing Excellence: Going All In on Operational Transformation and Growing Your Market Simultaneously University Clinical Health (Memphis, TN)	Building a Leadership Team: Strategies for Developing a Results-based Culture McLaren Flint (Flint, MI)
2:30 – 3:30 p.m.	Bringing Strategy to Life Through Organizational Transformation, Synergy, and Focus York General Health Care (York, NE)	CXO Panel Discussion: A Pulse Check on Current Trends Hosted by Debbie Landers, Studer Group	Building a Culture of Accountability: It's Harder than You Think! Appalachian Regional Healthcare System (Boone, NC)	Technology Strategies and Transformation Huron (Chicago, IL)	Executive Leadership Panel Discussion Hosted by Dr. Mike Schatzlein, former health system CEO, surgeon & thought leader

GENERAL SESSIONS

3:45 – 4:00 p.m. **Hall of Fame Induction** - Steve Estes, President & CEO, Rockcastle Regional Hospital Respiratory Care, Mt. Vernon, Kentucky

4:00– 5:00 p.m. **Inspired Care** - Rich Bluni, RN, Senior Leader, Author, Speaker, Studer Group

5:00 – 8:30 p.m. **Invitation Only: An Evening of Excellence Awards Dinner and Reception**

Day 3: Thursday, August 23

GENERAL SESSIONS

6:45 – 7:30 a.m. **Zumba with Jackie Gaines!**

7:00 – 8:00 a.m. **Continental Breakfast**

8:00 – 8:15 a.m. **Connecting to Purpose Through Song**
Dr. Mark Stavas, Oncologist, University of Nebraska Medical Center & Raymond Cruz, Cancer Patient

8:15 – 9:15 a.m. **The High-Performance Climb** - John Foley, Former Lead Solo Pilot, US Navy Blue Angels

CONCURRENT SESSIONS **GENERAL LEADERSHIP** **GENERAL LEADERSHIP** **GENERAL LEADERSHIP/ Virtual Track** **GENERAL LEADERSHIP** **SENIOR EXECUTIVE**

9:30 – 10:30 a.m.	Care Transitions Across the Continuum Rachael Johnson, Coach Specialist, Studer Group and Erin Shipley, Coach, Studer Group	Taking Physician Performance to the Next Level with Better Feedback Mike Coppola, Vice President, Partner Development, Studer Group	Panel Discussion: Excellence in Patient Care Award Winners Hosted by Craig Deao, MHA, Senior Leader, National Speaker and Author, Studer Group	Stop the Firefighting and Make Better use of Action Plans and the Monthly Meeting Model! Kelly Dickey & Casey Jones, Coach Specialists, Studer Group	The NEXT Generation of Leaders: Growing Our Own Faye Sullivan, RN, Coach, Studer Group
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10:30 – 10:45 a.m. **Break**

GENERAL SESSIONS

10:45 – 11:00 am **Closing Remarks** - Colleen McCrory, MBA, FACHE, Coach, National Speaker, Studer Group

11:00 a.m. – 12:00 p.m. **The Other End of the Stethoscope** - Marcus Engel, MS, CSP, CPXP, Healthcare Author and National Speaker

*Please check www.whatsrightinhealthcare.com for the most updated version of the agenda.