

Leadership and Improvement Conference

Toronto, ON – May 1-2, 2019

DAY 1: Wednesday, May 1

7:00–7:45 a.m.	Breakfast
8:00–8:15 a.m.	Welcome and Opening Remarks - Craig Deao, MHA
8:15–9:15 a.m.	The Transformation Journey - The Immovable Object Meets the Unstoppable Force - Craig Deao, MHA
9:15–9:30 a.m.	Break
9:30–10:30 a.m.	Set Up to Step In: Closing the Gap in Leader Development Mark Noon, USAF (RET.)
10:30–11:30 a.m.	<p>Panel Discussion: Emerging Leaders, What Do They Need to Maximize Success?</p> <p>Facilitated by Bonnie Cochrane, RN, MSc, CHE</p> <ul style="list-style-type: none"> • Emerging Leader: Melody Blessing Ng MBA, MSc, MDCM Candidate, Class of 2019, McGill University • Emerging Leader: Michael Jeffreys, RN, BScN, Manager, Strategy, Royal Victoria Regional Health Centre • Seasoned Leader: Dr. Vanessa Burkoski, RN, BScN, MScN, DHA, Chief Nursing Executive & Chief, People Strategy, Humber River Hospital • Seasoned Leader: Dr. Gillian Kernaghan, President and CEO, St. Joseph’s Health Care London
11:30-11:45	Break
11:45–12:30 p.m.	Compassionomics: The Revolutionary Scientific Evidence that Caring Makes a Difference – Stephen Trzeciak, MD, MPH, Chief of Medicine, Cooper University Health Care (Camden, NJ)
12:30–1:30 p.m.	Lunch

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Evidence-Based LeadershipSM Breakout Sessions

Concurrent Sessions

1:30–2:30 p.m.

- **Rounding for Outcomes** – Lisa Shiozaki, MPA, HBScN
- **Difficult to Doable** – Alida Zamboni, RN, MS
- **C-Suite Round Table: Accelerating Results Now** – Sandy Rader, VP at University of Pittsburgh Medical Center (UPMC)

Concurrent Sessions

2:45–3:45 p.m.

- **AIDET Plus the PromiseSM** - Maureen M. McCafferty
- **Selection and Retention** - Carol Manson McLeod
- **The Physician / Hospital Relationship** – Lynne Mahony

4:00–5:00 p.m.

An Unlikely Champion: How to Harness Your Inner Fire to Find Purpose and Achieve Goals

Lisa Bentley, Speaker, Author and 11-Time Ironman Champion

DAY 2: Thursday, May 2

7:00–7:45 a.m.

Breakfast

8:00–8:15 a.m.

Day Two Kick-Off - Craig Deao, MHA

8:15–8:35 a.m.

Living Values Award Recipient Recognition

8:35–9:45 a.m.

Change Leadership: Leveraging Cultural Capital for Transformative Capability - Michelle Bright, BA

9:45-10:00 a.m.

Break

10 Minutes That Count

10:00–11:00 a.m.

- **The WHY Starts with YOU** – Lynne Mahony
- **Executing on your Strategic Planning** - Heather Lee, RN, BScN, MHA, President & CEO, Sioux Lookout Meno Ya Win Health Centre
- **The Accountable Connection** - Mark Noon, USAF (Ret.)
- **The Knowing Doing Gap** - Craig Deao, MHA
- **Living the Patient Experience** - Daniela Lockhard

11:00–12:00 p.m.

Technology and Heart: Lessons from North America’s First Fully Digital Hospital - Barbara Collins, President and CEO, Humber River Hospital

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12:00–12:45 p.m.	Lunch
12:45–1:30 p.m.	Coaching Unplugged: Q&A and Discussion with Coaches and Faculty Facilitated by Alida Zamboni, RN, MS
1:30–2:30 p.m.	Thriving in Healthcare Wayne Sotile, PhD, founder of the Sotile Center for Resilience
2:30 p.m.	Closing Remarks - Craig Deao, MHA