

What's Right in Health Care® - VIRTUAL / LIVE STREAM AGENDA

LIVE FROM DALLAS | CENTRAL TIME ZONE | AUGUST 13-15, 2019

Day 1: Tuesday, August 13

7:30 – 8:00 a.m.	Log into your Virtual Conference
8:00 – 8:15 a.m.	Conference Kick-off - Colleen McCrory, MBA, FACHE
8:15 – 9:15 a.m.	Opening Keynote: Starman, Lily and the Positive Deviants - Craig Deao, MHA
9:15-9:30 a.m.	Connect to Purpose – Lily, National Patient Ambassador, Shriners Hospitals for Children
9:30 – 9:45 a.m.	Firestarter Hall of Fame Induction – Tom Bowman, MBA, CMPE, CEO, Community Health Care Presented by Debbie Ritchie, President, Studer Group
9:45 – 10:00 a.m.	Break
10:00 – 11:00 a.m.	Building a High Performing Organization with Focus on Employee Engagement - Hunter Health Clinic
11:15 – 12:15 p.m.	Eskenazi Excellence: Three Stories of What's Working Well for Inpatient, Medical Practices, and Surgery
12:15 – 1:30 p.m.	Lunch Break
1:30 – 2:30 p.m.	A 10 Year Experience with Chasing the Rabbit: How Organized Swarms Move the Culture and Eliminate Problems UK Healthcare
2:45 – 3:00 p.m.	Firestarter Hall of Fame Induction – Marc LeBoutillier, CEO, Hopital General de Hawkesbury et District Presented by Debbie Ritchie, President, Studer Group
3:00 – 4:00 p.m.	Thriving in Healthcare: A Positive Approach to Reclaim Balance and Avoid Burnout in Your Busy Life Wayne M. Sotile, Ph.D., Founder, Sotile Center for Resilience, Center for Physician Resilience

Day 2: Wednesday, August 14

7:30 – 8:00 a.m.	Log into your Virtual Conference
8:00 – 8:05 a.m.	Welcome and Opening Remarks - Colleen McCrory, MBA, FACHE
8:05 – 8:20 a.m.	Connect to Purpose: The Power of Discharge Phone Calls - Amy Buckingham, ED Director at Howard Memorial
8:20 – 8:30 a.m.	Firestarter Hall of Fame Induction – J. Scott Cantley, President & CEO, Memorial Health System Presented by Debbie Ritchie, President, Studer Group
8:30 – 9:15 a.m.	The Customer Revolution in Healthcare: Delivering Kinder, Smarter, Affordable Care for All David W. Johnson, CEO, 4site Health and Author
9:15 – 9:30 a.m.	Break
9:30 – 10:30 a.m.	Communication While Implementing a New Electronic Health Record in a High Reliability Organization Madigan Army Medical Center (Tacoma, WA)
10:45 – 11:45 a.m.	Creating Front Line Consumer Experience Problem Solvers in a LEAN Environment – WellStar North Fulton
11:45 – 1:15 p.m.	Lunch Break
1:15 – 2:15 p.m.	Leadership Development: Your MVP to Improve Culture – Hazelden Betty Ford Foundation (Center City, MN)
2:30 – 3:30 p.m.	Putting the “Care” Back into Health Care and How to Keep It There - McLaren Karmanos (Detroit, MI)
3:45 – 4:00 p.m.	Firestarter Hall of Fame Induction - Steve Tenhouse MHA, FACHE, CEO, Kirby Medical Center Presented by Debbie Ritchie, President, Studer Group
4:00– 5:00 p.m.	Follow Your Heart ... Lead with Your Why - Rich Bluni, RN

Day 3: Thursday, August 15

7:30 – 8:00 a.m.	Log into your Virtual Conference
8:00 – 8:10 a.m.	Welcome and Opening Remarks - Colleen McCrory, MBA, FACHE, Coach and National Speaker
8:10 – 8:30 a.m.	Connect to Purpose by Dr. Dale Okorodudu, MD, founder of Black Men in White Coats
8:30 – 9:30 a.m.	A CEO's Perspective: This Stuff Really Works! - Robert Earley, President and CEO, JPS Health Network
9:30 – 9:45 a.m.	Networking Break
	10 Minutes That Count: <i>Five top-rated speakers presenting 10 minutes each on relevant topics:</i>
9:45 – 10:45 a.m.	<ul style="list-style-type: none">• Compassionomics – Craig Deao, MHA• HRO: Getting to Zero Harm – Linda Deering Dean, RN, President, Advocate Sherman Hospital• Physician - Hospital Effectiveness – Dan Smith, MD, FACEP• Change Management & Leadership – Michelle Bright• Love Matters – Kathryn Raethel, FACHE, MHA, MPH, RN., President, Adventist Health Castle
10:45 – 11:00 am	Connecting the Dots and Closing Remarks - Colleen McCrory, MBA, FACHE
11:00 – 12:00 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

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