

What's Right in Health Care®

DALLAS | AUGUST 13-15, 2019

Day 1: Tuesday, August 13

GENERAL SESSIONS

6:30 – 8:00 a.m. Registration Open & Networking Breakfast

6:45 – 7:30 a.m. **Early Bird Session: Introduction to Evidence-Based LeadershipSM (EBL)** - Craig Deao, MHA

This session is optional and is best for new leaders and leaders who are new to Evidence-Based LeadershipSM (EBL). Many of the breakout sessions will reference EBL concepts and Must Haves® and this session will help familiarize you with the why, what and how around the EBL execution model. For those leaders looking for a refresher, you are welcome too!

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. Networking Break

10:00 – 11:00 a.m. CONCURRENT BREAKOUT SESSIONS

- ***Building a High Performing Organization with Focus on Employee Engagement** - Hunter Health Clinic
- **Technology and Heart: Lessons from North America's First Fully Digital Hospital** – Humber River Hospital (Canada)
- **Leaders in Learning: A Multifaceted Approach to Professional Development Utilizing Leadership Development Modules** – Mary Free Bed
- **Change Management & Leadership to Accelerate Results** - Huron | Studer Group – Michelle Bright
- **Sr. Executive Track: Facilitating Dynamic Performance Improvement by Leveraging Lean, HRO and EBL Principles** - Altru Health System

11:15 – 12:15 p.m. CONCURRENT BREAKOUT SESSIONS

- [Bringing Values to Life to Improve Staff and Patient Engagement](#) - Maryborough District Health Service (Australia)
- [Driving Remarkable Healthcare through Specialty Care Redesign](#) – UW Health
- [Is Your Dyad Dying? Leadership Resuscitation to Get Results](#) – Palomar Health
- [*Eskenazi Excellence - Three Stories of What's Working Well for Inpatient, Medical Practices, and Surgery](#) – Eskenazi Health
- [Sr. Executive Track: Transformation Through a Firehose: A Health System's 18-month Journey](#) - Arkansas Children's Hospital

12:15 – 1:30 p.m. General Networking Lunch and Private CEO Networking Lunch

1:30 – 2:30 p.m. CONCURRENT BREAKOUT SESSIONS

- [Accountability in Action: Creating a Culture that Lives the Mission, Vision, and Values](#) - Wallowa Memorial Hospital
- [*A 10 Year Experience with Chasing the Rabbit: How Organized Swarms Move the Culture and Eliminate Problems](#) - UK HealthCare
- [Escape Room: Creating an Interactive Team-building Experience for Hardwiring Organizational Tactics](#) – TriHealth
- [A "Team Sport": Improving Capacity Management & Access to Care at a Rapidly Expanding Academic Health Center](#) – Carilion Clinic
- [Sr. Executive Track: Change Leadership: Contemporary Competencies To Accelerate Transformation](#) - UNM Health System

GENERAL SESSIONS

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

4:30 – 4:45 p.m. **Bus Transportation to TopGolf Networking Reception**

5:00 – 9:00 p.m. **TopGolf Welcome Reception!** *Enjoy networking with follow healthcare leaders while enjoying great food, cocktails, music and competitive fun for everyone!*

Day 2: Wednesday, August 14

GENERAL SESSIONS

7:00 – 8:00 a.m.	Networking Breakfast
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 Care Transition Phone Calls Amy Buckingham, RN, ED Director, Howard Memorial and Stephanie Baker, RN, RN, MBA, CEN
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 of 4sight Health and Author
9:15 – 9:30 a.m.	Networking Break

9:30 – 10:30 a.m. CONCURRENT BREAKOUT SESSIONS

- [An Unconventional Way to All Ways Round with a Purpose](#) – Regional One Health
- [*Communication While Implementing a New EHR in a High Reliability Organization](#) - Madigan Army Medical Center
- [Creating a Culture of ONE: Achieving Cultural Synergies through a Shared Electronic Health Record Implementation](#) - Beth Israel Lahey Health Community Hospitals
- [Nursing Recruitment and Retention: Developing your Frontline Leaders as Coaches](#) – Huron | Studer Group – Erin Shipley, RN
- [Sr. Executive Track: The UPMC Experience: Driving Results Across a Large System](#) – UPMC Health System

10:45 – 11:45 a.m. CONCURRENT BREAKOUT SESSIONS

- [*Creating Front Line Consumer Experience Problem Solvers in a LEAN Environment](#) – WellStar North Fulton
- [Confusionism to Consumerism](#) – Huron | Studer Group – Craig Deao, MHA & Lindsay Rubin
- [Caring for People: Leveraging the Strategic Planning Process to Becoming a High Reliability Organization](#) – Sioux Lookout Meno Ya Win Health Centre (Canada)
- [I Get Around: Hourly Rounding®](#) - UNM Health System
- *Sr. Executive Track:* [Leader Engagement](#) – Tennessee Valley Healthcare System

11:45 – 1:15 p.m. Networking Lunch: Healthcare Success Poster Gallery Showcase

1:15 – 2:15 p.m. CONCURRENT BREAKOUT SESSIONS

- [Customer Service: When OK Is Not OK](#) – West Palm Beach Veterans Administration Medical Center
- [The ED Patient Experience Journey from Sometimes to Always](#) – Dayton Children's Hospital
- [* Leadership Development: Your MVP to Improve Culture](#) – Hazelden Betty Ford Foundation
- [Implementation of a Perioperative Surgical Home Program - Front End](#) - Nebraska Medicine
- *Sr. Executive Track:* [Dyad Leadership: Supply Chain Leaders and Physician](#) – UK HealthCare

2:30 – 3:30 p.m. CONCURRENT BREAKOUT SESSIONS

- [*Putting the “Care” Back into Health Care and How to Keep It There](#) - McLaren Karmanos
- [Putting Ourselves Under the Knife to Improve Engagement](#) - Neosho Memorial Regional Medical Center
- [Moving a Rural Hospital from Okay to Excellent](#) - River's Edge Hospital & Clinic
- [Excellence in Patient Care Award Winning Panel](#) – Facilitated by Craig Deao MHA
- *Sr. Executive Track:* [Back in Black – Alignment, Action and Accountability to Achieve System Turnaround](#) – Palomar Health

GENERAL SESSIONS

- 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

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

Day 3: Thursday, August 15

GENERAL SESSIONS

7:00 – 8:00 a.m. Breakfast

8:00 – 8:10 a.m. **Welcome and Opening Remarks** - Colleen McCrory, MBA, FACHE

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: *Five top-rated speakers presenting 10 minutes each on relevant topics:*

- 9:45 – 10:45 a.m.
- **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.