

MONDAY, MARCH 2, 2020

10:00 AM - 1:00 PM	REGISTRATION OPEN			
1:00 - 1:30 PM	WELCOME & OPENING REMARKS			
1:30 - 2:45 PM	THE FUTURE OF CARE DELIVERY Craig Deao, MHA, Managing Director and National Speaker, Huron Studer Group			
2:45 - 3:00 PM	NETWORKING BREAK			
CONCURRENT TRACKS	LEADERSHIP EXCELLENCE TRACK	PHYSICIAN LEADERSHIP & RESILIENCE TRACK	FRONTLINE NURSE LEADER BOOTCAMP TRACK	HRO EXECUTIVE TRACK
3:00 - 5:30 PM	The Future of Healthcare Leadership Debbie Ritchie and Ryan McPherson Elevate Your Game: Aligning Vision, Strategy & Goals to Improve Outcomes - Clay Linkous, MBA, FACHE, CSSBB	Why Physician Leadership Matters - Dan Smith, MD, FACEP Physicians Lead the Way in Transforming Care Ted James, MD, MHCM, FACS Leadership Lessons and Skills all Physicians Need to Transform Themselves and Their Organizations Bill Satterwhite, MD, Chief Health and Wellness Officer, Wake Forest Baptist Medical Center	Leader as Coach: Skill Building - Erin Shipley, MSN, RN Skill Labs: Team Introductions and Expectations - All Faculty The Call to Action for Nursing Pam Beitlich, DNP, ARNP, RN, NEA-BC	Our Moral Imperative: Why We Must Pursue High Reliability - Mitch Hagins, BSc Is Zero Possible? Setting the Right Organizational Goals to Drive Out Harm - Craig Deao, MHA Engaging Physicians and Physician Leaders in the Pursuit of Zero Harm - Harold Picken, MD, MPH
5:30:00 PM	CONFERENCE ADJOURNED			

TUESDAY, MARCH 3, 2020

7:00 - 8:00 AM	NETWORKING BREAKFAST			
8:00 - 8:15 AM	OPENING REMARKS			
8:15 - 9:30 AM	TRANSFORMING CARE WITH PERSONALIZED MEDICINE Gurpreet Dhaliwal, MD, Professor of Medicine, University of California San Francisco			
9:30 - 9:45 AM	NETWORKING BREAK			
CONCURRENT TRACKS	LEADERSHIP EXCELLENCE TRACK	PHYSICIAN LEADERSHIP & RESILIENCE TRACK	FRONTLINE NURSE LEADER BOOTCAMP TRACK	HRO EXECUTIVE TRACK
9:45 - 12:00 PM	Engage & Empower: Driving Your Culture Craig Deao, MHA Driving Transformational Change: Are You Ready to Lead? Kristie Tobias, MHA	Q&A with Keynote Speaker, Gurpreet Dhaliwal, MD & Jeff Morris MD, MBA, FACS Leading Transformational Change Ted James, MD, MHCM, FACS	There Aren't Enough Hours in the Day: How to WIN at Planning Training Time - Erin Shipley, MSN, RN Support Coach Support Skill Lab: What If? - All Faculty Coaching the Nursing Bundle: Compassionate Care Nancy Arata, MBA, RN	Leveraging Healthcare IT to Improve Safety Donna McHale and Ken Moore Executive Grit Required: When Behavior Gets in the Way Clay Linkous, MBA, FACHE, CSSBB
12:00 - 1:30 PM	NETWORKING LUNCH			
CONCURRENT TRACKS	LEADERSHIP EXCELLENCE TRACK	PHYSICIAN LEADERSHIP & RESILIENCE TRACK	FRONTLINE NURSE LEADER BOOTCAMP TRACK	HRO EXECUTIVE TRACK
1:30 - 5:30 PM	Handovers, Huddles & All Hands: Rethinking your Approach to Communication - Colleen McCrory, MBA, FACHE We Are in This Together: Breaking Down Silos & Maximizing Collaboration - Clay Linkous, MBA, FACHE, CSSBB Making Critical Performance Conversations Easy: Feedback is a Gift - Colleen McCrory, MBA, FACHE and Rich Bluni, RN Thriving in Healthcare: Resiliency at Work - Wayne Sotile, PhD	Managing the Difficult Colleague Jeff Morris MD, MBA, FACS Physician Engagement - Craig Deao, MHA Compassionomics: Evidence that Caring Matters Jeff Morris MD, MBA, FACS	Skill Labs: Ready, Set, ACTION! - All Faculty - Caring Behaviors/ IPC/Communication Boards - Hourly Rounding® - Bedside Shift Report™ - Nurse Leader Rounding (Break) - Caring Behaviors/ IPC / Communication Boards - Hourly Rounding® - Bedside Shift Report™ - Nurse Leader Rounding	High Reliability in the Field - Amanda Grecky, MSN, RN, NEA-BC High Reliability in Action: What Right Looks Like St. Tammany Health System (Covington, LA) Lean + Six Sigma + PI + QI + RPI + HRO: Making Sense of the Healthcare Improvement Equation Clay Linkous, MBA, FACHE, CSSBB Achieving High Reliability through Innovation Craig Deao, MHA
5:30 PM	CONFERENCE ADJOURNED			

WEDNESDAY, MARCH 4, 2020

7:00 - 8:00 AM	NETWORKING BREAKFAST			
8:05 - 9:05 AM	PANEL DISCUSSION: A LEADERS ROLE IN TRANSFORMING CARE Moderator: Erin Bartley <ul style="list-style-type: none"> Jennifer Herrman, MBA, Associate Administrator, UW Medicine Tami Minnier, Chief Quality Officer, UPMC Bill Satterwhite, MD, Chief Health and Wellness Officer, Wake Forest Baptist Medical Center Ronnie Ursin, DNP, MBA, RN, NEA-BC, FACHE, Chief Nurse Executive, Natchitoches Regional Medical Center 			
9:05 - 9:15 AM	NETWORKING BREAK			
CONCURRENT TRACKS	LEADERSHIP EXCELLENCE TRACK	PHYSICIAN LEADERSHIP & RESILIENCE TRACK	FRONTLINE NURSE LEADER BOOTCAMP TRACK	HRO EXECUTIVE TRACK
9:15 - 10:45 AM	Measures of Success Panel Discussion Moderator: Craig Deao, MHA <ul style="list-style-type: none"> Mark Graban, Lean Expert and Author Tami Minnier, Chief Quality Officer, UPMC Cory Geffre, MSMSL, BSN, RN,VP &CNO, Mary Greeley 	The Thriving Physician: Avoid Burnout by Choosing Resilience Wayne Sotile, PhD., Founder of The Center for Physician Resilience	Putting It All Together: Elevating Performance Lisa Reich, RN and Jean Davila, MSN, RN Professional Development Plan, Thank You Notes, and Evaluation - Lisa Reich, RN	Preserving Organizational Resilience: The Executive's Role in Addressing Compassion Fatigue in Care Givers Jeff Morris, MD, MBA, FACS Senior Leaders' Role in the Journey to High Reliability Jackie Gaines, MS, RN
10:45 - 11:00 AM	NETWORKING BREAK			
11:00 - 12:00 PM	FOLLOW YOUR HEART ... LEAD WITH YOUR WHY Rich Bluni, RN, National Speaker, Huron Studer Group			
12:00:00 PM	CONFERENCE ADJOURNED			

For the most current agenda, visit www.studergroup.com/conferences