

ACHE Cluster Seminars



Scottsdale, Ariz.

Session 1: May 18-19, 2015

Session 2: May 20-21, 2015

ache.org/Scottsdale

In-depth seminars to meet the challenges
healthcare leaders are facing.



Foundation of the
American College of
Healthcare Executives
for leaders who care®

COME TO SCOTTSDALE, ARIZ.



Packed with mountains to hike, deserts to discover and golf courses to play, Scottsdale, which averages 300 days of sunshine per year, is a haven for those who love the outdoors. But for those who are more inclined to stay indoors, there are plenty of options. Shopping, restaurants and spas abound for the less adventurous. Located in downtown Scottsdale, FireSky Resort & Spa gives visitors a truly relaxing experience in a serene environment, featuring a lagoon and two pools. For more information about Scottsdale, contact the Scottsdale Convention & Visitors Bureau at www.experiencescottsdale.com. To learn more about the hotel, visit its www.fireskyresort.com or call (480) 945-7666.



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This cluster is made possible in part by the support of Cardinal Health, an ACHE Premier Corporate Partner. ACHE would like to thank Cardinal Health for its support of our programs, products and services. For more information, please visit www.cardinalhealth.com.



The Challenges Facing Today's Healthcare Leaders Are Constantly Evolving. And So Must You.

ACHE's comprehensive cluster programs provide the continuing education you need to stay relevant and effectively lead through change. You can access a wide range of topics in healthcare management, earn up to 24 ACHE Face-to-Face Education credits and network with peers—all at one easily accessible location. Learn from top-rated faculty in small interactive class settings with minimal time away from the office.

Your Satisfaction Is Guaranteed!

ACHE is committed to quality. Before each seminar is offered, it is tested by an audience of your peers—if they aren't satisfied, the seminar isn't presented. And, if a program does not meet your expectations, you may contact ACHE's Customer Service Center within one week of the seminar, and we will issue a full tuition refund or credit toward another ACHE program.

Tuition Waiver Assistance

The American College of Healthcare Executives makes a limited number of education tuition waivers available to ACHE Members and Fellows. Tuition waivers are awarded based on financial need. Applications must be submitted at least eight weeks prior to the program date. For more information on the ACHE Tuition Waiver Assistance Program, visit [ache.org/TuitionWaiver](https://www.ache.org/TuitionWaiver) or contact ACHE's Customer Service Center at (312) 424-9400.

There's More To Learn From Our Seminar Faculty... Check Out These Health Administration Press Books!

Getting It Done: Experienced Healthcare Leaders Reveal Field-Tested Strategies for Clinical and Financial Success

Steven A. Fellows, FACHE, and Kenneth H. Cohn, MD, MBA, FACS
262 pages, order code: 2178
\$82 + shipping

Healthcare Strategic Planning, Third Edition

Alan M. Zuckerman, FACHE, FAAHC
255 pages, order code: 2194
\$85 + shipping

Influential Leadership: Change Your Behavior, Change Your Organization, Change Health Care

Michael E. Frisina, PhD
208 pages, order code: 2275
\$78 + shipping

The Power of Clinical and Financial Metrics: Achieving Success in Your Hospital

Steven Berger, CPA, FACHE, FHFMA
150 pages, order code: 2039
\$81 + shipping

Prices are subject to change.

Receive a 30 percent discount on HAP books purchased at the Scottsdale Cluster! For detailed descriptions of these books, visit [ache.org/HAP](https://www.ache.org/HAP). The 30 percent promotional discount applies only to orders completed on-site at the event. Certain exclusions may apply.

Here's Our Scottsdale Lineup:

12 ACHE Face-to-Face Education credits each

Expanded seminar descriptions are available at [ache.org/Scottsdale](https://www.ache.org/Scottsdale).

All two-day seminars are held from 7 a.m. to 1:30 p.m.

SESSION 1	Date	Seminar	Learning Objectives	Faculty
	May 18–19	Achieving a Strategic Partnership With Your Board: Thrive in the Midst of Accountability Guide your board toward new and challenging governance strategies that are necessary to successfully provide oversight, withstand scrutiny and minimize liability.	Avoid typical traps when dealing with your board and learn to positively assess, manage and improve board relationships.	James E. Orlikoff
	May 18–19	Advanced Strategic Planning to Transform Your Organization Move beyond the basics of developing a strategic plan to make your plans more targeted, gain support for the plan and facilitate successful implementation through ongoing strategic management.	Realize how to set clear, visionary goals and priorities for your organization and manage the planning process and execution of the strategic plan.	Alan M. Zuckerman, FACHE, FAAHC
	May 18–19	Conflict Management, Alternative Dispute Resolution and the Cost-Effective Use of Legal Services Demonstrate comfort with the process of Alternative Dispute Resolution, a valuable approach for healthcare leaders in managing disagreement and providing a cost-effective alternative to litigation.	Discover how and when to effectively apply three dispute management methods: conflict resolution, arbitration and mediation.	Lisa D. Vandecaveye, JD, FACHE G. Thomas Sullivan, JD
	May 18–19	Developing and Deploying a Hospital Business Intelligence Strategy That Works—NEW! Utilize business intelligence tools and techniques to develop and measure clinical, quality and patient satisfaction goals, validate levels of performance improvement and create practical solutions.	Build an effective BI strategy and recognize how clinical reporting tools can maximize outcomes across organizations and minimize operational variability.	Steven H. Berger, CPA, FACHE, FHFMA
SESSION 2	May 18–19	Practical Strategies for Engaging Physicians Improve your ability to work interdependently with physicians as you pursue the common goals of affordable, high-quality care.	Gain specific, field-tested communication and collaboration strategies and contemporary legal models used by hospitals and physicians to increase revenues, decrease expenses, improve clinical outcomes and remain compliant with current laws and regulations.	Kenneth H. Cohn, MD, FACS Peter A. Pavarini, JD
	May 20–21	Are Medical Groups in Your Portfolio? Critical Factors to Manage Your Investment Create win-win solutions for effective organizational, operational and staffing structures for medical groups.	Frame issues and develop tools to inform and educate board members on the value and importance of medical groups and the impact they have on long-term success.	Nick A. Fabrizio, PhD, FACHE
	May 20–21	The Courage to Lead: Critical Skills for Healthcare Leaders Leadership is an applied skill, but too often it is left to chance as something to be picked up on the job. Progressing as a successful leader requires more.	Use proven techniques to identify and develop your leadership philosophy and gain skills to lead your team to successful outcomes.	George V. Masi, FACHE Jody R. Rogers, PhD, FACHE
	May 20–21	Leadership Approaches to Patient-Centered Care Gain practical methods for building a patient-centered care culture and understand the leader's role in successful PCC implementation.	Build the leadership skills and knowledge needed to address PCC initiatives in your organization.	Mary-Ellen Pichè, FACHE Diane Ball
	May 20–21	Reducing the Financial Impact of Hospital Readmissions and Medical Mistakes Preventing avoidable hospital readmissions is not only a hospital quality issue, it's a financial one. Through tactical capacity, you will bridge the gap between strategy and execution.	Outline root causes for readmissions in your organization and develop strategies to mitigate and eliminate them.	Michael E. Frisina, PhD George A. Zara, FACHE

ACHE's Career Resource Center

Career Development Programs

In today's changing healthcare marketplace, you need to ensure your employability, not just your employment. Whether you are a newcomer to healthcare management or a seasoned executive, the Career Resource Center can give you the tools you need to manage your career and make sure you are always prepared for the next change. CRC offers you comprehensive, confidential career services, giving you the resources you need to be successful. The following programs will help you discover your leadership and management strengths and identify areas you need to develop. A CRC staff member will be on-site to answer any career management questions.

The Benchmarks® Workshop

Monday, May 18, 2 p.m. to 4:15 p.m. or
Wednesday, May 20, 2 p.m. to 4:15 p.m.
6 ACHE Face-to-Face Education Credits

Benchmarks is a developmental, 360-degree assessment that provides feedback on 16 key executive competencies and your leadership potential. You and your colleagues, direct reports and supervisors will complete assessments on your actual leadership behavior in the essential competencies that successful executives must possess. You will receive a personalized feedback report and receive help in interpretation and guidance for preparing a required development plan to enhance your leadership effectiveness and reduce your risk of career derailment.

Advance registration by April 20 is required for both the Benchmarks Workshop and Benchmarks Plus Emotional Intelligence.

Benchmarks® Plus Emotional Intelligence

Monday, May 18, 2 p.m. to 6 p.m. or
Wednesday, May 20, 2 p.m. to 6 p.m.
8 ACHE Face-to-Face Education Credits

Benchmarks Plus Emotional Intelligence combines CRC's popular 360-degree assessment—The Benchmarks Workshop—with the Emotional Intelligence Assessment to give you a hands-on look at your leadership potential. During the workshop, you will receive feedback on your scores in 16 key leadership areas and a detailed evaluation of your emotional intelligence. You also will fashion two required development plans that will work together to help you increase your leadership abilities and improve your emotional intelligence.

Advance registration by April 20 is required for both the Benchmarks Workshop and Benchmarks Plus Emotional Intelligence.

ACHE's Career Resource Center

Emotional Intelligence Assessment

Monday May 18, 4:30 p.m. to 6 p.m.
Wednesday May 20, 4:30 p.m. to 6 p.m.
2 ACHE Face-to-Face Education Credits

Career experts agree: Emotional intelligence is a better predictor of career success than IQ. But many healthcare executives do not have a clear idea of how their emotional intelligence measures up. With the Emotional Intelligence Assessment, you can measure your emotional intelligence quotient—or EQ—and use the results to build stronger relationships, enhance self-awareness and achieve greater work-life balance. Interpretive comments will explain your scores and suggest strategies for improvement. You also will receive a resource book to help you develop a required development plan and improve your EQ scores.

Executive Job Search Workshop

Tuesday, May 19, 3:30 p.m. to 6 p.m.
Learn the basics of managing your career with this workshop designed to help you use established techniques in preparing for a job transition. You will learn the crucial skills for resume development, networking and interviewing. Sample cover letters and resumes, tips for selling your abilities, sample interviewing questions and networking resources are all included in the workshop.

Power/Influence Assessment

Tuesday, May 19, 2 p.m. to 3:15 p.m.

Every successful leader depends on the work of subordinates and colleagues to produce desired results. But how do you employ the power and influence necessary to motivate others to perform? This workshop utilizes the Power Base Inventory to determine your preferences for using each of the six distinct bases of power. You will learn which bases rest on your position within the organization and which ones depend on your personal style. You'll also discover whether your use of power is nurturing commitment, enforcing compliance or incubating resistance, as well as how you can use power and influence more effectively.

For more information on these and other career programs, call the Healthcare Executive Career Resource Center at (312) 424-9446.

Travel Information

FireSky Resort & Spa

4925 N. Scottsdale Rd.

Scottsdale, AZ 85251

Phone: (480) 945-7666

Reservations: (800) 528-7867



Registration Instructions

1 Register online or complete the registration form.

For your convenience, remember:

- Registrations are accepted in the order received, so act now.
- Payment is required at time of enrollment.

2 Reserve hotel accommodations.

- To receive the **reduced ACHE rate of \$199 single/double—plus a \$9 bellhop gratuity and \$3/day maid gratuity**—please inform the hotel you are attending the ACHE Scottsdale Cluster.
- The reduced-rate rooms are available on a first-come, first-served basis **until Sunday, April 26, 2015**.

3 Make travel arrangements.

- **United Airlines:** ACHE has arranged reduced airfares with United Airlines. Go online to **www.united.com** and use the offer code ZTB3448375 to receive a 2 to 10 percent discount. All ticketing and booking fees will be waived with an online reservation. To make a reservation over the phone for a \$25 service fee, call (800) 426-1122 and use the same offer code.
- ACHE reserves the right to substitute faculty and cancel or reschedule programs due to unforeseen events. **For this reason, we advise against purchasing nonrefundable airline tickets.**

- Visit **ache.org/seminars/travel.cfm** for additional travel discounts through ACHE.

Cancellation

To cancel or transfer to another seminar, please notify us **in writing no later than Friday, May 1, 2015**, for full credit or refund, less a \$100 nonrefundable processing fee. After May 1, all fees are forfeited; however, you may send a substitute if you cannot attend.

Additional Information

- To qualify for ACHE Face-to-Face Education credits assigned to a seminar, you must attend the entire seminar.
- Your tuition includes all seminar materials and refreshments. If you have dietary restrictions and require a special meal, please call the Customer Service Center at (312) 424-9400 prior to attending your seminar.
- Dress for all seminar programs is business casual. Room temperatures may vary; we suggest you bring a sweater or jacket.
- ACHE programs are educational in nature. Self-promotion and selling are not permitted.
- If you have special needs that we can assist you with, please contact the Customer Service Center prior to the program.

ACHE customer service representatives are available to assist you via Live Chat in the My ACHE area of **ache.org** Monday through Friday, from 8 a.m. to 5 p.m. Central time. **Customer Service Center (312) 424-9400**

In addition to the ACHE Face-to-Face Education credits assigned to these seminars, ACHE is accredited by other organizations to provide continuing education credit.

ACCME

The American College of Healthcare Executives is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. ACHE designates this educational activity for a maximum of 24 *AMA PRA Category 1 Credit(s)*[™]. Physicians should only claim credit commensurate with the extent of their participation in the activity.

NAB

ACHE is a registered sponsor of professional continuing education with the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and has approved some of the seminars in this program for the number of clock hours listed under their sponsor agreement with NAB/NCERS. State licensure boards, however, have final authority on the acceptance of individual courses. Comments regarding

registered sponsors may be addressed to NAB, 1444 I St. NW, Ste. 700, Washington, D.C. 20005-2210. For a current list of the approved ACHE seminars, please visit **ache.org/NAB**.

NASBA

The Foundation of ACHE is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.learningmarket.org.

Only some seminars are eligible for CPE credit. For a current list, please visit **ache.org/NASBA**.

Scottsdale Cluster Registration Form

Personal Information *(please print)*

NAME (FIRST/MIDDLE/LAST)		NICKNAME (FOR NAME BADGE)
TITLE		
ORGANIZATION		
ADDRESS		CITY/STATE/ZIP
PHONE	FAX	EMAIL
YOUR SIX-CHARACTER ID NUMBER (SEE UPPER LEFT-HAND CORNER OF YOUR MAILING LABEL.)		

Membership Status *(check one)*

☐ ACHE member

☐ Board member or medical staff leader attending with ACHE member (qualifies for the member rate)

☐ Nonmember

☐ Membership application attached (qualifies for the member rate)

Call ACHE's Customer Service Center for information, or visit ache.org/Membership.

Please enroll me in:

(check box and add on bottom line)

	May Dates	Member Rate	Nonmember Rate
☐ Achieving a Strategic Partnership With Your Board: Thrive in the Midst of Accountability (BOARD)	18–19	☐ \$1,425	☐ \$1,625
☐ Advanced Strategic Planning to Transform Your Organization (ADPLN)	18–19	☐ \$1,425	☐ \$1,625
☐ Conflict Management, Alternative Dispute Resolution and the Cost-Effective Use of Legal Services (ADRES)	18–19	☐ \$1,425	☐ \$1,625
☐ Developing and Deploying a Hospital Business Intelligence Strategy That Works (INTEL)	18–19	☐ \$1,425	☐ \$1,625
☐ Practical Strategies for Engaging Physicians (ENGAG)	18–19	☐ \$1,425	☐ \$1,625
☐ Are Medical Groups in Your Portfolio? Critical Factors to Manage Your Investment (FOLIO)	20–21	☐ \$1,425	☐ \$1,625
☐ Leadership Approaches to Patient-Centered Care (CENTR)	20–21	☐ \$1,425	☐ \$1,625
☐ The Courage to Lead: Critical Skills for Healthcare Leaders (CURAG)	20–21	☐ \$1,425	☐ \$1,625
☐ Reducing the Financial Impact of Hospital Readmissions and Medical Mistakes (REDUC)	20–21	☐ \$1,425	☐ \$1,625
☐ The Benchmarks® Workshop (BENCH)	18 or 20	☐ \$670	☐ \$765
☐ The Benchmarks® Plus Emotional Intelligence Workshop (BENCH+)	18 or 20	☐ \$775	☐ \$870
☐ Emotional Intelligence Assessment (EMOTNL)	18 or 20	☐ \$165	☐ \$190
☐ Executive Job Search Workshop (EXECJOB)	19	☐ \$220	☐ \$260
☐ Power/Influence Assessment (POWER)	19	☐ \$115	☐ \$130

Total

Register online at ache.org/Scottsdale.

Phone and fax registrations are accepted on Visa, MasterCard, American Express and Discover card accounts only. **Call** (312) 424-9400 **Fax** to (312) 424-9405

Mail this registration form with payment to: Foundation of the American College of Healthcare Executives
3376 Eagle Way, Chicago, IL 60678-1033

Method of Payment

Purchase orders are accepted from the Department of Veterans Affairs/uniformed services only.

☐ Check enclosed

☐ Visa

☐ American Express

☐ MasterCard

☐ Discover

(include attendee's name and make payable to

☐ I am associated with the Department of Veterans Affairs/uniformed services and will pay on-site.

Foundation of ACHE)

\$

AMOUNT CHARGED	ACCOUNT NUMBER	EXP. DATE
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CARDHOLDER'S SIGNATURE

By registering, you agree to permit audio, video and photographic recording of your participation in ACHE programming, and you authorize ACHE to use any audio, video and photographic recordings of you at the event(s) in any format and for any lawful purpose, including such purposes as editorial, publicity, illustration, advertising and Web content. You hereby waive your right to inspect and/or approve any finished product.



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Additional information is available at ache.org/Scottsdale or call (312) 424-9400.

Can't Make This Program?

Then plan to attend one of the following:

June 1–4, 2015	Cape Cod, Mass.	Ocean Edge Resort & Golf Club
July 13–16, 2015	Seattle	Hyatt at Olive 8
August 3–6, 2015	New York	Grand Hyatt New York



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Cluster