

ACHE Cluster Seminars



Austin, Texas

Session 1: Nov. 2–3, 2015

Session 2: Nov. 4–5, 2015

ache.org/Austin

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 AUSTIN, TEXAS



Per the city's slogan, Austin is weird. It's also Texas' capital and the live music capital of the world. The city's food scene has been on the rise for some time now, and while barbecue and Tex-Mex are not to be missed, there are many other culinary delights to be found. Art is everywhere in Austin, so a visit to one of the many museums, including the Blanton, the Harry Ransom Center or even one of the many street fairs and festivals, is a must. The Hyatt Regency Austin is in the middle of all this, nestled in the city's entertainment district and settled on the lake. For more information about Austin, contact the Austin Convention & Visitors Bureau at www.austintexas.org. To learn more about the hotel, visit its website at www.austin.hyatt.com or call (512) 477-1234.

CONIFER
HEALTH SOLUTIONS®

This cluster is made possible in part by the support of Conifer Health Solutions, an ACHE Premier Corporate Partner. ACHE would like to thank Conifer Health Solutions for its commitment to ACHE and helping us advance healthcare management excellence. For more information, please visit www.coniferhealth.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!

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

Inside the Physician Mind: Finding Common Ground with Doctors

Joseph S. Bujak, MD, FACP

127 pages, order code: 2114

\$79 + shipping

What Top-Performing Healthcare Organizations Know: 7 Proven Steps for Accelerating and Achieving Change

Greg Butler

Chip Caldwell, FACHE

130 pages, order code: 2117

\$81 + shipping

Prices are subject to change.

Receive a 30 percent discount on HAP books purchased at the Austin 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.

Additional information is available at [**ache.org/Austin**](https://www.ache.org/Austin).

Here's Our Austin Lineup:

12 ACHE Face-to-Face Education credits each.

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

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

SESSION 1	Date	Seminar	Learning Objectives	Faculty
	Nov. 2–3	Behavior Smarts: Increasing Healthcare Leadership Performance—NEW! Influential leadership is about inspiring and motivating performance excellence at all levels of the organization through a highly developed emotional intelligence capacity.	Discover the power of collaboration and connection to drive performance through emotional intelligence.	Joesph Bujak, MD Michael Frisina, PhD
	Nov. 2–3	Compelling Communication: Creating Engagement, Understanding and Results Acquire ready-to-use communication tools to increase employee engagement, clarify performance expectations and create a culture of collaboration, resulting in a more purpose-driven and productive organization.	Develop communication skills that produce consensus, ownership and results to improve employee performance and reinforce your organization's mission.	Craig E. Deao
	Nov. 2–3	Effective Leadership for High-Reliability Healthcare Look beyond traditional healthcare models to approaches high-reliability organizations use.	Identify and apply proven strategies used within and outside healthcare to improve quality, patient safety and financial performance.	Gary Yates, MD Steve Kreiser
	Nov. 2–3	Living on Medicare Rates: A Senior Leader Margin Improvement Planning Program Obtain fresh leadership approaches to meet strategic imperatives and respond to evolving Medicare reimbursement decreases.	Implement plans to successfully manage reimbursement declines and achieve greater cost improvements.	Chip Caldwell Jr., FACHE Kurt M. Stuenkel, FACHE
	Nov. 2–3	Strategic Planning: From Formulation to Action Organize and carry out a strategic planning process that leads to concrete actions to improve your future competitiveness.	Adjust your strategies and business models in response to the new reform initiatives.	Alan M. Zuckerman, FACHE, FAAHC
SESSION 2	Nov. 4–5	Leading for Success: Creating a Committed Workforce—NEW! Learn why sustainable excellence rests on the adaptability of the workforce and remedy the gap between leadership behavior and organizational performance.	Employ the essential elements for leading transformational change—vision, dialogue and measurement—to increase employee engagement and ensure organizational success.	Joseph S. Bujak, MD, FACP Michael E. Frisina, PhD
	Nov. 4–5	Possibilities, Probabilities and Creative Solutions: Breakthrough Thinking for Complex Environments Go beyond traditional methods for problem solving and create new approaches that will inspire your team to generate new ideas and facilitate sustainable improvement.	Realize better bottom-line results with new leadership approaches that incorporate innovation and creativity.	Kevin E. O'Connor, CSP
	Nov. 4–5	Practical Leadership Strategies in an Age of Change—NEW! With the rapid changes taking place in healthcare today, leaders need practical tools to implement a highly successful change management process.	Gain strategies for handling a changing workforce, and identify proven approaches to improve communication and avoid management derailment.	Carson F. Dye, FACHE
	Nov. 4–5	Successful Executive Onboarding: Achieving Mastery and Influence in 100 Days Individuals in new positions need to quickly learn to navigate complex organizational relationships.	Determine strategies top corporations practice to ensure new leaders benefit from the concerns, priorities and advice of staff.	L. Rita Fritz Dennis L. Vonderfecht, FACHE

Travel Information

Hyatt Regency Austin

208 Barton Springs Rd.

Austin, TX 78704

Phone: (512) 477-1234



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 \$219 single/double**, please inform the hotel you are attending the ACHE Austin Cluster.

The reduced-rate rooms are available on a first-come, first-served basis **until Mon., Oct. 12, 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 Fri., Oct. 16, 2015**, for full credit or refund, less a \$100 nonrefundable processing fee. After Oct. 16, 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 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**.

Austin 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: <i>(check box and add on bottom line)</i>	November Dates	Member Rate	Nonmember Rate
☐ Behavior Smarts: Increasing Healthcare Leadership Performance (SMART)	2–3	☐ \$1,425	☐ \$1,625
☐ Compelling Communication: Creating Engagement, Understanding and Results (COMPC)	2–3	☐ \$1,425	☐ \$1,625
☐ Effective Leadership for High-Reliability Healthcare (PTSFY)	2–3	☐ \$1,425	☐ \$1,625
☐ Living on Medicare Rates: A Senior Leader Margin Improvement Planning Program (MEDIC)	2–3	☐ \$1,425	☐ \$1,625
☐ Strategic Planning: From Formulation to Action (PLANG)	2–3	☐ \$1,425	☐ \$1,625
☐ Leading for Success: Creating a Committed Workforce (FORCE)	4–5	☐ \$1,425	☐ \$1,625
☐ Possibilities, Probabilities and Creative Solutions: Breakthrough Thinking for Complex Environments (POSIB)	4–5	☐ \$1,425	☐ \$1,625
☐ Practical Leadership Strategies in an Age of Change (PRACT)	4–5	☐ \$1,425	☐ \$1,625
☐ Successful Executive Onboarding: Achieving Mastery and Influence in 100 Days (NEWEX)	4–5	☐ \$1,425	☐ \$1,625
Total		\$ _____	\$ _____

Register online at **ache.org/Austin**.

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

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

(include attendee's name and make payable to Foundation of ACHE)

\$	AMOUNT CHARGED	ACCOUNT NUMBER	EXP. DATE
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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Austin

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

Can't Make This Program?

Then plan to attend one of the following:

Dec. 14–17, 2015	Orlando	Loews Portofino Bay Hotel
Jan. 18–21, 2016	St. Petersburg, Fla.	Loews Don CeSar Hotel
Jan. 25–28, 2016	Beaver Creek, Colo.	The Westin Riverfront Resort & Spa



Printed on paper from well-managed forests
with post-consumer waste content.

Cluster