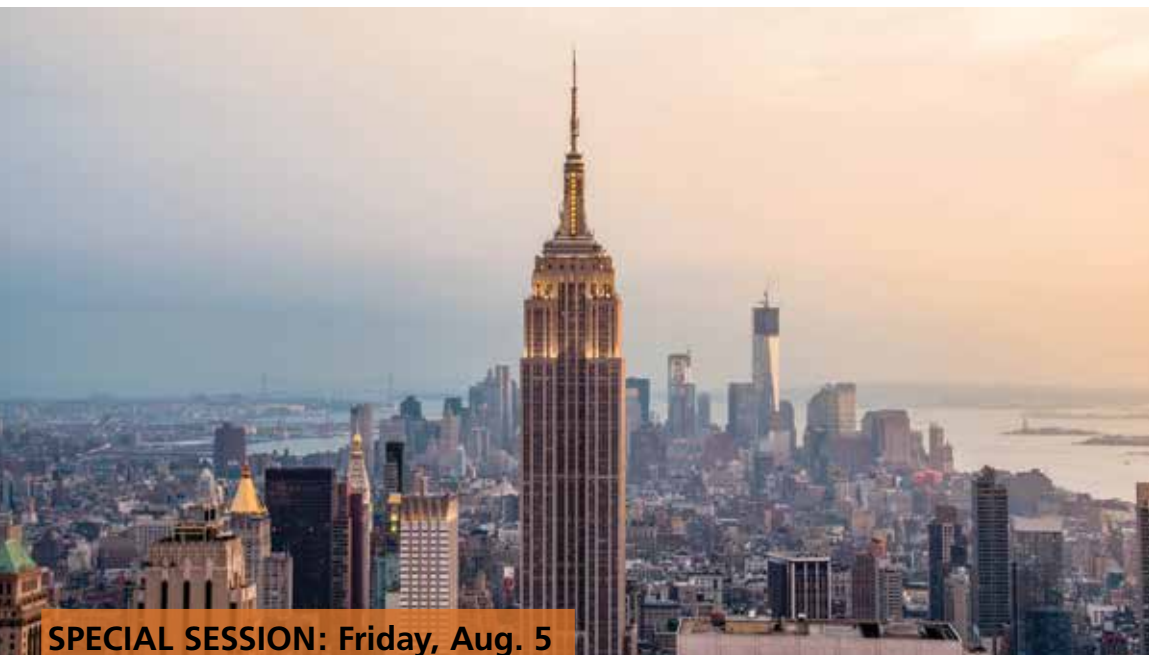


ACHE Cluster Seminars



SPECIAL SESSION: Friday, Aug. 5

Enhancing the Patient Experience Through Healthcare Innovation

New York

Session 1: Aug. 1–2, 2016

Session 2: Aug. 3–4, 2016

ache.org/NewYork

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 NEW YORK

The Big Apple. Gotham. The Capital of the World. The City That Never Sleeps. New York has a lot of nicknames—and even more to offer. You can eat food from every corner of the globe at any time—there is no shortage of 24-hour restaurants here. The shopping is outstanding, and Times Square is not to be missed. You also can take in a little culture during your stay, visiting the MoMA and Central Park and catching a Broadway show. And, no trip is complete without a visit to the Empire State Building and Lady Liberty. The Grand Hyatt New York is situated right in the thick of things in Midtown, adjacent to Grand Central Terminal (another must-see) and just a quick walk to Rockefeller Center and Fifth Avenue. The luxury hotel is the perfect place to rest after exploring the city. For more information on New York, contact NYC & Company at www.nycandcompany.com. For more information about the hotel, visit www.grandnewyork.hyatt.com or call (212) 883-1234.

McKESSON

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



The Challenges Facing Today's Healthcare Leaders Are Continually 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/HAP**](https://www.ache.org/HAP) 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!

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

Leading Transformational Change: The Physician-Executive Partnership

Tom Atchison, EdD

Joseph S. Bujak, MD, FACP

197 pages, order code: 1131

\$72 + 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 New York 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/NewYork**](https://www.ache.org/NewYork).

Here’s Our New York Lineup:

12 ACHE Face-to-Face Education credits each

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

All seminars are held from 7 a.m. to 1:30 p.m., unless otherwise noted

*ACHE has approved these seminar(s) for NAB credit.

SESSION 1	Date	Seminar	Learning Objectives	Faculty
	Aug. 1–2	Behavior Smarts: Increasing Healthcare Leadership Performance—NEW! Inspire performance excellence at all levels of your organization through a highly developed emotional intelligence capacity.	Distinguish and apply the key behaviors necessary to connect with team members and build stronger personal relationships.	Michael E. Frisina, PhD
	Aug. 1–2	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
	Aug. 1–2	Leading and Managing in Changing Times—NEW! Different skill sets are needed to lead and manage change processes in the constant transformation of healthcare.	Discover the coaching skills necessary to drive performance through daily problem solving and continuous staff development.	Thomas Atchison, EdD
	Aug. 1–2	Managing Conflict, Accountability Conversations and Disputes* Adopt approaches to crucial confrontations that correct broken promises, violated expectations and bad behavior.	Develop skills to maintain good relations while still managing tough situations and remaining focused on the real issues.	Stacy D. Nelson, EdD
	Aug. 1–2	Service Line Management: The Next Generation Explore the service line management approach more closely to help you implement it in a manner that maximizes its success.	Conduct a comprehensive portfolio analysis to select the right service lines to target and create a strategy specifically tuned to your organization’s needs.	Howard J. Gershon, FACHE William F. Vanaskie, FACHE
SESSION 2	Date	Seminar	Learning Objectives	Faculty
	Aug. 3–4	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
	Aug. 3–4	Critical Success Factors in Moving Toward Value-Based Care—NEW! Discover technological tools and strategies to aid in the change from fee for service to risk-based payment methodologies.	Discuss new care delivery models and design a proactive take-home readiness assessment and action plan.	Kevin S. Cook James R. Porter, MD, FACHE, FAAP
	Aug. 3–4	Leadership and Accountability in Project Management and Programs Develop practical project management tools to guide you through determining scope, establishing a realistic schedule and developing a sound budget.	Explore techniques for managing stakeholders, lead diverse project teams, monitor progress and bring complex projects to successful completion.	Laura W. Synnott, FACHE
	Aug. 3–4	Reaching Excellence in the Patient Experience Gain practical methods for building a patient-centered care culture and understand the leaders’ role in successful PCC implementation.	Build the leadership skills and knowledge needed to address patient-centered-care initiatives in your organization.	Mary-Ellen Pichè, FACHE Diane Ball
Special Session	Aug. 3–4	Using Metrics as a Road Map to Hospital Success Advance your organization’s financial, clinical and operational outcomes by using the right measurement tools to set and assess progress toward strategic goals.	Lead your organization to a new level of success when the right measurement tools are used to set standards and assess progress toward your strategic goals.	Steven H. Berger, CPA, FACHE, FHFMA
	Aug. 5 7:30 a.m.–12:15 p.m. 14 ACHE Face-to-Face Education credits	Enhancing the Patient Experience Through Healthcare Innovation* Funded in part by ACHE’s Fund for Innovation in Healthcare Leadership Following ACHE’s New York Cluster, this program will explore elements of the patient experience, expand perspectives on innovations driving healthcare today and integrate the current global data that reinforce positive trends for a new healthcare mindset. It also will feature panelists who will share strategies on sustainable patient experience practices.		Jason A. Wolf, PhD

Travel Information

Grand Hyatt New York

109 E. 42nd St.

New York, NY 10017

Phone: (212) 883-1234

Reservations: (888) 421-1442



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 \$249 single/double**, please inform the hotel you are attending the ACHE New York Cluster.
- The reduced-rate rooms are available on a first-come, first-served basis **until Monday, July 11, 2016**.

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 ZVFJ203885 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, July 15, 2016**, for full credit or refund, less a \$100 nonrefundable processing fee. After July 15, 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 Monday through Friday from 8 a.m. to 5 p.m. Central time: **Customer Service Center (312) 424-9400** or email **contact@ache.org**.

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.

ACHE customer service representatives are available to assist you via Live Chat on the My ACHE page on **ache.org** Monday through Friday from 8:00 a.m. to 5:00 p.m. Central time. Call the Customer Service Center at (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 its 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**.

New York 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>	August Dates	Member Rate	Nonmember Rate
☐ Behavior Smarts: Increasing Healthcare Leadership Performance (SMART)	1–2	☐ \$1,475	☐ \$1,675
☐ Developing and Deploying a Hospital Business Intelligence Strategy That Works (INTEL)	1–2	☐ \$1,475	☐ \$1,675
☐ Leading and Managing in Changing Times (MANCH)	1–2	☐ \$1,475	☐ \$1,675
☐ Managing Conflict, Accountability Conversations and Disputes (DISPU)	1–2	☐ \$1,475	☐ \$1,675
☐ Service Line Management: The Next Generation (SLINE)	1–2	☐ \$1,475	☐ \$1,675
☐ Achieving a Strategic Partnership With Your Board: Thrive in the Midst of Accountability (BOARD)	3–4	☐ \$1,475	☐ \$1,675
☐ Critical Success Factors in Moving Toward Value-Based Care (VACAR)	3–4	☐ \$1,475	☐ \$1,675
☐ Leadership and Accountability in Project Management and Programs (PRJCT)	3–4	☐ \$1,475	☐ \$1,675
☐ Reaching Excellence in the Patient Experience (CENTR)	3–4	☐ \$1,475	☐ \$1,675
☐ Using Metrics as a Road Map To Hospital Success (METRC)	3–4	☐ \$1,475	☐ \$1,675
☐ Enhancing the Patient Experience Through Healthcare Innovation (FRPTEx)	5	☐ \$355	☐ \$405
Total			

Register online at **[ache.org/NewYork](#)**.

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
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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New York Cluster

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Session 2: Aug. 3–4, 2016

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

Can't Make This Program?

Then plan to attend one of the following:

Sept. 12–15, 2016	New Orleans	InterContinental New Orleans
Sept. 19–22, 2016	Washington, D.C.	Hyatt Regency Washington on Capitol Hill
Oct. 24–27, 2016	San Diego	Loews Coronado Bay Resort



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Cluster