



2016 Healthcare Improvement Forum

Transform Your Culture and Optimize Performance

San Diego, California

August 9, 2016

7:30 – 8:30am	Continental Breakfast	All Speakers & Attendees
8:30 – 8:45am	Welcome & Introduction	Amanda Holland
8:45 – 9:30am	Improving Healthcare & Sustaining Results: The HEI Model	Katie Owens
9:30 – 9:45am	Expectations - Interactive Exercise	Eric Heckerson & Attendees
9:45 – 10:00am	Break	All Speakers & Attendees
10:00 – 10:45am	Building the Courage to Change & Drive Results	Al Stubblefield
10:45 – 11:45am	Leading Performance & Driving Accountability <i>1 CE Credit</i>	Eric Heckerson
11:45 – 12:45pm	Networking Lunch	All Speakers & Attendees
12:45 – 1:45pm	Mastering People-Centered Communication <i>1 CE Credit</i>	Kathleen Lynam
1:45 – 2:00pm	Break	All Speakers & Attendees
2:00 – 3:00pm	Building & Sustaining a Patient-Centered Culture	Cassandra Willis-Abner
3:00 – 4:15pm	The Innovation Game: <i>Twenty or More Innovative Ideas & Tools</i>	Innovation Team
4:15 – 4:30pm	Summary, Evaluations, & Raffle	Amanda Holland
4:30 – 5:00pm	Exhibits and Networking with Coaches	All Speakers & Attendees



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7:30 – 8:30am	Continental Breakfast	All Speakers & Attendees
8:30 – 8:45am	Yesterday's Learning, Expectations, & Questions	Eric Heckerson
8:45 – 9:15am	Coaching 102: Advanced Techniques for Leaders <i>.5 CE Credit</i>	Melissa Wurm
9:15 – 9:45am	Empathy in Care & Service <i>.5 CE Credit</i>	April Blankenship
9:45 – 10:00am	Break	All Speakers & Attendees
10:00 – 11:00am	Physician Keynote: Coaching Physicians to Enhance Performance <i>1 CE Credit</i>	Dr. John Ervin
11:00 – 11:15am	Break & Move to Breakout Sessions	All Speakers & Attendees
11:15 – 12:30pm	Showcase Breakout Sessions: <i>Select One of Three</i> • Using Language of Caring to Elevate Performance Dorothy Sisneros, Language of Caring • Reducing Avoidable Readmissions Mary Alice Worrell, St. John Health • Great State of Asante Win Howard, Asante Healthcare	All Speakers & Attendees
12:30 – 1:30pm	Networking Lunch	All Speakers & Attendees
1:30 – 3:00pm	Roundtable "Speed Coaching" Sessions	Leigh Ann & Coaches
3:00pm	Closing Remarks, Raffle, & Evaluations	All Speakers & Attendees

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