

The Leadership and Improvement Conference

Leaders Driving Quality and Reliability in Healthcare

Toronto, ON, CA | May 2-3, 2018

DAY 1: Wednesday, May 2

6:45 – 7:45 a.m.	Breakfast		
8:00 – 8:15 a.m.	Welcome and Opening Remarks Bonnie S. Cochrane, RN, MSc, CHE, General Manager, Studer Group Canada		
8:15 – 8:45 a.m.	Own Your Future		
8:45 – 9:45 a.m.	Driving Quality and Reliability with Evidence-Based LeadershipSM Craig Deao, MHA, Senior Leader and Speaker, Studer Group		
9:45 – 10:00 a.m.	Break		
10:00 – 11:15 a.m.	Healthcare Quality and High Reliability Panel Discussion Facilitated by Daniella Daniela Lockhard, Regional Director, Studer Group Canada		
11:15 – 11:30 a.m.	Maximize Learning: Connecting the Dots & Table Work Facilitated by Mike Heenan, MBA, Studer Group Speaker, Assistant Professor, McMaster University		
11:30 – 12:30 p.m.	LUNCH		
Concurrent Sessions	Rounding for Outcomes Erin Shipley, RN, MSN, Coach, Studer Group	Saving Lives with Transition Calls Rachael Johnson, Coach Specialist, Studer Group	Not Getting Results? Start by Looking in the Mirror Eric Hanna, President and CEO, Arnprior Regional Health
12:45 – 1:45 p.m.			

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Concurrent Sessions

2:00 – 3:00 p.m.

Rounding for Outcomes

Erin Shipley, RN, MSN, Coach,
Studer Group

Saving Lives with Transition Calls

Rachael Johnson, Coach
Specialist, Studer Group

Medication Errors: Getting to Zero Incidents of Wrong Drug-Wrong Patient

Chris Judd, Director of Pharmacy

Amanda Thibeault, Director of
Nursing Practice, St. Joseph's
Health Care London

3:15 – 4:00 p.m.

Leadership is a Choice

Linda Deering Dean, RN, President, Advocate Sherman Hospital

4:00 – 4:30 p.m.

Maximize Learning: Q&A with Keynote Speaker, Linda Deering Dean, and Table Work

Facilitated by Mike Heenan, MBA, Studer Group Speaker, Assistant Professor, McMaster University

4:30 -5:30 p.m.

Closing Remarks and Adjourn

Lynne Mahony, MBA, MFA, Coach Leader, Studer Group

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DAY 2: Thursday, May 3

6:30 – 7:15 a.m.	Yoga with Kelly Isfan, President & CEO, Norfolk General Hospital
6:45 – 7:45 a.m.	Networking Breakfast
8:00 – 9:30 a.m.	Welcome Back and Q&A with CEO Panelists Facilitated by Bonnie S. Cochrane, RN, MSc, CHE, General Manager, Studer Group Canada
9:30 – 9:45 a.m.	Networking Break
9:45 – 10:45 a.m.	Physician Leadership and the Dyad Relationship Jeff Morris, MD, MBA, FACS, FRCS(C), Coach and Speaker, Studer Group
10:45 – 11:15 a.m.	Maximize Learning: Q&A with Keynote Dr. Jeff Morris and Table Work Facilitated by Mike Heenan, MBA, Studer Group Speaker, Assistant Professor, McMaster University
11:15 – 11:30 a.m.	Network Break
11:30 – 12:30 p.m.	Ten Minutes That Count Think Ted Talks! Hear from five healthcare experts each speaking ten minutes on relevant hot topics that share proven best practices and takeaways.
12:30 – 1:15 p.m.	Lunch

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DAY 2: Thursday, May 3 (cont.)

1:15 – 1:30 p.m. **Living Values Award Recognition**

1:30 – 2:15 p.m. **Sustaining Results and Keeping the Flywheel Spinning**

Mitch Hagins, Regional Director, Studer Group

2:15 – 2:30 p.m. **Maximize Learning: Q&A with Keynote Mitch Hagins and Table Work**

Facilitated by Mike Heenan, MBA, Studer Group Speaker, Assistant Professor, McMaster University

2:30 – 3:15 p.m. **Own Your Resilience**

Kris Ann Piazza, Coach, Studer Group

3:15 – 4:15 p.m. **Closing Remarks & Adjourn**

Bonnie S. Cochrane, RN, MSc, CHE, General Manager, Studer Group Canada