

AGENDA

DAY ONE: TUESDAY, NOVEMBER 28, 2017

7:00 AM - 8:00 AM

Registration and Name Badge Pick-Up

8:00 AM - 8:15 AM

GENERAL SESSION: Welcome and Opening Remarks

8:15 AM - 9:15 AM

KEYNOTE: The E-Factor: How Engaged Patients, Clinicians, Leaders, and Employees will Transform Healthcare
Craig Deao, MHA, Studer Group Senior Leader and Speaker

9:15 AM - 9:30 AM

Networking Break

9:30 AM - 10:30 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Building the Foundation for Excellence with Evidence-Based Leadership
Presented by Mitch Hagins

PATIENT EXPERIENCE TRACK (EXTENDED SESSION 9:30AM - 11:45AM)

The Patient Experience Landscape: CMS and All Things CAHPS - ED CAHPS, OAS CAHPS, HCAHPS, and CG CAHPS (PART 1)
Presented by the Patient Experience Coaching Team

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK

Employee Engagement Starts at the Top

10:30 AM - 11:45 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Alignment & Accountability: The Key Factors to Achieving Results
Presented by Kelly Dickey

PATIENT EXPERIENCE TRACK (EXTENDED SESSION CONT. 9:30AM - 11:45AM)

The Patient Experience Landscape: CMS and All Things CAHPS - ED CAHPS, OAS CAHPS, HCAHPS, and CG CAHPS (PART 1)
Presented by the Patient Experience Coaching Team

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK

Highly Reliable Leadership

11:45 AM - 12:45 PM

Networking Lunch

12:45 PM - 1:45 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Leader Development and the Art of Coaching
Presented by Mark Noon, USAF (ret.)

PATIENT EXPERIENCE TRACK

The Patient Experience Landscape: CMS and All Things CAHPS - Panel Discussion and Faculty Q&A (PART 2)
Presented by the Patient Experience Coaching Team

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK

Executive Team Coaching

2:00 PM - 3:00 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Performance Management: highmiddlelow®

Presented by Mark Noon, USAF (ret.)

PATIENT EXPERIENCE TRACK

Leveraging the Patient Voice in Your Improvement Journey

Presented by Lisa Reich, RN

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK

What We Permit, We Promote

3:00 PM - 3:15 PM

Networking Break

3:15 PM - 4:15 PM

KEYNOTE: 10 Minutes That Count

DAY TWO: WEDNESDAY, NOVEMBER 29, 2017

7:00 AM - 8:00 AM

Networking Breakfast

8:00 AM - 8:15 AM

GENERAL SESSION: Welcome and Opening Remarks

8:15 AM - 8:30 AM

Welcome Message
Presented by Jim Roth, Huron president and CEO

8:30 AM - 9:30 AM

KEYNOTE: The Significance of Pride in Healthcare
Presented by Liz Jazwiec, RN, Studer Group speaker

9:30 AM - 9:45 AM

Networking Break

9:30 AM - 10:45 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Developing Active, Effective Listening Skills: The Foundation of Effective Communication
Presented by Craig Deao, MHA

PATIENT EXPERIENCE TRACK

Leading The Charge: How Does a CXO Lead for Alignment
Presented by Colleen McCrory, MBA, FACHE and Debbie Landers, MBA

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK

Innovation by Innosight

11:00 AM - 12:00 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Holding on to Your A+ Talent: Reducing Employee Turnover
Presented by Mark Noon, USAF (ret.)

PATIENT EXPERIENCE TRACK

Patient Safety: A Critical Element of Patient Experience
Presented by Vikki Choate, RN, MSN, CPHQ

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK

VBP/Dual Transformation: Planning for Value and Praying for Volume

12:00 PM - 1:15 PM

Networking Lunch

1:15 PM - 2:15 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Rounding on Staff: Saving Time, Lives, and YOU!
Presented by Rich Bluni, RN

PATIENT EXPERIENCE TRACK

Leader Rounding on Patients Across the Continuum
Presented by Erin Shipley, RN, MSN

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK

Strategy: M&A Post Merger Success

3:00 PM - 4:00 PM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

AIDET®: What You Say Makes a Difference

Presented by Rich Bluni, RN

PATIENT EXPERIENCE TRACK

How To Move CAHPS Performance with Goal Setting

Presented by Kelly Dickey, coach and Davy Crockett

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK

Making Sense of MACRA

3:15 PM - 4:15 PM

KEYNOTE: A CEO's Perspective

Presented by Kim Bordenkircher, CEO of Henry County Hospital

DAY THREE: THURSDAY, NOVEMBER 30, 2017

7:00 AM - 8:00 AM

Networking Breakfast

8:00 AM - 8:45 AM

KEYNOTE:

Presented by Jack Barto, Former CEO of Hanover Regional Medical Center

8:45 AM - 9:00 AM

Networking Break

9:00 AM - 10:00 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Engaging Your Staff and Patients in Patient Safety Practices

Presented by Dave Marshall

PATIENT EXPERIENCE TRACK

Empowering Your Leaders through Shift Huddles

Presented by Erin Shipley, RN, MSN

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK (EXTENDED SESSION 9:00AM - 11:15AM)

Q&A with Keynote Speakers Jack Barto and Kim Bordenkircher

10:15 AM - 11:15 AM

Concurrent Sessions

FOUNDATIONS OF EVIDENCE-BASED LEADERSHIPSM TRACK

Sustaining Excellence and Keeping the Flywheel Spinning

Presented by Mitch Hagins

PATIENT EXPERIENCE TRACK

Straight A's in Service Recovery

Presented by Colleen McCrory, MBA, FACHE

ADVANCED LEADERSHIP FOR SENIOR EXECUTIVES TRACK (EXTENDED
SESSION CONT. 9:00AM - 10:00AM)

Engaging Patients As Financial Partners

11:30 AM - 12:30 PM

KEYNOTE Inspired Care

Presented by Rich Bluni, RN, Studer Group senior leader and speaker

