

WHAT'S *Right* IN HEALTH CARE<sup>SM</sup>



**2008 | EVIDENCE TO OUTCOMES**  
A conference dedicated to collaborative learning

JUNE 18–20, 2008 | ATLANTA | PRESENTED BY StuderGroup<sup>▼</sup>

# AN *Intensive* LEARNING COLLABORATIVE

One of the largest healthcare peer-to-peer learning conferences in the nation, *What's Right in Health Care* brings individuals together to share ideas that have been proven to make healthcare better.

The conference provides the tools, techniques, and solutions you can use to achieve quick wins, as well as sustained clinical, operational and service excellence. Thirty-three breakout sessions focused on proven tactics, three plenary sessions, and networking opportunities will help your organization move to the next level in every area.

The conference was designed to help you implement tactics that evidence has proven to drive sustainable results in organizations. In fact, last year's conference featured tactics that produced a more than \$136 million return on investment for the presenting organizations.



# At a Glance

## Wednesday, June 18

3:00 – 5:30 pm

- ▼ Breakout sessions

## Thursday, June 19

8:00 am – 7:30 pm

- ▼ Opening plenary keynote featuring Quint Studer and Janet Corrigan
- ▼ Full day of breakout sessions
- ▼ Celebration reception
- ▼ Awards celebration and live concert for healthcare with The Fire Starters

## Friday, June 20

8:00 am – 12:00 pm

- ▼ Plenary keynote session featuring Dr. Gerald Hickson
- ▼ Closing plenary featuring Quint Studer

## DESIGNED FOR THE CONTINUUM OF HEALTHCARE DELIVERY

Each session will focus on one of these areas:

- HCAHPS
- Inpatient
- Outpatient
- Emergency Departments
- Physician Practices
- Special Issues Related to End of Life Care, Home Health and Support Services



# World-Class PLENARY SESSIONS



## National Priority Areas for Leveraging Improvements in Healthcare Quality

**Janet M. Corrigan, Ph.D., M.B.A.**

*President and CEO  
National Quality Forum (Washington, D.C.)*



## The Why and How of Dealing with “Special” Colleagues: Discouraging Disruptive Behavior

**Gerald B. Hickson, MD**

*Associate Dean for Clinical Affairs  
Director, Clinical Risk Reduction and Loss Prevention  
Center for Patient & Professional Advocacy  
Vanderbilt University School of Medicine (Nashville, TN)*



## Saving Lives

**Quint Studer**

*Founder & CEO, Studer Group  
Author, Wall Street Journal and  
Businessweek bestsellers*

## NETWORK AND CELEBRATE WITH YOUR PEERS

As you connect with peers from across the country—people who are focused on achieving the same positive outcomes—you will receive coaching and tools you can implement on the day you return to make an immediate impact on your organization.

### **Celebration Reception | Thursday, June 19 4:00 – 5:30 pm**

Celebrate what's right in healthcare with more than 1,800 leaders.

### **Awards Celebration and Live Concert | Thursday, June 19 5:30 – 7:30 pm**

Cheer for this year's award recipients, including the newest additions to the Studer Group Hall of Fame, followed by a live concert with Alex Call and The Fire Starters featuring music from “The Calling.”

# Tactical FOCUS



## ABOUT STUDER GROUP

Studer Group is an outcomes-based healthcare performance improvement firm founded in 1998 by Quint Studer, headquartered in Gulf Breeze, Florida, with offices in Dallas, Texas and Sydney, Australia. Studer Group employs more than 135 U.S. employees and coaches hundreds of organizations across the nation and in several other countries — including health systems, medical practices, service providers, and end-of-life organizations — to achieve and sustain clinical, operational and service excellence.

Studer Group's mission is to change the face of healthcare by creating a better place for employees to work, physicians to practice medicine, and patients to receive care. Its vision is to be the intellectual resource for healthcare professionals, combining passion with prescriptive actions and tools, to maximize human potential within each organization and healthcare as a whole.

## 33 BREAKOUT SESSIONS FOCUSED ON SPECIFIC TACTICS *(partial list)*

This year's 33 breakout sessions are in-depth and highly focused on how to implement specific tactics proven to get results. Choose from an array of topics, including:

- ▶ Implementing AIDET<sup>SM</sup> (the Five Fundamentals of Service) in Physician Practices, Inpatient and Outpatient Areas
- ▶ Dealing with Performance Issues and Gaps
- ▶ Hourly Rounding in the ED and Inpatient Areas
- ▶ How to Develop Physician Leaders
- ▶ Effective Leader Accountability and Staff Evaluation Systems
- ▶ How to Hardwire Hourly Rounding to Reduce Falls, Call Lights and Nurse Miles Walked
- ▶ Organizational Practices that Create and Support Effective Nurse Managers
- ▶ HCAHPS: It's all about ALWAYS
- ▶ Using Pre- and Post-Visit Phone Calls to Drive Growth, Satisfaction and Quality
- ▶ Establishing Collaborative and Productive Relationships with Physicians
- ▶ Creating an Ideal Workplace for Nurses

# THE *Calling*

## A SPECIAL LIVE CONCERT FOR HEALTHCARE

### **Alex Call and The Fire Starters**

present a very special musical event inspired by what's right in healthcare.

### **Featuring the lyrics of Quint Studer,**

with words and music by Alex Call (writer of the Tommy Tutone hit 867-5309/Jenny) and Lisa Carrie (Eddy Arnold, Wayne Newton, Mickey Gillie).

### **And introducing The Fire Starters:**

- ▶ Buddy Hyatt, keyboards (Toto, Nashville Superpickers)
- ▶ Danny Parks, guitar (Brooks & Dunn, George Jones, Toby Keith)
- ▶ Wayne Killius, drums (Steve Winwood, Big & Rich, Leon Russell)
- ▶ Jimmy Hyatt, bass (Tanya Tucker, Dusty Drake, Laura Bryna)
- ▶ Jim Hoke, sax (NRBQ, Emmy Lou Harris, Faith Hill)
- ▶ Michael Black, vocals (Jordanaires, Michael Bolton, LeeAnn Rimes)
- ▶ Gary Pigg, vocals (Amy Grant, Neil Young, Michael W. Smith)



*"It is our hope to make a difference. Our belief is that these songs can make a difference, and the pure passion and commitment that has driven this project will make a difference in peoples' lives. I hope this music touches you with a few tears, some laughs, a lot of gratitude, and a deep belief that we can make the world better."* - Quint Studer

# SIGHTS AND SOUNDS OF *Atlanta*

## **Lenox Square Mall**

The Southeast's premier shopping destination, located in the prestigious Buckhead area. For hours and store information, visit [http://www.simon.com/mall/mall\\_info.aspx?ID=207](http://www.simon.com/mall/mall_info.aspx?ID=207).

## **Atlanta Braves vs. Seattle Mariners at Turner Field**

*Friday, June 20*

For the latest schedule information or to purchase tickets, visit <http://atlanta.braves.mlb.com>.

## **The Georgia Aquarium**

*Sunday - Friday 10:00 am - 5:00 pm, Saturday 9:00 am - 6:00 pm*

The world's largest and most engaging aquarium. Visit [www.georgiaaquarium.org](http://www.georgiaaquarium.org) for tickets.

## **NEW World of Coca-Cola**

62,000 square feet of interactive exhibits such as a thrilling, multi-sensory 4-D movie and a fully functioning bottling line. You can even meet a 7-foot polar bear. Visit [www.woccatlanta.com](http://www.woccatlanta.com).



Register by March 14 and receive a \$100 discount!  
Learn more and register at [www.studergroup.com](http://www.studergroup.com)

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**StuderGroup**

EVIDENCE. OUTCOMES. PASSION.

## Qualifies for Eleven AMA Category I CME Credits

*The Studer Group is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. The Studer Group designates this educational activity for a maximum of 11 hours in Category 1 Credit towards the AMA Physician's Recognition Award. Each physician should claim only those hours of credit that he/she actually spent in the educational activity.*

### Register Online

[www.studergroup.com/register\\_wrihc](http://www.studergroup.com/register_wrihc)

### Conference Location

#### Atlanta Marriott Marquis

265 Peachtree Center Avenue | Atlanta, GA 30303

### Room Reservations

Call (888) 855-5701

Rooms have been reserved for conference attendees Wednesday June 18 - Thursday June 19. Use code "The Studer Group" until May 23 to receive per-night room rate of \$197 single/\$207 double

### Tuition

\$850 per attendee

\$650 per attendee from Studer Group partner organizations

For more information or questions please contact Judy Harrison at [Judy.Harrison@StuderGroup.com](mailto:Judy.Harrison@StuderGroup.com) or (850) 934-1099.