

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

## What's Right In Health Care Breakout Sessions<sup>(SM)</sup> June 18-20, 2008

	Marquis A	Marquis B	Marquis C	Marquis D	Imperial A	Imperial B	M 103-105
Wednesday 3:00-4:00	"Teaching Physician-Patient Communication (AIDET <sup>SM</sup> ) for Results in All Pillars" Vanderbilt University Medical Center (Nashville, TN) AUDIENCE: PHYSICIANS, LEADERS		"Diversity Solutions - Melting the Organizational Iceberg" Studer Group (Gulf Breeze, FL) AUDIENCE: ALL	"Rounding in the Emergency Department - What Goes aROUND Comes aROUND" Beaver Dam Community Hospitals, INC. (WI) AUDIENCE: NURSES, ED		"Service Recovery - Making it Right, Rebuilding Confidence, Learning from our Patients and Reducing Malpractice Risk" James W. Pichert, PhD, and Gerald B. Hickson, MD, Vanderbilt University Medical Center (Nashville, TN) AUDIENCE: ALL	
Wednesday 4:15-5:15	"Rounding for Outcomes - Ongoing Communication with Employees to Keep Turnover Low and Engagement High" Roper St. Francis Healthcare (Charleston, SC) AUDIENCE: LEADERS	"Introduction to Evidence-Based Leadership <sup>SM</sup> " Bob Murphy, RN, Esq, Studer Group (Gulf Breeze, FL) AUDIENCE: ALL	"Moving Organizational Performance through highmiddlelow® Performer Conversations" United Regional Health Care System (Wichita Falls, TX) AUDIENCE: LEADERS	"Dropping 5% to Your Bottom Line Through Strategic Cost Reduction" Sacred Heart Hospital (Eau Claire, WI) AUDIENCE: LEADERS			
Thursday 10:15-11:15	"Rallying the Organization's Management Team to Deliver Superior Clinical Outcomes" Advocate Good Samaritan Hospital (Downers Grove, IL) AUDIENCE: PHYSICIANS, LEADERS, NURSES	"Strategies for Creating a Collaborative Patient Care Environment" ARAMARK Healthcare and Sherman Hospital (Elgin, IL) AUDIENCE: LEADERS, NURSES	"Using Staff Performance Evaluations to Drive Pillar Outcomes" Blue Ridge HealthCare (Morganton, NC) AUDIENCE: LEADERS	"Hourly Rounding in the Emergency Department and Inpatient Areas" Baptist Hospital of Miami (FL) AUDIENCE: NURSES, ED	"The Executive Team's Role in Accountability ~ Methods to Sustain Results Beyond Trust" Valley Health System (Ridgewood, NJ) AUDIENCE: LEADERS	"Boot Camp - Develop Nurse Leadership Skills in a Supportive Group Environment" North Mississippi Medical Center (Tupelo, MS) AUDIENCE: NURSES	
Thursday 11:30-12:30	"highmiddlelow® Performer Conversations - A Dialogue, not a Debate" Centegra Health System (Crystal Lake, IL) AUDIENCE: LEADERS	"Top Strategies to Impact and Sustain Performance in Physician Practices" HealthTexas Provider Network (Dallas, TX) AUDIENCE: PHYSICIANS	"Get on Board with New Employee On-Boarding" Saint Joseph Regional Medical Center (South Bend, IN) AUDIENCE: LEADERS	"Discharge Calls—A Tactic that Improves Quality and Saves Lives" Pikeville Medical Center (KY) AUDIENCE: ALL	"Engaging Your Board with Passion, Purpose and Pillars!" United Regional Health Care System (Wichita Falls, TX) AUDIENCE: LEADERS	"Transparency - The Road to Change and Sustained Accountability" Sharp HealthCare's Affiliated Medical Groups (San Diego, CA) AUDIENCE: PHYSICIANS, LEADERS	
Thursday 2:00-3:00	"Hardwiring Inpatient Hourly Rounding" Self Regional Healthcare (Greenwood, SC) AUDIENCE: PHYSICIANS, LEADERS, NURSES		"Selecting Talent – Strategy and Tactics to Select and Retain the BEST!" Jewish Hospital & St. Mary's HealthCare (Louisville, KY) AUDIENCE: LEADERS, NURSES	"Ticket to Ride - Get Your Individualized Patient Care Passports Here" Ottumwa Regional Health Center (IA) AUDIENCE: NURSES, ED	"Outcomes-Based Leader Evaluations (LEM) - A Valuable Tool for the Learning Organization" Centura Health (Denver, CO) AUDIENCE: LEADERS	"Practicing Excellence - Physician Engagement Driving Organizational Outcomes" Studer Group (Gulf Breeze, FL) AUDIENCE: PHYSICIANS, LEADERS	"Pain Management at the End of Life Using Key Words for Excellent Clinical Results" Sharp HospiceCare (San Diego, CA) AUDIENCE: ALL
Thursday 3:15-4:15	"Differentiating on Service - Implementing Key Tactics Such as Interdepartmental Support Service Evaluations" Newton-Wellesley Hospital (Newton, MA) AUDIENCE: PHYSICIANS, LEADERS, NURSES		"Jumping on the Bus - Successful On-Boarding of New Leaders" Parkwest Medical Center (Knoxville, TN) AUDIENCE: LEADERS	"Aligning Patient Safety and Patient Satisfaction" Studer Group (Gulf Breeze, FL) AUDIENCE: ALL	"Driving Accountability through Leader Evaluations and the Monthly Meeting Model" Baptist Hospital of Miami (FL) AUDIENCE: LEADERS, NURSES, ED	"On Being Bored or Being on Board - One Doctor's Story of How Little Changes Make the Leap" Dartmouth-Hitchcock (Nashua, NH) AUDIENCE: PHYSICIANS, LEADERS	"Studer Group Goes to School - Applying the Must Haves® in Education" Sarasota County Public Schools (FL) AUDIENCE: ALL