





WHAT'S *Right* IN HEALTH CARESM

DAY ONE - Monday, June 29, 2009

7:00 AM - 6:00 PM						
REGISTRATION AVAILABLE						
8:30 AM - 11:30 AM	Grand Ballroom A "Discouraging Disruptive Behavior: Key Steps to Building a Culture of Safety!" Presented by Vanderbilt University Medical Center (Nashville, TN) & Studer Group Download Description Download Presentation			Grand Ballroom B "Introduction to Evidence-Based LeadershipSM" Bob Murphy, RN, Esq., FACHE, Studer Group Download Description Download Presentation		
1:00 PM - 2:30 PM	 Welcome and Keynote Address featuring Quint Studer & Joe Scarborough Alignment, Action & Accountability Quint Studer Founder & CEO, Studer Group Author, <i>Wall Street Journal</i> & <i>Businessweek</i> Bestsellers		 Impact of Washington Politics on Healthcare Joe Scarborough Host of <i>MSNBC's Morning Joe / Fmr. Congressman (R-Fla.)</i> Author, <i>The Last Best Hope: Restoring Conservatism and America's Promise</i>			
	Grand Ballroom A	Grand Ballroom B	Columbus CD	Columbus EF	Columbus IJ	Columbus KL
2:45 PM - 3:45 PM	"HCAHPS - A Critical Indicator for Healthcare Quality" Massachusetts General Hospital (Boston, MA) & Studer Group Download Description Download Presentation	"Creating the Best Place to Work in Healthcare" <i>Sponsored by Modern Healthcare</i> Baptist Health South Florida & CHRISTUS St. Michael Health System & Waynesboro Hospital Download Description No Presentation Available	"Patient Safety and Patient Satisfaction Go Hand in Hand" Rich Bluni, RN, Studer Group *Featuring an encore presentation on Tuesday Download Description Download Presentation	"Calculating the Financial Impact - Finding Dollars in Unexpected Places" Stephanie Baker, RN, CEN, MBA, Studer Group Download Description Download Presentation	"Foundational Communication Skills for Healthcare Leaders" Beth Keane, Studer Group *Featuring an encore presentation on Tuesday Download Description Download Presentation	"The Impact of an Efficient ED" Maryvale Hospital (Phoenix, AZ) Download Description Download Presentation
4:00 PM - 5:00 PM	"What you Permit you Promote" Bob Murphy, RN, Esq., FACHE, Studer Group Download Description Download Presentation	"Engaging Physicians: A Guide to Physician Partnership" Stephen Beeson, MD, Studer Group Download Description Download Presentation	"The 8 Elements of a World Class Orientation" Blue Ridge HealthCare (Morganton, NC) Download Description Download Presentation	"Patient 1st: The Best Kept Secret to Attaining and Sustaining Success" Memorial Hospital Miramar (Miramar, FL) Download Description Download Presentation	"Never Say Never - A Nursing Journey to Safer Patient Care through Hourly Rounding" Cheshire Medical Center/Dartmouth Hitchcock Keene (Keene, NH) Download Description Download Presentation	"LDIs - What a Difference a Day Makes!" Monroe County Hospital (Albia, IA) Download Description Download Presentation

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DAY TWO - Tuesday, June 30, 2009

7:00 AM - 4:00 PM	REGISTRATION AVAILABLE						
7:00 AM - 8:00 AM	Breakfast						
8:00 AM - 9:15 AM	General Session featuring Dr. Stephen Beeson & Rich Bluni						
	The Engaged Physician Stephen Beeson, MD Medical Director, Studer Group Author, <i>Practicing Excellence</i>			The Inspired Nurse Rich Bluni, RN National Speaker & Coach, Studer Group Author, <i>Inspired Nurse</i>			
9:40 AM - 10:40 AM	Grand Ballroom A "The Art and Science of Nurse Leadership" Lyn Ketelsen, RN, Studer Group Download Description Download Presentation	Grand Ballroom B "The Days After - How to Rebuild after the Storm" University of Texas Medical Branch (Galveston, TX) Download Description Download Presentation	Columbus CD "ED Hourly Rounding is Powerful: The Metrics are Evidence!" Baptist Hospital of Miami (Miami, FL) Download Description Download Presentation	Columbus EF "Diversity in Healthcare - The Journey Continues" Jackie Gaines, RN, MS, Studer Group Download Description Download Presentation	Columbus GH "Service Matters: Transforming the Culture at OU Medicine" University of Oklahoma College of Medicine Download Description Download Presentation	Columbus IJ "Reducing Operating Expenses: Find Green Dollars" Sacred Heart Hospital (Eau Claire, WI) Download Description Download Presentation	Columbus KL "Improving the Patient's Perception of Care in the Ambulatory Clinic Setting" The Medical University of South Carolina Download Description Download Presentation
11:00 AM - 12:00 PM	Grand Ballroom A "Debunk the Myths of Divert and Up-Front Collections" Southwest Washington Medical Center (Vancouver, WA) Download Description Download Presentation	Grand Ballroom B "System Wide Approach to Moving Organizational Excellence through Accountability and the Nursing Bundle" Catholic Healthcare West (San Francisco, CA) Download Description Download Presentation	Columbus CD "Building a Spirit of Trust and Collaboration between Physicians and Administration" Providence Little Company of Mary Medical Center (Torrance, CA) Download Description Download Presentation	Columbus EF "Communication in Tough Times: Working Smarter not Harder for Pillar Results" Sutter Roseville Medical Center (Roseville, CA) Download Description Download Presentation	Columbus GH "Implementation of an ED Advanced Treatment Area to Improve Patient Throughput" Providence St. Peter Hospital (Olympia, WA) Download Description Download Presentation	Columbus IJ "The Best HCAHPS Defense: A Good Offense" Clark Memorial Hospital (Jeffersonville, Ind.) Download Description Download Presentation	Columbus KL "Foundational Communication Skills for Healthcare Leaders" Beth Keane Studer Group *Encore Presentation Download Description Download Presentation
12:00 PM - 1:30 PM	Networking Lunch						
1:30 PM - 2:30 PM	Grand Ballroom A "Discouraging Disruptive Behaviors - It starts with a Cup of Coffee!" Vanderbilt University Medical Center (Nashville, TN) Download Description Download Presentation	Grand Ballroom B "Aligning a Large System around Studer Group Principles" Community Health Systems (Franklin, TN) Download Description Download Presentation	Columbus CD "Work-Life Blend and Healthcare - Blending Passion and Purpose with your Personal Wellness" Jackie Gaines, RN, MS Studer Group Download Description Download Presentation	Columbus EF "Hardwiring Employee Forums to Engage, Align and Transform your Culture" Palmetto Health Richland (Columbia, SC) Download Description Download Presentation	Columbus GH "Balancing Passion, Purpose and Profit: Improving Revenue, Decreasing Expenses and Improving Patient Care" Heart n' Home Hospice, (Fruitland, ID) Download Description Download Presentation	Columbus IJ "Patient Safety and Patient Satisfaction Go Hand in Hand" Rich Bluni, RN Studer Group *Encore Presentation Download Description Download Presentation	Columbus KL "Achieving Physician Engagement through the Implementation of Physician Coaching" Wolf Schnyoll, MD, FACEP, Studer Group Download Description Download Presentation
2:50 PM - 3:50 PM	Grand Ballroom A "Transforming the Physician Experience of the Community Hospital" Advocate Good Samaritan Hospital (Downers Grove, IL) Download Description Download Presentation	Grand Ballroom B "Engaging Staff to Achieve Nursing Excellence" White Plains Hospital Center (White Plains, NY) Download Description Download Presentation	Columbus CD "Achieving Organizational Excellence through Physician Engagement" Inova Fair Oaks (Fairfax, VA) Download Description Download Presentation	Columbus EF "Transparency and Tenacity During Financial Challenges" Sherman Health (Elgin, IL) Download Description Download Presentation	Columbus GH "Leadership Impact in Challenging Economic Conditions" ARAMARK Healthcare (Philadelphia, PA) Download Description Download Presentation	Columbus IJ "Hardwiring Evidence-Based LeadershipSM in Education" Janet Pilcher, PhD and Janice Crenshaw, RN, MSN Download Description Download Presentation	
4:10 PM - 5:30 PM	A Special Live Concert for Healthcare Alex Call & The Fire Starters present a very special musical event inspired by what's right in healthcare.						
5:30 PM - 6:30 PM	Networking Reception						

WHAT'S *Right* IN HEALTH CARESM

DAY THREE - Wednesday, July 1, 2009

7:00 AM - 12:00 PM	Registration Available	
7:00 AM - 8:00 AM	Breakfast	
8:00 AM - 9:15 AM	General Session	
	<p>Critical Leadership Skills That We All Need, But Rarely Learn Through Formal Training Bob Murphy, RN, Esq., FACHE Senior Leader & National Speaker, Studer Group</p>	<p>Driving Negativity Out of the Workplace Liz Jazwiec, RN National Speaker, Studer Group</p>
9:15 AM - 9:45 AM	<i>Networking Break / Hotel Checkout</i>	
9:45 AM - 10:45 AM	General Session	
	Seeing the Forest Through the Trees: How Leading Organizations are Keeping their Focus on Quality through the Current Economic Crisis - sponsored by <i>Modern Healthcare</i>	
<p>Rulon Stacey President/CEO Poudre Valley Health System (Fort Collins, CO) 2008 Malcolm Baldrige National Quality Award Recipient</p>		<p>Dan Wolterman President/CEO Memorial Hermann Healthcare System (Houston, TX) 2009 National Quality Healthcare Award Recipient</p>
11:00 AM - 12:00 PM	Closing Session	
	<p>Professional Wellbeing & Resilience During Difficult Times Jay Kaplan, MD, FACEP Medical Director, Studer Group</p>	<p>Closing Comments Quint Studer Founder & CEO, Studer Group Author, <i>Wall Street Journal</i> & <i>Businessweek</i> Bestsellers</p>