

# SCHEDULE-AT-A-GLANCE

## **DAY ONE – Tuesday, 10/29/2019** – 7th Floor, InterContinental Hotel

**6:30am – 7:10am** Onsite Registration and Breakfast

**7:10am – 7:20am** ACHE-SETC Welcome & Opening Session (Jack Buckley, FACHE & Todd Caliva, FACHE)

**7:20am – 7:45am** Special Guest Speaker (John Zerwas, M.D.)

**7:45am – 9:15am** On the Executive Tract, Leading People Who are More Experienced than You (ACHE F2F No. 1). New and younger healthcare leaders are playing a bigger role in organizational transformation and managing others. Learn about strategies for successfully navigating these leadership challenges and insight into how to avoid common management mistakes. (**Moderator:** Michael McBride, FACHE; **Panelists:** Syed Raza, M.D.; Jennifer Wagenaar, FACHE; Austin Jones, CPA; Anne-Claire France, Ph.D., FACHE)

**9:15 am – 9:25am** **BREAK**

**9:30am – 11:00 am** RN & Clinical Staff Retentions & Turnover (ACHE F2F No. 2). Turnover among RNs and Clinical Staff is at an all-time high. It is imperative for hospitals and health care systems to understand the impact of turnover as well as how to increase retention through engagement, professional development and mentorship. (**Moderator:** Puneet Freibott, DNP, RN; **Panelists:** Catherine Giegerich, RN, FACHE; Shibu Varghese, SHRM-SCP; Kelly Kester, CCRN)

**11:00 am – 11:10 am** **BREAK**

**11:15am – 12:15pm** Concurrent Sessions (ACHE QE 1.0 CEUs):

- T1A – *Leadership for High Reliability, Quality and Safety: Board, Executives, and Medical Staff*** The journey to high reliability safety and quality in any organization, including healthcare organizations, is dependent on leadership at the highest levels. This session will focus on the Governance, Medical Staff and Executive Leadership implications for high reliability leadership and execution (**Speakers:** Chuck Stokes, FACHE & Michael Shabot, M.D.)
- T1B – *Certain Success in an Uncertain Future*** Simply being outstanding operators may not assure success for the future and we need to develop our skills as “community organizers. This session will focus on the need to develop leaders to support and accomplish the mission and identify timeless leadership principles that can help us in this journey. (**Speakers:** Jim Janek, FACHE & Rob Followell)
- T1C – *5 Myths in Healthcare Management: Why Everything You Think You Know is Wrong*** Learn about 5 common myths in healthcare and management, the assumptions beneath these myths, and going forward with informed choices for health policy. (**Speaker:** Tim Garson, M.D.)
- T1D – *Maturing Board Governance: Transparency and Teamwork*** Today’s healthcare CEO—who increasingly brings a strong mix of medical and administrative acumen to the job—can play a large role in helping the board help the organization. This session will explore how the board can establish an environment of trust with the CEO and his/her team and enable a better exchange of the ideas, education, and information needed to successfully enact the organization’s strategic vision. (**Speakers:** Steve Sullivan, et al.)
- T1E – *Managing the Psychological Contract in an Ever-changing Healthcare Landscape: The New Healthcare Leader Requirements***. As healthcare evolves to nurture the global demands of diverse patient populations, its leaders must also embark on a transformative journey to effectively

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manage their changing teams. To successfully lead in healthcare today, organizations have to encourage and equip their leaders with the skills to manage the psychological contract (PC) by promoting a culture that complements the needs of its workforce. In this session, participants will be exposed to the components of the PC and the accompanying skills required for the NEW leader to successfully manage teams in the 21<sup>st</sup> century. (**Speaker:** Foster Expose'Jr., Ph.D.)

**12:15pm – 1:00pm LUNCH & ENTERTAINMENT**

**1:00pm – 2:30pm** Behavior Change and Patient Engagement: The Endgame for Gamification in Healthcare (ACHE F2F No. 3). Learn what Gamification is and how healthcare systems are using Gamification to engage patients, improve patient experience and quality measures/ outcomes, and open organizational perspective to the endless possibilities for its use in healthcare. (**Moderator:** Paul Barach, M.D.; **Panelists:** Asif Ali, M.D.; LTC Chani Cordero, FACHE)

**2:30pm – 2:40pm BREAK**

**2:45pm – 3:45pm** Concurrent Sessions (ACHE QE 1.0 CEUs):

- T2F – *Identify Your Next Career Move*** Learn how to get what you really want in your next career move, the importance of relationship management with key healthcare professionals that can help you and key benefits working with search consultants, and three key tactics that will distinguish your candidacy. (**Speakers:** Michael McBride, FACHE & Claire Sakoaka)
- T2G – *Managing the Looming Shortage of Nurses in the U.S. and Texas: An Unresolved Opportunity that can be Fixed*** This session will review the current nursing workforce and future needs in the U.S. and Texas. Identify the barriers to increasing the nursing workforce and provide possible solutions for the nursing shortage. (**Speaker:** Cathy Rozmus, Ph.D., RN)
- T2H – *Unconscious Bias: It's in Health Care Too!*** Unconscious bias or implicit bias happens automatically. It is inherent or learned stereotypes about people that everyone forms without realizing it. It is triggered by our brain making quick judgments and assessments of people and situations, influenced by our background, cultural environment and personal experiences. Learn where unconscious bias originates and how to develop actionable strategies to counter unconscious bias. (**Speaker:** Timothy (Tim) Findley, Ed.D.)
- T2I – *Innovative Workforce Solutions: Robots, Patients and Care Team.*** Complexity of patient care, graying/greening of the workforce, experience gap, cognitive burden, big data and value based care in high reliability environments - this confluence of macro trends is creating new challenges in health care and patient safety. Moving to predictive from reactive will take new thinking, new ways of operating, new roles and new innovations - all focused on serving humanity better. (**Speaker:** Dr. Cole Edmonson, DNP, RN, FACHE, NEA-BC, FAAN, FAONL)
- T2J – *Legalized Possession and Use of Cannabis: A Legal and Ethical Dilemma for Health Care Organizations.*** The tension between federal and state laws governing cannabis is creating a tension that is leaving healthcare organizations and professionals in the middle. This session will explore the current conflict, manner in which cannabis is addressed by employers and employees and the relationship between healthcare organizations and law enforcement authorities. (**Speaker:** Frederick C. Sailes, MD)

**3:45pm – 3:55pm BREAK**

**4:00pm – 5:30pm** Sustainable Strategies to Support Resiliency and Professional Well-Being for Healthcare

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Professionals (ACHE F2F No. 4). Adverse patient events have been attributed to healthcare staff who have experienced difficulty sleeping, reduced job satisfaction, impaired behavior and anxiety. Learn the importance of sustaining well-being for healthcare professionals in today's healthcare environment. (**Moderator:** Stephen Spann, M.D.; **Panelists:** Angela Shippy, M.D; Mujtaba Ali-Khan, D.O.; Randall Stenoien, M.D.)

5:30pm – 7:00pm **NETWORKING RECEPTION**

### **DAY TWO – Wednesday, October 30, 2019**

6:45am – 7:15am Arrival//Breakfast/Networking

7:30am – 9:00am **Developing an Environment of Civility and Respect in Healthcare Organizations: Resources to Empower Healthcare Leaders to Identify, Intervene, and Prevent Workplace Bullying, Incivility and Disrespect (ACHE F2F No. 5).** Emerging evidence and anecdotal reports suggest that the conscientiousness of healthcare leaders in implementing comprehensive, cohesive, and integrated bullying prevention and intervention programs in their organizations is critical to promote environments of respect and enhance the sustainability of civility. Learn about the tools/methods to identify and address incivility, bullying and disrespectful behavior in the workplace environment. (**Moderator:** Beth Bolick, DNP; **Panelists:** Liisa Ortegón, CNE; Benjamin Foster; Kimberly Curtin, DNP, APRN)

9:00am – 9:10am **BREAK**

9:15am – 10:45am **Diversity in Healthcare Management: Value-Added Business Sense (ACHE F2F No. 6).** There is a disconnect in many organization's diversity initiatives and the ability to promote diverse workforce within all level of the organization. It is important for healthcare leaders to begin realistic discussion about diversity and their responsibility in effectively encouraging diversity within their organization and integrating into strategic initiatives. (**Moderator:** William Jahmal Miller, MHA, DHL; **Panelists:** Joy Calloway, MBA, MHSA; Monica Vargas-Mahar, FACHE; Denise Lew, FACHE; Stephan Davis, DNP, FACHE)

10:45am – 10:55am **BREAK**

11:00am – 11:55am Concurrent Sessions (ACHE QE CEUs):

- W3A – *Management Competencies for an Increasingly Complex Healthcare Environment.*** Learn about the common competencies required of all types of health care managers. Explore the skills and knowledge need to optimize managerial performance in today's dynamic involvement. Develop strategies for continually updating one's management competencies. (**Speaker:** Mary Stefl, Ph.D.)
- W3B – *Be Aware and Care...A Practical Approach to Addressing Incivility and Bullying in the Workplace.*** This session will be conducted by a Robert Wood Johnson Foundation Executive Nurse Fellow who worked with a Fellows national project team to provide healthcare leaders resources to identify, intervene, and prevent incivility and bullying in their workplaces, a key first step to high functioning teamwork. Learn how to obtain the free civility tool kit. (**Speaker:** Beth Bolick, DPN)
- W3C – *Creating a Leadership Career Aligned with Personal Mission, Values and Strengths*** At the end of the session participants should be able to create professional development goals in alignment with their personal mission, values and strengths, relate professional goals to specific outcomes and impact to patients, the workforce, communities and/or systems, and delineate strengths-based approaches to professional goal attainment. (**Speaker:** Stephan Davis, DNP, FACHE)
- W3D – *Accelerating Hospital-Physician Alignment.*** This session will focus on physician

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feedback to Houston area hospitals re patient care challenges and opportunities for improvement via the results of the 2018 HCMS Physicians' Hospital Survey, identify effective strategies for collaboration from medical staff and hospital leader's perspective, including how to generate physician involvement in building an effective plan, and learn how to effectively accelerate the hospital and physician partnership. (**Speakers:** Todd Caliva, FACHE; Ed Tucker, FACHE; Dexter Turnquest, M.D.)

**W3E – *Is it Time to Re-evaluate Your Leadership or Management Skills? Yes, No, Don't Know?*** This session will help you understand the value of self and peer evaluation. The most underrated and yet most valuable management skills will be discussed. You will learn to differentiate between management vs. leadership and when to apply each to any given situation. You will also learn how to identify whether you think or behave like a manager or think or behave like a leader. (**Speaker:** Kevin Bowser)

**12:00pm – 12:45pm LUNCH & ENTERTAINMENT**

**12:45pm – 2:15pm The Future of Healthcare Financing (ACHE F2F No. 7).** Financing, a driving force on the healthcare landscape, continues to become more complex. Given the pressures, many questions emerge. Learn about strategic approaches to monitoring and adjusting to financing issues. (**Moderator:** Pam Potter, FACHE, FHFMA; **Panelists:** Brian Dean; Roberta Schwartz, Ph.D., FACHE; Jenny Barnett-Sarpalius)

**2:15pm – 2:25pm BREAK**

**2:30pm – 3:25pm Concurrent Sessions (ACHE QE CEUs):**

**W4F – *Developing Your Personal & Executive Brand – Maximize Your Influence***

An in-depth interactive session about the importance of a person's personal & executive brand and how it influences their performance and relationships as a leader. Participants will learn how to develop and manage their personal brands to increase their influence and effectiveness. (**Speaker:** Terry Buske)

**W4G – *Meeting an Unmet Need: Early Identification and Management of Post-Operative Patient Deterioration.***

A lack of real-time information results in uncertain and ambiguous conditions that frequently lead to preventable post-surgical patient deterioration. Learn how new methods and implementation of an advanced algorithm uses disparate data from multiple sources including real-time sensors and devices to create accurate critical alerts to variations in a patient's current state which can eliminate noise and alert fatigue from false positive alarms. (**Speakers:** Douglas Dotan & Paul Barach, M.D.)

**W4H – *The Startling Facts of Unsecured Mobile Devices in Healthcare***

Mobile device usage is on the rise and organizations will be impacted if they are not properly secured. It's just a matter of time. All evidence shows this is the next wave of cyberattacks. Organizations should be prepared to manage such attacks by building a proactive strategy. This session will empower the audience to take a journey into the mind of a hacker that will provide great insights and offer solutions. (**Speakers:** Don Lyons, FACHE & Ed González)

**W4I – *Characteristics that Make Generation "Y" so Unique: How to Prepare Them for Healthcare Leadership***

Learn how to navigate millennials through unconventional complexities of tomorrow's role in healthcare leadership. The importance of understanding the unique characteristics of the development of millennials for leadership roles. (**Speaker:** Sujana Shah)

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**W4J** – *Rocketing Drug Costs: How Health Systems can Implement Strategies to Manage These Costs*. This session will discuss trends in rising drug costs, explain how drug shortages have impacted spending and operational costs, and how to successfully implement strategies to manage drug costs. (**Speaker:** Kimberly Putney, PharmD, MPH, RPh)

**3:30pm – 5:00pm** The Principles and Characteristics of Emotional Intelligence in Healthcare (ACHE F2F No. 8). The impact of emotional intelligence can influence better patient outcomes and higher quality of care, as well as reduce staff burnout. Learn about examples of how it affects healthcare delivery. (**Moderator:** Farida Abjani; **Panelists:** Kevin Bowser; Malisha Patel, FACHE; Foster Expose' Jr., Ph.D.)

**5:00pm** ADJOURN