

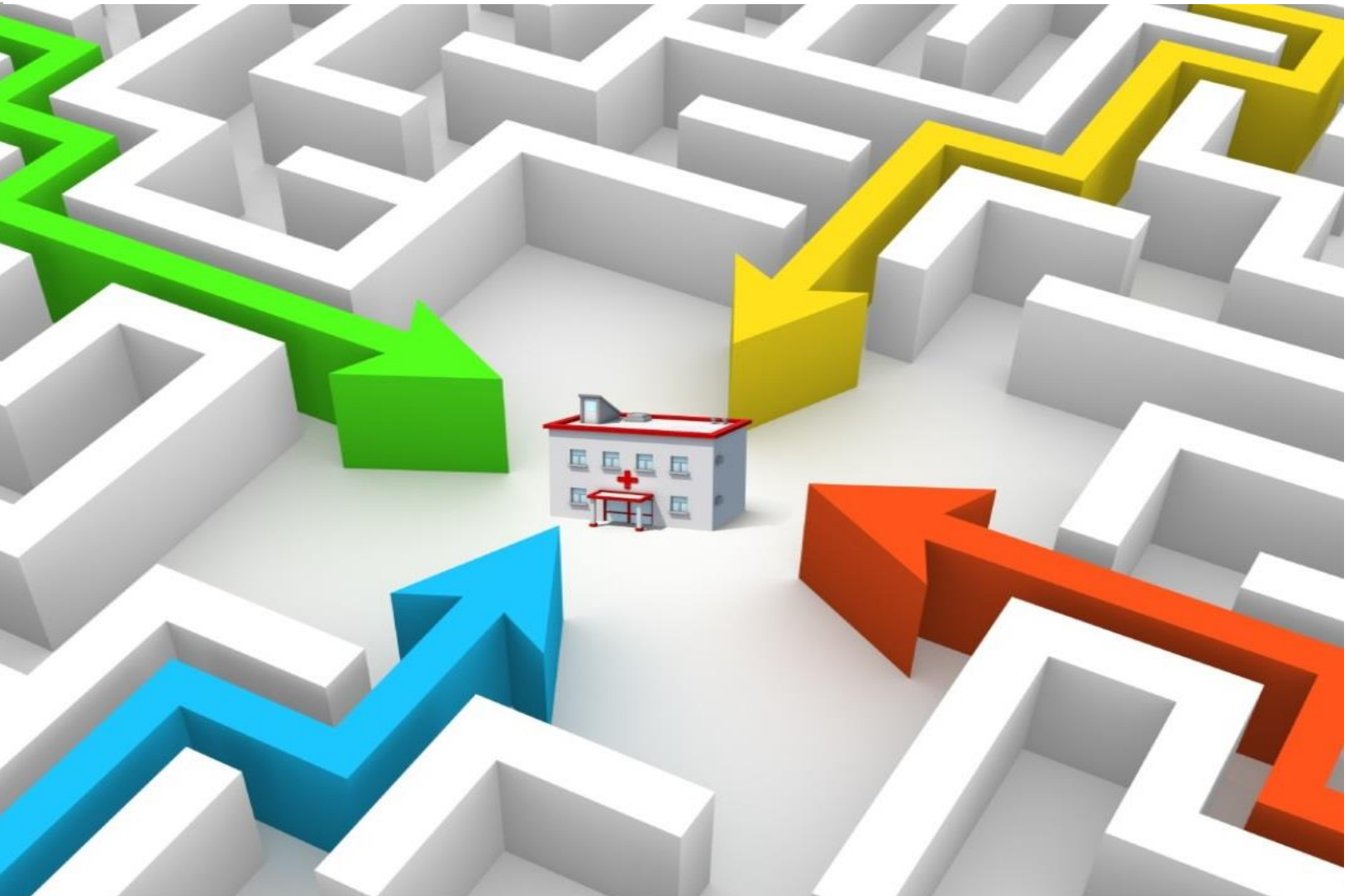


ACHE - SouthEastTexasChapter

An Independent Chapter of the American College of Healthcare Executives



Navigating the **Complexities** of Healthcare Management



ACHE-SETC Annual *Healthcare Leadership Conference*

OCTOBER 29 - 30, 2019

InterContinental Houston - Medical Center

2019

ACHE-SETC Healthcare Leadership Conference

NAVIGATING THE COMPLEXITIES OF

Communication
Collaboration
Clinical case management
Decision making
Technology
Innovation and change
Leadership
High quality
Self-management

Succession Planning
Avoiding patient harm
Patient safety
Diversity
Career management
Strategies
Change
Networking
Government regulations

Taking the Helm

Understanding healthcare delivery as a complex system requires meticulously navigating the waters of periodic uncertainty, unpredictability, opportunities and possibilities, while focusing on being efficient, effective, and impartial.

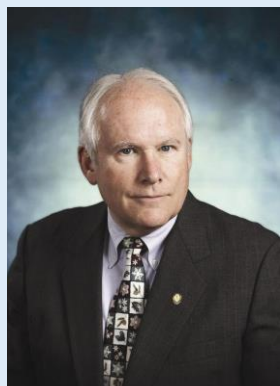
As a healthcare careerist you chose to enter a profession that is one of the most complex industries ever created. By making that choice you have undoubtedly recognized, early on, just how complex healthcare management really is and definitely requires you to keep pace with the changing healthcare climate.

Learn from seasoned experts the lessons they have learned during their many years of navigating the complexities of healthcare management.

We hope this conference will also allow you the opportunity to re-evaluate your management skills and your career path and hopefully provide you inspiration to be better prepared for the future.

Thank you for your decision to join your colleagues in ACHE-SETC's endeavor to help you with professional development and networking opportunities.

Conference Co-Chairs



John (Jack) Buckley Jr., FACHE



Todd A. Caliva, FACHE

On behalf of the boards of ACHE-SouthEastTexasChapter and the Educational Foundation of the South East Texas Chapter,

WELCOME TO THE 7TH ANNUAL HEALTHCARE LEADERSHIP CONFERENCE

We are especially excited about this year’s conference because we believe it will be the best year yet, with many seasoned healthcare professionals sharing their advice on “Navigating the Complexities of Healthcare Management”. In addition, we are pleased to have, as this year’s host site, the new InterContinental Hotel, where every activity scheduled is on the same floor, thereby providing quick and easy access to all the activities being offered. If this is your first time to visit the hotel we encourage you to take advantage of their tours. We believe you will be very impressed with the outstanding quality and thoughtfulness built into the structure for convenience and enjoyment.

During the 2-day conference you will have an opportunity to:

- Discover key approaches navigating complexities of numerous healthcare management challenges you may have faced or will encounter during your career
- Expand your skill set with key lessons learned from healthcare management experts
- Strengthen your relationships with your colleagues, develop new connections, exchange perspectives, gain new insights and greater awareness of innovative ideas and practices.
- Share your feedback about each session by completing session evaluations online

We look forward to seeing you during the conference, where we can all benefit from learning more about advancing our healthcare management skills.

Jack

President,
ACHE-SETC

Todd

President,
Educational Foundation
of the SETC

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Other Activities

- General Reception (Tues.)
- Special Interest Groups Lunch (Tuesday, Live Oak D)
- Chapter Leadership Forum (Wednesday, Live Oak D)

ACHE-SETC is
An Independent Chapter of



Request for your feedback

Please take the time to complete the online evaluations about each of the sessions so that every effort can be made to further improve ACHE-SETC’s educational endeavors. Thank you.

Guest Speaker – Opening Session

“Effective Health Care Advocacy: Effective Rules of Engagement”

John Zerwas, MD

Executive Vice Chancellor for Health Affairs
The University of Texas System, Houston



Effective October 1, 2019, John M. Zerwas, M.D, was appointed as executive vice chancellor for health affairs, The University of Texas System.

A state and national leader in anesthesiology, health care and health policy, Zerwas built one of the largest anesthesiology groups in the country. He is also a highly regarded leader in the Texas Legislature. He resigned from the Texas House of Representatives on Sept. 30, where he had served for more than 12 years and currently presides as chairman of the House Appropriations Committee.

Zerwas has had a long and distinguished career in medicine, health care administration and innovation, and leadership. In addition to his own medical practice, he served as chief medical officer at Memorial Hermann Healthcare System from 2003 until 2007, where his responsibilities in the advancement of quality, safety, physician alignment and patient care outcomes earned the system national recognition for excellence. During that time, Zerwas also initiated and led a system-wide cultural transformation, educating thousands of employees and physicians, resulting in a drastic reduction of medication errors, catheter-related bloodstream infections and ventilator-associated pneumonias.

In 2007, Zerwas was named Memorial Hermann’s chief physician integration officer, with a primary focus on physician alignment. As part of that effort, he served as president of three 501a organizations within the hospital system: Memorial Hermann Medical Group, Memorial Hermann Physicians of Texas and Memorial Hermann Health Network Providers. Those organizations joined forces to become a predominant force in the delivery of health care services in the greater Houston area.

As a physician in US Anesthesia Partners, Zerwas was elected to lead an initiative creating one of the largest and most respected anesthesia groups in the nation, Greater Houston Anesthesiology, PA. As the practice grew to include more than 200 anesthesiologists and 220 anesthesiologists, Zerwas held positions as the group’s president and director of business development.

In 2015, the Biotechnology Industry Organization recognized Dr. Zerwas with national recognition as "BIO Legislator of the Year" for writing critical legislation to preserve patient access to innovative and cost-effective biologic medicines in Texas. Zerwas has led health professional associations and served as national president of the American Society of Anesthesiologists and state president of its Texas society, where he was also awarded a prestigious distinguished service award.

He received his undergraduate degree from the University of Houston and medical degree from Baylor College of Medicine. He completed his residency at the University of Texas Health Science Center at San Antonio and had an academic appointment as a clinical associate professor at the University of Texas Health Science Center at Houston.

In addition to achievements in the health industry, Zerwas has received countless awards and accolades for his public service in the Texas Legislature. Several include the Texas Healthcare and Bioscience Institute Luminary Award, the Healthcare IT Leader Award, the Harris County Medical Society’s Patient Care Champion Award and the Texas Hospital Association’s Hospital Advocacy Tribute Award.

2019 Strategic Partners and Charter Member Corporate Healthcare Systems

ACHE-SETC and the Educational Foundation are proud to recognize and thank the 2019 Partners and Charter Members for their support. Their contributions to the Foundation helps to fund this conference and numerous other high-quality educational programs throughout the year. Please take the time to thank representatives of each of the Partners and Charter Member organizations for their commitment to help support healthcare professionals in pursuing opportunities to gain new insights to advance their professional skills.

Please visit www.ache-setc.org/partners and learn more about their organizations.

Diamond Plus



Platinum



Silver Plus



Silver



Charter Member Corporate Healthcare Systems



CONFERENCE EXHIBITORS

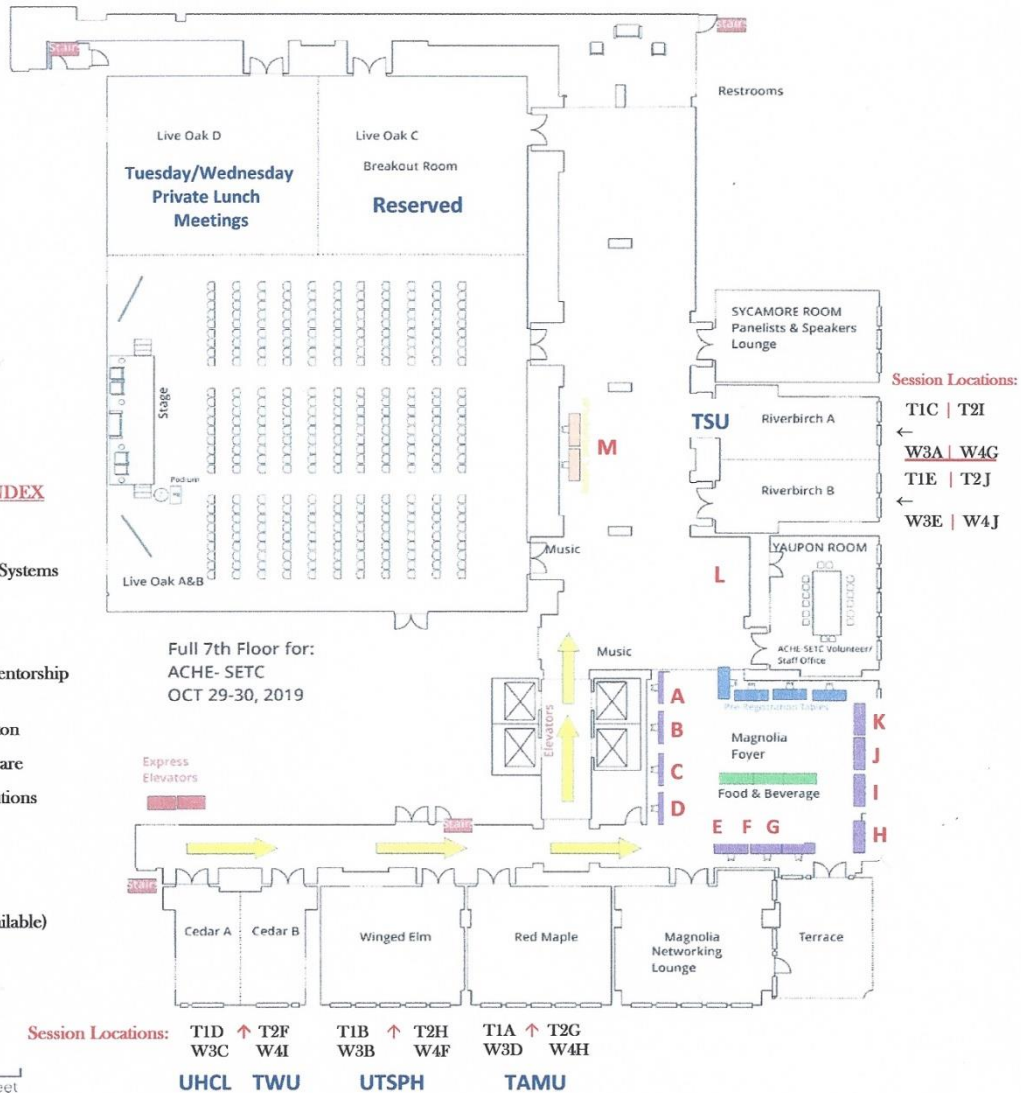


Tuesday – Wednesday
Visit the Exhibits – Magnolia Foyer
Tuesday: 7:00am – 7:00pm
Wednesday: 7:00am – 3:00pm

CONFERENCE LOCATIONS



INTERCONTINENTAL
HOUSTON – MEDICAL CENTER



CONFERENCE AT-A-GLANCE

Detailed session descriptions follow (pages 9 – 18)

TUESDAY AT – A – GLANCE

6:30 – 7:10 AM	Onsite Registration and Breakfast
7:10 – 7:20 AM	Welcome and Opening Session
7:20 – 7:45 AM	Guest Speaker
7:45 – 9:15 AM	ACHE F2F Panel Discussion No. 1 – On the Executive Tract, Leading People Who are More Experienced than You
9:15 – 9:25 AM	BREAK
9:30 – 11:00 AM	ACHE F2F Panel Discussion No. 2 – RN & Clinical Staff Retentions & Turnover
11:00 – 11:10 AM	BREAK
11:15 AM – 12:15 PM	Concurrent Sessions: T1A – T1E (ACHE Qualified Education 1.0 CEUs each) T1A – Leadership for High Reliability Quality and Safety: Board, Executives, and Medical Staff T1B – Certain Success in an Uncertain Future T1C – 5 Myths in Healthcare Management: Why Everything You Think You Know is Wrong T1D – Maturing Board Governance: Transparency and Teamwork T1E – Managing the Psychological Contract in an Ever-Changing Healthcare Landscape: The New Healthcare Leader Requirements
12:15 – 1:00 PM	LUNCH & ENTERTAINMENT
1:00 – 2:30 PM	ACHE F2F Panel Discussion No. 3 – Behavior Change and Patient Engagement: The Endgame for Gamification in Healthcare
2:30 – 2:45 PM	BREAK
2:45 – 3:45 PM	Concurrent Sessions: T2F – T2J (ACHE Qualified Education 1.0 CEUs each) T2F – Identify Your Next Career Move T2G – Managing the Looming Shortage of Nurses in the U.S. and Texas: An Unresolved Opportunity that can be Fixed T2H – Unconscious Bias: It's in Health Care Too! T2I – Innovative Workforce Solution: Robots, Patients and Care Teams T2J – Legalized Possession and Use of Cannabis: A Legal and Ethical Dilemma for Healthcare Organizations
3:45 – 3:55 PM	BREAK
4:00 – 5:30 PM	ACHE F2F Panel Discussion No. 4 – Sustainable Strategies to Support Resiliency and Professional Well Being for Healthcare Professionals

WEDNESDAY AT – A – GLANCE

6:30 – 7:15 AM	Arrival/Breakfast/Networking
7:30 – 9:00 AM	ACHE F2F Panel Discussion No. 5 – 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
9:00 – 9:10 AM	BREAK
9:15 – 10:45 AM	ACHE F2F Panel Discussion No. 6 – Diversity in Healthcare Management: Value-Added Business Sense
10:45 – 10:55 AM	BREAK
11:00 – 11:55 AM	Concurrent Sessions: W3A – W3E (ACHE Qualified Education 1.0 CEUs each) W3A – Management Competencies for an Increasingly Complex Healthcare Environment W3B – Be Aware and Care...A Practical Approach to Addressing Incivility and Bullying in the Workplace W3C – Creating a Leadership Career Aligned with Personal Mission, Values and Strengths W3D – Accelerating Hospital-Physician Alignment W3E – Is it Time to Re-evaluate Your Leadership or Management Skills: Yes, No, Don't Know?
12:00 – 12:45 PM	LUNCH & ENTERTAINMENT
12:45 – 2:15 PM	ACHE F2F Panel Discussion No. 7 –The Future of Healthcare Financing
2:15 – 2:25 PM	BREAK
2:30 – 3:25 PM	Concurrent Sessions: W4F – W4J (ACHE Qualified Education 1.0 CEUs each) W4F – Developing Your Personal & Executive Brand – Maximize Your Influence W4G – Meeting an Unmet Need: Early Identification and Management of Post- Operative Patient Deterioration W4H – The Startling Facts of Unsecured Mobile Devices in Healthcare W4I – Characteristics that Make Generation “Y” so Unique: How to Prepare Them for Healthcare Leadership W4J – Rocketing Drug Costs: How Health Systems can Implement Strategies to Manage These Costs
3:30 – 5:00 PM	ACHE F2F Panel Discussion No. 8 – The Principles and Characteristics of Emotional Intelligence in Healthcare
5:00 PM	CLOSING REMARKS

DETAILED SESSION DESCRIPTIONS

Conference sessions are offered in 1.5 hour slots (worth 1.5 ACHE Fact-to-Face (F2F) Education credits; each F2F session requires your signature on sign-in sheet to receive credit from ACHE) and 1.0 hour slots (worth 1.0 ACHE Qualified Education credits are self-reported in your ACHE membership profile).

TUESDAY, OCTOBER 29

ACHE F2F No. 1 7:45 – 9:15 a.m.

On the Executive Tract, Leading People Who are More Experienced than You

Moderator: **Michael McBride, FACHE**, *Regional President and COO*, Ascension St. John Health System, Tulsa, OK

Panelists: **Anne-Claire France, Ph.D., FACHE**, *President*, Houston Health Innovations
Austin Jones, CPA, CFO, VP of Finance, CHI St. Joseph Health System, Bryan, TX
Syed Raza, MD, Chief Medical Officer, CHI St. Luke's Health, The Woodlands Hospital, The Woodlands, TX
Jennifer Wagenaar, FACHE, *Division Chief Nursing Executive*, HCA/ Mountain Division, Cottonwood Heights, UT

Learning Objectives:

- ◆ Discuss guiding principles and competencies for healthcare leadership.
- ◆ Identify essential skills for leading more experienced staff.
- ◆ How to avoid common management mistakes.

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/F2F-No1>

ACHE F2F No. 2 9:30 – 11:00 a.m.

RN & Clinical Staff Retentions & Turnover

Moderator: **Puneet Freibott, DNP**, *Chief Nursing Officer*, HCA Houston Healthcare Medical Center & Specialty Hospital, Houston, TX

Panelists: **Catherine Giegerich, DNP, FACHE**, *Vice President & Chief Nursing Officer*, Memorial Hermann, The Woodlands Medical Center
Kelly Kester, CE-BC, *Clinical Operations Director*, Heart Services, Duke University Hospital, Durham, NC
Shibu Varghese, SHRM-SCP, *Senior Vice President, People and Business Operations; Chief Human Resources Officer / Chief Diversity Officer*, MD Anderson Cancer Center, Houston, TX

Learning Objectives:

- ◆ Understand the impact of turnover as well as how to increase retention through engagement, professional development and mentorship.
- ◆ Explore employee engagement initiatives
- ◆ Identify unique incentives used to increase productivity amongst clinical staff other than standard pay?

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/F2F-No2>

Connect During the Conference!

Enhance your networking opportunities by attending the **Networking Reception**, Tuesday, Oct. 29, beginning at 5:30 PM.

T1A Leadership for High Reliability, Quality and Safety: Board, Executives, and Medical Staff

Charles (Chuck) D. Stokes, FACHE, *Special Advisor to the President*, Memorial Herman Health System, Houston, TX

M. Michael Shabot, MD, *Founding Partner*, Relia Healthcare Advisors, Houston and Austin, TX

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-T1A>

Learning Objectives:

- ◆ Identify the governance and executive leadership prerequisites for developing and sustaining high reliability culture and practice in a healthcare organization.
- ◆ Develop the high reliability medical staff practices, processes and procedures that develop into the safety culture of a high reliability organization, including credentialing and privileging.
- ◆ Understand the concept and practice of “no excuses” accountability for executives, staff and physicians to support a culture of safety.

T1B Certain Success in an Uncertain Future

James D. Janek, FACHE, *Chief Executive Officer*, Rice Medical Center and Rice Medical Associates, Eagle Lake, TX

Rob Followell, *President*, the Followell Company. Gainesville, GA

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-T1B>

Learning Objectives:

- ◆ Gain an understanding and need for a clear succinct and compelling vision.
- ◆ Recognize the need to develop leaders to support and accomplish the mission.
- ◆ Identify timeless leadership principles that can help us in this journey.

T1C 5 Myths in Healthcare Management: Why Everything You Think You Know is Wrong

Arthur (Tim) Garson, Jr. MD, MPH, MACC, *Director*, Health Policy Institute, Texas Medical Center, Houston, TX

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-T1C>

Learning Objectives:

- ◆ Examine 5 common myths in health care and management.
- ◆ Understand the assumptions under these myths.
- ◆ Go forward with more informed choices for health policy.

Tuesday – Wednesday

Visit the Exhibits – Magnolia Foyer

Tuesday: 7:00 am – 7:00 pm

Wednesday: 7:00 am – 3:00 pm

Prize Drawings: 2:15 pm

T1D Maturing Board Governance: Transparency and Teamwork

Debbie Rosenberg, SPHR, *Vice President of Human Resources*, Chesapeake Regional Health Chesapeake, VA

Steve T. Sullivan, *Managing Director/Partner*, Pearl Meyer & Partners, Houston

Robert (Robin) W. Tull, Jr., *Vice Chair*, Chesapeake Regional Hospital, Authority, *Founder and President*, Tull Financial Group, Chesapeake, VA

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-T1D>

Learning Objectives:

- ◆ Evaluate the board's areas of deep knowledge and identify any possible gaps that could benefit from the experience of the healthcare management team.
- ◆ Outline five factors that new directors or trustees should bring to their healthcare board service.
- ◆ Understand how to begin an open dialog between the board and the healthcare management team regarding the healthcare industry, and the medical and market challenges relevant to the organization's business strategy.

T1E Managing the Psychological Contract in an Ever-changing Healthcare Landscape: The New Healthcare Leader Requirements

Foster Expose', Jr., PhD, *Leadership Practitioner and Executive Coach*, MD Anderson Cancer Center, Houston, TX

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-T1E>

Learning Objectives:

- ◆ Describe the psychological contract (PC) and how it relates to team management.
- ◆ Discuss the structural change in healthcare teams.
- ◆ Identify the skills required to lead modern healthcare teams.

12:15 – 1:00 p.m. LUNCH

ACHE F2F No. 3 1:00 – 2:30 p.m.

Behavior Change and Patient Engagement: The Endgame for Gamification in Healthcare

Moderator: **Paul R. Barach, MD**, *Anesthesiologist And Clinical Professor*, Chicago, IL

Panelists: **Asif Ali, MD**, *Cardiologist*, Houston Cardiology Consultants, *Clinical Assistant Professor*, Cardiovascular Medicine, McGovern Medical School, UTHealth, Houston, TX

LTC Chani Cordero, FACHE, CHCIO, CPHIMS, *Chief Information Officer*, Carl Darnall Army Medical Center, Fort Hood, TX

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/F2F-No3>

Learning Objectives:

- ◆ Explore the concept of Gamification, or Gaming.
- ◆ Discuss Gamification compliance with HIPAA and HITECH regulations.
- ◆ 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.

CONCURRENT SESSIONS

2:45 – 3:45

T2F Identify Your Next Career Move

Michael J. McBride, FACHE, *Regional President and COO*, Ascension St. John Health System, Tulsa, OK

Claire Sakoaka, *Vice President, Marketing and Branding*, Weiderhold and Associates, Cummings, GA

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-T2F>

Learning Objectives:

- ◆ How to get what you really want in your next career move.
- ◆ Discuss the importance of relationship management with key healthcare professionals that can help you and key benefits working with search consultants.
- ◆ Describe three key tactics that will help distinguish your candidacy.

T2G Managing the Looming Shortage of Nurses in the U.S. and Texas: An Unresolved Opportunity that can be Fixed

Cathy L. Rozmus, PhD, RN, PARTNERS
Professor and Vice Dean, Academic Affairs, UTHealth, Houston, TX

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-T2G>

Learning Objectives:

- ◆ Review current nursing workforce and future needs in the U.S. and Texas.
- ◆ Identify barriers to increasing the nursing workforce.
- ◆ Provide possible solutions for the nursing shortage.

T2H Unconscious Bias: It's in Health Care Too!

Timothy (Tim) Findley, EdD, MBA, CCDP/AP
Division Vice President, Diversity & Inclusion KINDRED HEALTHCARE, Louisville, KY

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-T2H>

Learning Objectives:

- ◆ Define unconscious or implicit bias.
- ◆ Understand where unconscious bias originates.
- ◆ Identify what unconscious bias might look like in healthcare and develop actionable strategies to counter unconscious bias.

T2I Innovative Workforce Solutions: Robots, Patients and Care Team

Cole Edmonson, DNP, RN, FACHE, *Chief Clinical Officer*, AMN Healthcare, Irving, TX

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-T2I>

Learning Objectives:

- Under high reliability as an approach to complexity.
- Understand how robots can be introduced into human environments as part of the care team.
- ◆ Understand work force trends influencing the quadruple, 4th aim of conservation of human capital in healthcare.

T2J Legalized Possession and Use of Cannabis: A Legal and Ethical Dilemma for Healthcare Organizations

Frederick C. Sailes, MD, *Chief Executive Officer*,
The Leaf MD, Certified in Medicinal Cannabis
Management, Trevoise, PA

At the completion of this session please
complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-T2J>

Learning Objectives:

- ◆ Discuss the current state of research regarding medical uses of cannabis.
- ◆ Explore the likelihood of a resolution of conflict between federal and state laws that legalize the medical use of cannabis.
- ◆ How should a healthcare organization or professional react when an individual who is using cannabis with a medical justification presents him/herself for treatment?

ACHE F2F No. 4 4:00 – 5:30 p.m.

Sustainable Strategies to Support Resiliency and Professional Well-Being for Healthcare Professionals

Moderator: **Stephen Spann, MD, MBA**, *Founding Dean*, new College of Medicine and Vice-President for Medical Affairs, University of Houston, TX

Panelists: **Angela A. Shippy, MD FACP, FHM-SVP**, *Chief Quality Officer*, Memorial Hermann Health System, Houston, TX
Mujtaba Ali-Khan, DO, *Associate Chief Medical Officer*, HCA Healthcare Gulf Coast Division, Houston, TX
Randall A. Stenoien, MD, *Chief of Council Chiefs of Staff*, Harris County Medical Society, *President*, Innovative Radiology, Houston, TX

Learning Objectives:

- ◆ Describe strategies for promoting and sustaining personal and leadership resilience.
- ◆ Discuss practical and evidence-based practices for reducing staff burnout and improving wellness, employee engagement and organizational productivity.
- ◆ Discover leadership strategies to foster resilience and professional well-being for healthcare professionals.

At the completion of this session please
complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/F2F-No4>

5:30 – 7:00 p.m. NETWORKING RECEPTION

GREAT NETWORKING OPPORTUNITY!

Connect with healthcare leaders locally and from around the U.S. at this year's Conference Networking Reception. Attendance at the Reception is included in your registration fee for two-day registration and one-day registration for Tuesday. On-site you may also purchase a ticket just for the Tuesday reception for \$50/person. Take advantage of the opportunity to meet individuals from the healthcare community that may have a long-lasting impact on your career or possible business connections.

DETAILED SESSION DESCRIPTIONS

WEDNESDAY, OCTOBER 30

ACHE F2F No. 5 7:30 – 9:00 a.m.

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

Moderator: **Beth N. Bolick, DNP**, *Professor and Director, Acute Care Pediatric Nurse Practitioner Program, Rush University College of Nursing, Chicago, IL*

Panelists: **Liisa K. Ortegon, Senior Vice President and Chief Nursing Executive**, Houston Methodist, Houston, TX

Benjamin Foster, Regional Vice President, Human Resources, HCA Houston Healthcare Gulf Coast Division, Houston, TX

Kimberly Curtin, DNP, Clinical Admin. Director, Thoracic and Orthopedic Services, MD Anderson Cancer Center Houston, TX

Learning Objectives:

- ◆ Understand workplace bullying, incivility and disrespect.
- ◆ Recognize and identify bullying, incivility and disrespectful behavior.
- ◆ How to respond, address, intervene in and prevent workplace bullying, incivility and disrespect.
- ◆ Develop a culture of civility and respect.

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/F2F-No5>

ACHE F2F No. 6 9:15 – 10:45 a.m.

Diversity in Healthcare Management: Value-Added Business Sense

Moderator: **William Jahmal Miller, MHA, DHL**, *Vice President, Office of Diversity, Inclusion, Equity & Belonging, CommonSpirit Health, Chicago, IL*

Panelists: **Joy Calloway, MBA, MHSA**, *Interim Executive Director, National Association of Health Services Executives (NAHSE), Washington, DC*

Monica C. Vargas-Mahar, FACHE, *Chief Executive Officer, The Hospitals of Providence East Campus, El Paso, TX*
Denise K. Lew, FACHE, *Consultant, Deloitte Consulting, Arlington, VA*
Stephan Davis, DNP, FACHE, *Founder & Principal, Illuminant, Atlanta, GA*

Learning Objectives:

- ◆ Define diversity in an organization.
- ◆ Build authenticity in diversity initiatives.
- ◆ Understand cultural competency.
- ◆ Discuss methodology for ensuring workforce truly understands the meaning of diversity and organization's goals regarding diversity.

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/F2F-No6>

CONCURRENT SESSIONS

11:00 – 11:55

W3A Management Competencies for an Increasingly Complex Healthcare Environment

Mary Stefl, PhD, *Professor Emeritus*,
Department of Health Care, Trinity University,
San Antonio, TX

At the completion of this session please
complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-W3A>

Learning Objectives:

- ◆ Review the common competencies required of all types of health care managers.
- ◆ Explore the skills and knowledge needed to optimize managerial performance in today's dynamic environment.
- ◆ Develop strategies for continually updating one's management competencies.

W3B Be Aware and Care...A Practical Approach to Addressing Incivility and Bullying in the Workplace

Beth N. Bolick, DNP, *Professor and Director*,
Acute Care Pediatric Nurse Practitioner
Program, Rush University College of Nursing,
Chicago, IL

At the completion of this session please
complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-W3B>

Learning Objectives:

- ◆ Discuss the socio-ecological model (SEM) as an effective framework to address the complex, and multiple influence etiologies of bullying.
- ◆ Describe the application of SEM to Truth, Wisdom, Courage, and Renewal.
- ◆ Provide guiding principles for effective utilization of a civility tool-kit.

W3C Creating a Leadership Career Aligned with Personal Mission, Values and Strengths

Stephan Davis, DNP, FACHE, *Founder
& Principal*, Illuminant, Atlanta, GA

At the completion of this session please
complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-W3C>

Learning Objectives:

- ◆ Create professional development goals in alignment with personal mission, values and strengths.
- ◆ Relate professional goals to specific outcomes and impact to patients, the workforce, communities and/or systems.
- ◆ Delineate strengths-based approaches to professional goal attainment.

W3D Accelerating Hospital-Physician Alignment

Todd A. Caliva, FACHE, *Chief Executive Officer*,
HCA Houston Healthcare, Clear Lake, TX
Edgar Tucker, FACHE, *Senior Advisor*
Healthcare, Gelb, An Endeavor Management
Company, Houston, TX
Dexter G. Turnquest, MD, FACS, *Bariatric and*
General Surgeon, Turnquest Surgical Solutions,
Houston, TX

At the completion of this session please
complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-W3D>

Learning Objectives:

- ◆ Understand physician 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.

W3E Is it Time to Re-evaluate Your Leadership or Management Skills? Yes, No, Don't Know?

Kevin Bowser, President, Leadership Voices, Houston, TX

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-W3E>

Learning Objectives:

- ◆ Understand the value of self and peer evaluation.
- ◆ Discuss the most underrated and yet most valuable management skills.
- ◆ Differentiate between management vs. leadership and when to apply each to any given situation.
- ◆ How to identify whether you think or behave like a manager or think or behave like a leader.

12:00 – 12:45 p.m. LUNCH

ACHE F2F No. 7 12:45 – 2:15 p.m.

The Future of Healthcare Financing

Moderator: **Pam Potter, CMPE, FACHE, FHFMA**, Director of Practice Operations, Houston Methodist Specialty Physician Group, Orthopedic and Sports Medicine

Panelists: **Jenny Barnett-Sarpalius**, Senior Vice President and Chief Financial Officer, LCMC Health, New Orleans, LA
Brian Dean, Executive Vice President & Chief Financial Officer, Memorial Hermann Health System, Houston, TX
Roberta Schwartz, PhD, FACHE, Executive Vice President and Chief Innovation Officer, Houston Methodist Hospital, Houston, TX

Learning Objectives:

- ◆ Discuss the outlook for Medicare, Medicaid, and private insurance and their impact on organizational strategy and planning.
- ◆ Explore the outlook for pay for performance and consumer-driven products and their impact on organizational strategy and planning.
- ◆ Strategic approaches to monitoring and adjusting to financing issues.

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/F2F-No7>

CONCURRENT SESSIONS

2:30 – 3:25 p.m.

W4F Developing Your Personal & Executive Brand – Maximize Your Influence

Terry Buske, Vice President, Southwest, ClearBalance, Houston, TX

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-W4F>

Learning Objectives:

- ◆ Understand and identify your executive brand and reputation
- ◆ Manage and improve your personal and executive brand
- ◆ How your personal brand influences your results

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

Paul R. Barach, MD, *Anesthesiologist and Clinical Professor*, Chicago, IL
Douglas Dotan, MA, CQIA, *Founder and President*, Pegwin, Houston, TX

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-W4G>

Learning Objectives:

- ◆ Discuss how lack of real-time information results in uncertain and ambiguous conditions that frequently lead to preventable post-surgical patient deterioration.
- ◆ Explore new methods and implementation of an advanced algorithm.
- ◆ How to create accurate critical alerts to variations in a patient's current state, eliminate noise and alert fatigue from false positive alarms.

W4H The Startling Facts of Unsecured Mobile Devices in Healthcare

Don Lyons, FACHE, *Chief Executive Officer*, InterOPERANT and *Chief Executive Officer*, Radiant Health, Houston, TX
Ed Gonzalez, *Security Engineer*, Check Point Software Technologies, Houston, TX

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-W4H>

Learning Objectives:

- ◆ How organizations can be prepared to manage cyber-attacks.
- ◆ Build proactive strategies to ensure secured mobile devices in healthcare.
- ◆ Discuss the mind of a hacker that will provide great insights and offer solutions.

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

Sujan Shah, MHA, *Quality Manager*, Organ Transplant, University of Texas Medical Branch, Galveston, TX

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-W4I>

Learning Objectives:

- ◆ Understand the unique characteristics of the development of millennials for leadership roles.
- ◆ How these characteristics bring a paradigm shift for leading millennials effectively.
- ◆ Discuss how to navigate millennials through unconventional complexities of tomorrow's role in healthcare leadership.

W4J Rocketing Drug Costs: How Health Systems can Implement Strategies to Manage These Costs

Kimberly Putney, PharmD, RPh, MPH, *Clinical Pharmacy Manager*, Baylor St. Luke's Medical Center, Houston, TX

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/QE-W4J>

Learning Objectives:

- ◆ Discuss trends in rising drug costs
- ◆ Explain how drug shortages have impacted spending and operational costs.
- ◆ How to successfully implement strategies to manage drug costs.

ACHE F2F No. 8 3:30 – 5:00 p.m.
The Principles and Characteristics of Emotional Intelligence in Healthcare

Moderator: **Farida Abjani**, *Chief Executive Officer*, Shining Nightingale Healthcare, Houston, TX

Panelists: **Kevin Bowser**, *President*, Leadership Voices, Houston, TX
Foster Expose' Jr., *Leadership Practitioner and Executive Coach*, MD Anderson Cancer Center, Houston, TX
Malisha Patel, FACHE, *Sr. Vice President and Chief Executive Officer*, Memorial Hermann Southwest Hospital and Memorial Hermann Sugar Land Hospital, Houston, TX

Learning Objectives:

- ◆ Define emotional intelligence/emotional quotient.
- ◆ Discuss the different types of EQ assessment tests or models.
- ◆ How to manage emotions when confronted with daily job requirements and especially challenges, while maximizing effectiveness, leadership, morale and motivation.

At the completion of this session please complete the brief evaluation by clicking on:

<https://www.surveymonkey.com/r/F2F-No8>

5:00 p.m. CLOSING REMARKS

Thank you for attending
and supporting
ACHE-SETC's HCL2019!

Continue.....

TMC Facts & Figures

Texas Medical Center (TMC)—the largest medical complex in the world—is at the forefront of advancing life sciences. Home to the brightest minds in medicine, TMC nurtures cross-institutional collaboration, creativity, and innovation because together, we can push the limits of what's possible.

10 million
PATIENT VISITS PER YEAR

180,000+
ANNUAL SURGERIES
TMC begins 1 surgery every 3 minutes

750,000
ER VISITS PER YEAR

Home to the
WORLD'S LARGEST
CHILDREN'S HOSPITAL
TEXAS CHILDREN'S HOSPITAL



Home to the
WORLD'S LARGEST
CANCER HOSPITAL
MD ANDERSON CANCER CENTER

With 1,345 total acres, TMC is the
8th largest
BUSINESS DISTRICT IN THE U.S.

TMC offers over
9,200
TOTAL PATIENT BEDS

TMC's campus encompasses
50 million
DEVELOPED SQUARE FEET

OVER 25,000 BABIES DELIVERED PER YEAR
TMC delivers 1 baby every 20 minutes, resulting in approximately 26,280 births per calendar year.

13,600+
TOTAL HEART SURGERIES

\$3 billion
IN CONSTRUCTION
PROJECTS UNDERWAY



HOUSTON AREA SURROUNDING HIGHLIGHTS

America's fourth-largest city is a cosmopolitan destination, filled with world-class dining, arts, hotels, shopping and nightlife. Take a stroll through the historic Heights, spend the day exploring the Museum District or head down to Space Center Houston. Later on, grab a bite in one of dozens of award-winning restaurants, or hang out with the cool kids on Washington Avenue. There's always something to do in this Southern hospitality meets urban chic city. Come explore Houston during your stay!

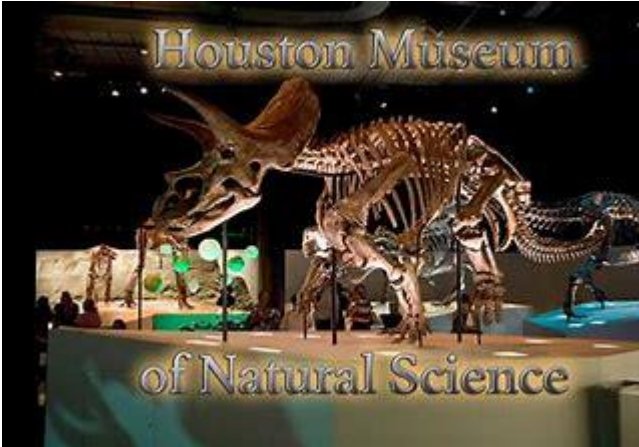


Space Center Houston
Address: 1601 Nasa Parkway Houston, TX 77058

Space Center Houston is the Official Center of NASA Johnson Space Center and is Houston's No. 1 attraction for international and national visitors. The Center has more than 400 space artifacts including flown spacecraft, the largest collection of moon rocks on public display and other exciting attractions for people of all ages.

Houston Museum of Natural Science
Address: 5555 Hermann Park Dr., Houston, TX 77030

This museum features the Worthan Giant Screen Theatre, Burke Baker Planetarium, Cockrell Butterfly Center, and other traveling exhibitions. Visit: <http://www.hmns.org> for more information.

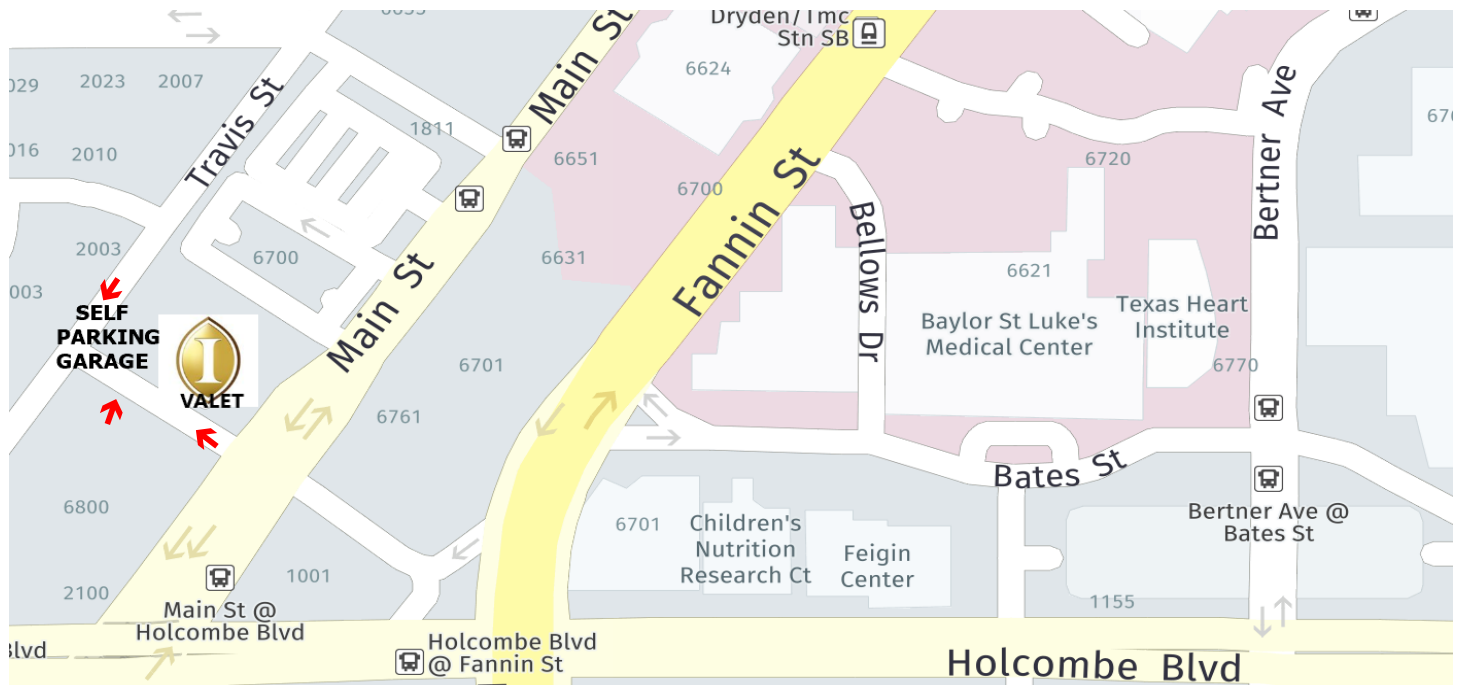


Houston Zoo
6200 Hermann Park Drive, Houston, TX 77030

Houston Zoo is home to more than 6,000 exotic animals representing more than 800 species. Visitors can explore the 55-acre lush tropical landscape featuring the Wonders of Africa at the African Forest with chimps, rhinos, and giraffes. No Passport required!

PARKING INFORMATION

InterContinental Houston – Medical Center



Self-Parking is provided only for two-days and one-day registrations
Your parking waiver is only valid for in/out one time per day

NOTE: Valet parking is not covered by ACHE-SETC

Tuesday morning, student volunteers will be holding directional signs to help guide you towards the self-parking entrance.

PLEASE do not run over the Student Volunteers as you enter the garage.



Wi-Fi and Digital Recording Policy



Wi-Fi

As a courtesy to the Conference attendees, Wi-Fi connection information is as follows:

InterContinental Houston – Medical Center

Wireless Network Name: IHG Connect

Access Code: **4596**



Digital and/or Video Recording Policy



ACHE-SETC and/or the Educational Foundation of the SETC may electronically record portions of the 7th Annual Healthcare Leadership Conference. By participating in the discussions, sessions, networking opportunities, conference registrants agree that ACHE-SETC or its Foundation may audio/video record their attendance and involvement in any program and/or social gatherings. In addition, digital photos will be taken at various times during the conference. No individual or entity may electronically record or photograph any portion of the Conference without the prior written consent of the Chapter and Foundation Executive Director. Conference registrants agree that their photograph or electronic recording may be used by ACHE-SETC for the purpose of promoting future events.



Organizational Purposes

ACHE - SouthEastTexasChapter (ACHE-SETC) is a dba of ACHE - Greater Houston Chapter, Inc., a 501 (c) (6) corporation incorporated in 1999. The purposes for which the Corporation is organized and operated are educational. To accomplish such purposes, the Corporation:

- ◆ Assists and supports, in the southeast Texas region, the stated goals and objectives of the American College of Healthcare Executives ("ACHE") national organization;
- ◆ Promotes professional interaction among individuals with responsibility in healthcare management;
- ◆ Provides assistance to meet the continuing education needs of the Corporation's membership that is in alignment with the "structured agreement" between the Chapter and ACHE;
- ◆ Endeavors to recruit qualified applicants for affiliation with ACHE;
- ◆ Establishes a liaison mechanism between members of the Corporation and ACHE to encourage participation in the affairs of ACHE;
- ◆ Sponsors programs that will further any and all of the above and will provide members of the Corporation with the necessary forums for professional fellowship; and
- ◆ Performs such other functions as may be necessary or appropriate to fulfill the purposes of the Corporation.

The Educational Foundation of the SouthEastTexasChapter, Inc., a 501 (c) (3) corporation, was incorporated in 2012. It is an independent affiliate of the ACHE - SouthEastTexasChapter, but is not affiliated, in any way, with the American College of Healthcare Executives. The purposes for which the Foundation Corporation is organized and operated are as follows:

- ❖ To support the educational needs of the members of the ACHE - SETC through seminars, programs, workshops, quarterly educational events held within the southeast Texas region (SETXR); an annual healthcare leadership conference in Houston, TX, offering ACHE F2F panel discussions and Qualified Education sessions;
- ❖ To offer and provide healthcare management instruction and training (including both theoretical knowledge and practical skills) designed for, but certainly not limited in attendance to healthcare managers and administrators within the SETXR;
- ❖ To sponsor local and national keynote presenters with expertise or special knowledge in a particular field of the healthcare industry at its educational events to advance healthcare management excellence;
- ❖ To strive to present educational material that is in alignment with current healthcare trends and provide the opportunity for every attending early, mid and senior healthcare careerist to improve and further develop their own unique capabilities in healthcare management;
- ❖ As a public charity, to perpetuate the Foundation's activities through contributions from the general public, local and regional healthcare systems, hospitals, and strategic business partners that are committed to improving the future delivery of healthcare.



Special Thanks to HCL2019 Conference Host – InterContinental Houston – Medical Center



The fabulous Safina Mediterranean Restaurant



ACHE-SETC 2019

ANNUAL CONFERENCE & EXHIBITION