Studer Group Conference
Thursday, April 7 and Friday, April 8, 2016

CONFERENCE HIGHLIGHTS:

This conference, similar to Studer Group’s national conferences, offers an intensive day and a half program designed to improve your organization. Nationally recognized speakers Dan Collard and Bob Murphy will help you take your organization to the next level. The speakers will provide attendees with tools and best practices on how to thrive and survive as the environment goes from episodic to continuous change.

Attendees will gain knowledge to:
- Create a high performance organization by building a culture of accountability
- Reduce inconsistency and variance with Studer’s Evidence-Based Leadership foundation
- Increase physician loyalty, alignment, and integration
- Create strong leaders that can handle the continuously changing environment
- Decrease preventable readmissions, patient falls, and improve on other safety and quality measures
- Advance CAHPS results faster and more efficiently

Target Audience: Teams from each hospital’s C-Suite. Registration fees are designed to encourage team participation. Please see the registration form.

Continental breakfast and lunch will be provided each day. A networking reception will follow the first day’s session.

Healthcare Council of Western Pennsylvania
500 Commonwealth Drive
Warrendale, PA 15086
ABOUT OUR SPEAKERS:

DAN COLLARD

As a COO and champion of improvement initiatives within a hospital group in the southeast, Dan’s role of change agent fostered success in three consecutive hospital turnarounds. Both student and client partner of Quint Studer since 1998, Dan’s balanced focus on improving operations, financials and satisfaction initiatives brings a well-rounded skill set to the coaching arena.

By implementing the Studer Group’s approach to excellence Dan helped his leadership team and organization move from last to first among company peers in community satisfaction, 90th percentile in employee satisfaction and 98th percentile in outpatient satisfaction, all of which earned them their company’s division “High Five” award.

Dan’s passion for employee satisfaction, leadership development and culture change is fueled by what he calls “the proof in the pudding”…. the results across an organization that are derived by a commitment to making a difference.

BOB MURPHY, RN, JD

Bob Murphy is a well-known senior leader and international healthcare presenter with more than 30 years in healthcare. His experience includes work as an EMT and Paramedic, phlebotomist, nursing assistant, registered nurse, department leader of emergency/trauma services, quality leader, risk manager, Chief Operating Officer, and hospital Chief Executive Officer. Bob is an attorney and board certified in healthcare administration. Currently, Bob is attending seminary and is pursuing a master’s degree in Divinity.

Bob currently serves as a senior leader of Studer Group where he presents at healthcare conferences and seminars and coaches senior leadership teams. He has spoken to tens of thousands of leaders from around the world, presenting in small board rooms all the way through to vast auditoriums. At his core, Bob is a teacher who is passionate about developing accountable, passionate, mission-driven leaders and organizations that get sustainable results. He is a true difference-maker and continues to strive to make healthcare better.

Prior to joining Studer Group, Bob served as the Senior Vice President and Administrator for Baptist Hospital in Pensacola, Florida. Bob’s efforts, along with others, led his organization to rank in the 99th percentile in healthcare customer service for over eight consecutive years and to be named as one of Fortune Magazine’s 100 Best Companies to Work for in America for six years consecutively. Bob has served as a senior leader for two Malcolm Baldrige National Quality Award recipients: Studer Group in 2010 and Baptist Hospital, Pensacola, Florida in 2003.

HOTEL ACCOMMODATIONS:

A block of rooms are available at the Holiday Inn Express in Cranberry Township for $105/night plus tax for April 6, 7 and 8. Please ask for the Healthcare Council rate when making your reservation.

Holiday Inn Express
20003 Route 19
Cranberry Township, PA 16066
724-772-1000
DAY ONE - April 7

8:30 am – 9:00 am  Registration and Continental Breakfast

9:00 am - 9:15 am  Welcome
AJ Harper, President
Healthcare Council of Western Pennsylvania

9:15 am - 12:30 pm  The Foundation
Introduction to Evidence-Based Leadership™
Dan Collard, Senior Leader**

  Morning breaks will be provided as needed

Foundation
- Financial Impact
- Connection to the "why"
- Healthcare Flywheel®
- Challenges In Execution
- Driving Performance
- Communicating the External Healthcare Environment
- Research Study - Straight A Leadership

Evidence-Based Leadership™

Aligned Goals: Objective Evaluation System
- Accountability
- Leader Evaluation Requirements
- Sample of Organizational Goals
- Sample Objective Evaluations
- Goal Development Tips

Aligned Behavior: Performance Management
- Impact of highmiddlelow®
- The Performance Curve
- Definition of High, Middle and Low Performers
- How to move the high and middle performers and have low performer conversations
- Improved operational performance

12:30 pm - 1:15 pm  Networking Lunch

1:15 pm - 2:30 pm  Evidence-Based Leadership™
Evidence that connects the dots

2:45 pm – 4:15 pm  Aligned Behavior: Must Haves®
Introduction to tactics that drive:
- Employee Engagement
- Physician Engagement
- Patient Experience

4:30 pm  Reception
DAY TWO - April 8

7:30 am – 8:00 am  Networking and Continental Breakfast

8:00 am - 8:30 am  Opening Remarks
Q&A from Day One
Dan Collard, Bob Murphy, Studer Group

8:30 am - Noon  Evidence-Based Leadership™
Aligned Goals & Leadership
Foundational Skills
Bob Murphy, RN, Esq., Studer Group Speaker

Morning breaks will be provided as needed

Aligned Goals: Leader Development:
- Leadership Foundational Skill Assessment
- Linkage Grid - Validate Learning

Aligned Behavior: Must Haves®
- Leader Rounding on Employees
- Senior Leader Rounding
- Rounding on Internal Customers
- Employee Thank You Notes
- Standards of Behavior
- Selection and the First 90 Days
- Value-Based Purchasing
- Key Words at Key Times / AIDET®
- Leader Rounding on Patients
- Pre and Post Visit Calls
- ED Strategies
- Physician Strategies

Noon  Lunch/Adjourn