



agenda

Hospital O.R. & Surgical
VIRTUAL
springconference
May 4–14 2020



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Leadership Principles During a Time of Crisis

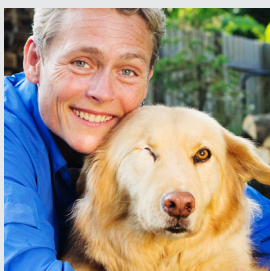


John O'Leary

John O'Leary **Live Inspired**

John O'Leary, a #1 national bestselling author and speaker, will bring inspiration to us as leaders.

In 1987, John O'Leary was a curious nine-year-old boy. Playing with fire and gasoline, John created a massive explosion in his home and was burned on 100% of his body. He was given 1% chance to live. This epic story of survival was first showcased in his parents' book, *Overwhelming Odds*, in 2006. It was this book that first invited John to embrace his miraculous recovery and share it with the world. Today, John is an inspirational speaker teaching nearly 75,000 people around the world each year how to live inspired. Consistently described as "the best speaker we've ever had," John's emotional storytelling, unexpected humor and authenticity make each of his presentations truly inspirational. John's "Live Inspired" podcast is a top 20 for business on iTunes & Inc. Magazine and his online community is 200,000 strong.



Chris Heeter

Chris Heeter **Wild Leadership**

Chris Heeter is out to create a Wild revolution in the workplace. Chris will challenge and inspire us toward "Wild Leadership," compassionate presence, and daring authenticity.

Chris was selected as a "Top Ten Speaker of 2014" by MeetingsNet, and was the highest rated speaker of Meeting Professional International's 2014 World Education Congress. A wilderness guide since 1984 and professional speaker since 2001, she has led and worked with a diverse array of teams, both canine and human! Featured on The Discovery Channel's "National Geographic Today," she brings decades of leadership experience indoors, to conferences and offices, working with teams and leaders, helping us recognize that leadership and teamwork doesn't have to be so complicated. With remarkable parallels to the work world, Chris shares hilarious stories from her sled dog team with their quirky personalities and from guiding whitewater trips, where successfully navigating obstacles (mostly) is part of the journey.

Ruth Cassidy **Perspective from the Frontlines**

Dr. Ruth Cassidy is a Senior Vice President of Clinical Support Services and Chief Pharmacy Officer at SBH Health System located in NYC. Ruth will share some information, lessons learned and best case practices from her recent experience battling COVID-19 on the front lines of the outbreak in the Bronx.

In her role, Ruth has responsibility for departments such as pharmacy, laboratory services, radiology, interventional radiology, food service, clinical nutrition, wound care and invasive/noninvasive cardiology. She earned her Bachelor of Science at St. John's University, a Doctor of Pharmacy at the University of Florida, a Fellowship with the American College of Healthcare Executives, an MBA with West Texas A&M University, and is an Associate Faculty at the CUNY School of Medicine. Ruth continues support of her profession by serving on various boards, including the NYSCHP board of directors as well as chair of the Health Connect Partners Hospital Pharmacy Educational Advisory Board.

Learning objectives:

After attending this presentation, attendees will be able to:

- Improve personal accountability for actions, attitudes, and outcomes
- Better understand their impact within their team and re-ignite their passion for their profession
- Guide your team through change where everyone stays on board and engaged
- Hone your communication skills for greater impact
- Improve readiness for disasters
- Discuss what has worked well and what has not worked well during this pandemic



KONICA MINOLTA

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Virtual Reverse Expo Session ONE

Tuesday, May 5, 8:00am–5:00pm CT



Tuesday, May 5

VIRTUAL **reverseexpo**

Session ONE

8:00am–5:00pm CT

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Virtual Reverse Expo Session TWO

Wednesday, May 6, 8:00am–5:00pm CT



Wednesday, May 6

VIRTUAL **reverseexpo**

Session TWO

8:00am–5:00pm CT

sponsored by

 **Storage Systems**
UNLIMITED



BD

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Virtual Reverse Expo Session THREE

Thursday, May 7, 8:00am–5:00pm CT



Thursday, May 7

VIRTUAL **reverseexpo**

Session THREE

8:00am–5:00pm CT

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 **Storage Systems**
UNLIMITED

An Enterprise Risk Management Solution for the Perioperative Setting



Denise Shope, RN, MHSA, ARM, CPHRM, DFASRM

Denise joined RCM&D in 2008 as a Risk Management Consultant. She brings 33 years of extensive healthcare experience, 27 years of which she spent working in healthcare risk management handling risk management issues for tertiary care systems, physician groups, post-acute care and enterprise-wide health care delivery systems. She is a nationally recognized healthcare enterprise risk management professional.

Prior to joining RCM&D, Denise began her career as a registered staff nurse at Geisinger Medical Center, and then progressed through several advancements, including to the position of Geisinger Health System Director of Performance Improvement and Risk Management, and Patient Safety Officer.

She held leadership positions with the Pennsylvania Association of Health Care Risk Management and served on the Board of Directors for the American Society for Healthcare Risk Management (ASHRM) from 2011 through 2014, and currently during her presidential term through 2020. She is currently ASHRM's 2019 past- President. Denise currently sits on ASHRM's Enterprise Risk Management Task Force and is faculty for ASHRM's ERM Certificate program and ASHRM's Healthcare Risk Management Certificate program. She speaks nationally on healthcare enterprise risk management topics. She holds the Designated Fellow of the American Society for Healthcare Risk Management and is a Certified Professional Healthcare Risk Management (CPHRM) designee. In addition to her advanced degree and certifications she is a licensed producer for Property and Casualty insurances.

Learning objectives:

After attending this presentation, attendees will learn to:

- Identify common trends of professional liability claims unique to the perioperative setting
- Identify key lessons learned along with risk management strategies
- Explain the value proposition for a proactive enterprise wide framework for perioperative risk management

A Regulatory Perspective on Challenges in the Peri-Operative Domain



Chris Pratt, MS, BSN, RN

Chris Pratt is an Associate Consultant with Courtemanche and Associates with more than 33 years in clinical and leadership experience working in varying healthcare positions from the bedside to the Boardroom. In this role, he is responsible for assessing healthcare organizations' readiness for licensing, accreditation, and regulatory compliance. He is trained in the application, teaching, and facilitation of the requirements and recommendations of The Joint Commission, the Centers for Medicare and Medicaid Services and other regulatory and accrediting agencies. He assists organizations with post-survey activities education and follow-up, patient safety strategies, and quality improvement initiatives.

He retired in 2016 with over 29 years of distinguished service as a U.S. Navy Nurse Corps Officer. Clinically, he is a licensed Registered Nurse with extensive experience in critical care, medical-surgical services, ambulatory care, staff development, nursing administration and quality.

Mr. Pratt's vast Navy experiences included oversight of healthcare operations for both inpatient and ambulatory care settings, shipboard/overseas/operational nursing services, and facility/corporate staff development programs. He served as the Director for Navy Medicine Nursing Education and Education/Training Management Community providing guidance to over 60 specialty group members. He spearheaded the proposal and acquisition of an enterprise wide Learning Management System Portal to centralize and standardize the assignment, delivery, documentation and reliable reporting for over 63,000 employees.

Mr. Pratt graduated with a Bachelor of Science in Nursing degree from the University of South Carolina. Additionally, he earned a Master of Science in Educational Leadership from the University of Memphis in Tennessee where he was inducted into the Phi Kappa Phi Honor Society for academic achievement. He holds numerous awards and recognitions of military service. Mr. Pratt is trained in the use of Lean tools, project management and is a TeamSTEPPS instructor.

Learning objectives:

After attending this presentation, attendees will learn to:

- Identify at least four common regulatory challenges currently found in their perioperative environment
- Describe at least one practice opportunity associated with each regulatory challenge commonly identified by surveyors
- Discuss at least two mitigating strategies to address each identified challenge

Healthcare State of the Union - Key Trends Shaping Provider Strategy in 2020



David Willis

David Willis, currently working with The Advisory Board, has more than 25 years of experience as an executive and a management consultant, including 15 years in health care advising some of the nation's largest health systems on strategy development and execution. Additionally, he has worked with more than half of the Fortune 100, advising global leadership teams on best practices in strategy, leadership, and organizational change.

As Vice President, Health System Strategy, Dave serves as a strategic partner to leading health care organizations across the globe, and as a thought leader on many of the most pressing issues facing executives today. His work spans such areas as growth strategy, margin enhancement, M&A, systemness, change management, consumerism, and population health. As a parent of two children with special needs, he is also extremely passionate about the issues of care coordination and patient experience.

Across his two decades with The Advisory Board, Dave has been a featured speaker at many national and international conferences on health care leadership and strategy. He is a graduate of Carnegie Mellon University, has an MBA from Yale University School of Management and has done post-graduate work at The Wharton School at the University of Pennsylvania. Dave's passions include traveling, craft beer, crossword puzzles, and baseball history. Originally from the Boston area, he currently resides in Northern Virginia, but remains a diehard Red Sox fan (though he has learned to pronounce the letter "r.")

Learning objectives:

After attending this presentation, attendees will learn to:

- Describe the market and demographic trends that are reshaping demand for health care in the US
- Compare and contrast the different tactics that purchasers are using to reduce the cost of care
- Assess the likelihood of success of different provider strategies to meet the market's demand for affordability

DEA Updates, Recent Case Studies and Controlled Substance Risk Mitigation



Dennis A. Wichern

Dennis A. Wichern is a partner with Prescription Drug Consulting (PDC) where he focuses his efforts on risk mitigation and compliance initiatives to protect healthcare providers nationwide. Prior to joining PDC, Mr. Wichern completed 30 years of public service as a DEA agent, last serving as the agent in charge of the Chicago Field Division. Before his transfer to Chicago in 2014, Mr. Wichern oversaw DEA operations in Indiana where he observed first-hand the deadly effects resulting from the prescription drug and opioid epidemic. It was during this period that Mr. Wichern initiated partnerships with the medical community to safeguard providers from the compliance risks associated with prescription drugs by developing CME and CLE programs addressing MAT and pain prescriber safeguards, federal pharmacy regulatory and DEA compliance, and drug destruction methods.

Learning objectives:

After attending this presentation, attendees will learn to:

- Define DEA's specific authorities and role in relation to controlled substances and the practice of medicine
- Identify important controlled substance record keeping requirements and techniques to prepare for a DEA audit
- Recognize practical strategies and tips to reduce opioid risk at your hospital pharmacy while complying with federal law



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Educational Session SIX

Thursday, May 14, 10:00am–11:00am CT

Leveraging Generational Insights



Sherri Neal

Sherri Neal is Chief Diversity Officer for HCA Healthcare, where she is responsible for leading the company's diversity, inclusion, equity and cultural competence initiatives. Since joining the company in 2006, she has been a champion of creating a culture of inclusion through thought leadership, strategic direction and creative business solutions. Sherri is a progressive innovator and has developed multiple award-winning models that have advanced HCA Healthcare's commitment to diversity and inclusion. In 2018, the company received top innovation honors from the Diversity Journal for the BRAVE Conversations program, an "outside of the box" dialogue experience developed under Sherri's leadership.

Sherri has over 25 years of experience as a diversity practitioner and is known for her ability to deliver presentations that engage and inspire audiences to take inclusion to the next level. Sherri is an active community volunteer and serves on a number of nonprofit boards in Middle Tennessee. She has received several recognitions, including the Tri-State Minority Supplier Development Council Champion Award and Tennessee State University's Women of Legend and Merit Award.

Learning objectives:

After attending this presentation, attendees will learn to:

- Identify key characteristics of the five generations in the workplace
- Describe common generational challenges and their impact on business results
- Demonstrate effective strategies for cross-generational communications



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