



AGENDA

Thursday, September 7, 2017

7:30 – 8:30 am	Registration & Breakfast	
8:30 – 8:45 am	Welcome & Introduction	Diane Abbett & CHI Board Chair
8:45 – 10:15 am	Keynote – “Discovering Your True North”	Jake Poore President & CEO Integrated Loyalty Systems
<p>Presentation Description: ‘True north’ is the culture that guides all organization members, from C-Suite to volunteers, in achieving operational goals. Leaders will learn the importance of discovering their organization’s ‘true north’ and the incentive behind ‘true north’ operationalization in enterprise risk management.</p> <p>Learning Objective: At the end of this presentation the participant should be able to describe the impact that “Discovering Your True North” can have on enterprise risk management.</p>		
10:15 – 10:30 am	Break	
10:30 am – 12:00 pm	“What’s Ahead on the Trail? – The Economic Forecast for Independent Hospitals”	Ford Koles Executive Director Advisory Board
<p>Presentation Description: Understanding what lies ahead in the economy is crucial when developing your organization’s strategic plan. Hear economic predictions for independent hospitals and potential tactics to consider in response that forecast.</p> <p>Learning Objective: At the end of this presentation, the participant should be able to develop organizational strategies considering the economic forecast for independent hospitals.</p>		
12:00 – 1:15 pm	Lunch	
1:15 – 2:15 pm	Highland Challenge	Ed Tilley Adventure Associates
<p>Presentation Description: A hands-on, personalized activity reinforcing the principles of enterprise risk management. Activity will take place outdoors. Please wear comfortable walking shoes.</p> <p>Learning Objective: At the end of this presentation, the participant should be able to consider Owners Retreat enterprise risk management concepts when planning risk mitigation.</p>		
2:15 – 2:30 pm	Break	
2:30 – 4:00 pm	“Charting the Course to Improved Medical Diagnosis”	Mark Graber, MD, FACP President Society to Improve Diagnosis in Medicine
<p>Presentation Description: Reducing diagnostic errors requires strong navigational direction. Hospital leadership will learn their role in driving systems that support improved medical diagnoses.</p> <p>Learning Objective: At the end of this presentation, the participant should be able to identify leadership strategies that support improved diagnoses.</p>		
4:00 – 5:00 pm	“Tragedy Leads to Safer Care”	Troy Williams, RN, MSN Chief Quality Officer Zuckerberg San Francisco General Hospital & Trauma Center

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Presentation Description: In hopes of preventing future patient harm at all organizations, Zuckerberg San Francisco General Hospital & Trauma Center shares how a patient tragedy changed numerous processes at their organization.

Learning Objective: At the end of this presentation, the participant should be able to utilize lessons learned from a patient tragedy to assess and improve related organization processes.

5:00 – 5:15 pm	Wrap-up & Adjournment
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6:00 – 8:30 pm.	Dinner & Entertainment
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Friday, September 8, 2017

7:00 – 8:00 am	Registration & Breakfast
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8:00 – 9:30 am	“Employment Practices Liability – Keeping Things from Going South”	Jennifer Shaw, Esq. Shaw Law Group, PC
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Presentation Description: The effect organization culture has on employment practices cannot be understated. Ms. Shaw will present leadership’s role in ensuring proficient management skills for conducting evaluations, discipline, and terminations and how they can effectively mitigate many EPL risks.

Learning Objective: At the end of this presentation, the participant should be able to strengthen key areas in employment practice risk mitigation with sound leadership.

9:30 – 9:45 am	Break
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9:45 – 11:00 am	“The Guide Book for Data Security”	Rich Miller President & CEO Virtua
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Presentation Description: Health care organizations are prime targets for cyber crime. Adapted from his Data Security Playbook, hear Mr. Miller’s cyber security strategies and the challenges he faced with implementation in the Virtua Health System.

Learning Objective: At the end of this presentation, the participant should be able to recognize essential elements of an organizational data security plan.

11:00 – 11:30 am	Wrap-Up – “Discovering Your True North”	Jake Poore President & CEO Integrated Loyalty Systems
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Presentation Description: Key points of the Owners Retreat presentations are highlighted and used to illustrate impact of enterprise risk management and corporate culture.

Learning Objective: At the end of this presentation, the participant should be able to review retreat highlights for impact on the enterprise risk management and organizational true north.

11:30 am	Adjournment
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Provider approved by the California Board of Registered Nursing, Provider Number 12205 for 12 contact hours.

This meeting has been approved for a total of 10.25 contact hours of Continuing Education Credit toward fulfillment of the requirements of ASHRM designation of FASHRM (Fellow) and DFASHRM (Distinguished Fellow) and towards CPHRM renewal.

This program is pending approval for 9.25 hours of general MCLE credit from the State Bar of California.