

ENGAGEMENT IN HEALTHCARE

SUMMIT 2015

Langham Place | 400 Fifth Ave. New York, NY 10018

October 5-6, 2015

Celebrate
SUCCESS

MICHAEL C. FINA

Agenda

MONDAY, OCTOBER 5, 2015

4:00pm - 4:15pm **Summit Opening**
Ashley Fina, *President, Michael C. Fina*
Murray Hill Dining Room

4:15pm - 6:00pm **Best Practices in Service Excellence in Healthcare:**
Alexandra Valentin, *Corporate Director, Culture Transformation, The Ritz-Carlton Leadership Center*
Murray Hill Dining Room

By understanding the proven strategies of the Ritz-Carlton, you will collect new insights that can be applied to your healthcare organization.

You will be introduced to The Ritz-Carlton road map for:

- Differentiating your healthcare organization from the competition by consistently offering service and clinical excellence
- Developing a patient-centric culture within your organization to drive patient experience
- Establishing robust operational systems in order to reduce mistakes and improve safety
- Ensuring patient engagement to further your organization's recognition and reputation
- Improving your employee engagement through service values and empowerment to reduce turnover

6:00pm - 8:00pm **Cocktail Reception | Murray Hill Living Room & Dining Room**
Please join us for light fare and cocktails.

Registration and badge pick-up:

Monday, October 5: 4:00pm - 8:00pm in the Murray Hill Living Room
Tuesday, October 6: 7:30am - 8:30am in the Kip's Bay Foyer

Dress code

Business casual

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TUESDAY, OCTOBER 6, 2015

7:30am - 8:30am Continental Breakfast | Kips Bay Foyer

8:30am - 9:30am **A New Age of Healthcare Engagement**

Joseph Cabral, CHRO, Cleveland Clinic

Kips Bay Suite

Joseph Cabral is the Chief Human Resources Officer for Cleveland Clinic, a healthcare system with an annual operating budget of over \$7 billion and more than 42,000 employees. The Cleveland Clinic is a global organization, serving patients from more than 130 countries. They are consistently named one of the nation's best hospitals by U.S. News & World Report.

Mr. Cabral's opening keynote address will include:

- How organizations can adapt their human capital strategy to the changing healthcare landscape
- Analyses of the latest trends in engaging healthcare employees
- Long-term engagement strategies for hospital-based and ambulatory-based workforces
- Discussion of pressing human capital challenges healthcare organizations will face in the future
- Expert advice on engaging and rewarding healthcare employees outside of compensation

9:45am - 11:30am **Panel & Roundtable Discussions: Perspectives on Driving Engagement in Healthcare**
Kips Bay Suite

11:45am - 1:15pm Luncheon | Al Fiori

1:30pm - 3:00pm **Motivating Exceptional Outcomes in Healthcare**

Bob Murphy, Executive Coach, Studer Group®

Kips Bay Suite

Bob Murphy is a celebrated national speaker on engagement in healthcare. He has been heavily involved in the healthcare industry for 30+ years, with experience in nursing, emergency services, quality assurance, risk management, hospital operations, and executive leadership. He is a board certified healthcare administrator and a current senior leader of Studer Group®, a consulting firm that helps over 850 healthcare organizations achieve and sustain exceptional clinical, operational, and financial outcomes.

Mr. Murphy will be discussing the following topics for his keynote:

- Practical advice on starting, sustaining, and measuring employee engagement in a variety of healthcare environments
- Expert strategies for aligning healthcare staff to a service-minded culture to improve patient and employee satisfaction
- Proven tactics for boosting healthcare engagement that can be put into use immediately, such as strategic rounding, purposeful communications, and recognition "harvesting"
- Preparation for the future of healthcare engagement, with advice on stemming human capital crises and sustaining employee satisfaction within tight budgets

3:00pm - 3:15pm **Summit Closing**