



2019 Hospital Patient Flow Management Forum

Revolutionary Strategies to Boost Hospital-Wide Patient Flow and Achieve Value Based Health: Improve Patient Centric Care, Enhance Admission to Discharge, Increase Revenues, Employ Technology/Data Analytics, Address Barriers to Care and More!

January 14 – 15, 2019 • Loews Portofino Bay Hotel • Orlando, FL

Overview

Today the nation's healthcare environment has recognized that enhanced and efficient hospital-wide patient flow is essential in achieving value based health and delivering safe, high-quality patient centric healthcare. Hospitals and health systems are examining how to provide the right care, in the right place, and at the right time while reducing costs and eliminating waste. They are developing/implementing innovative and collaborative based interventions, and employing technology and real-time data information – improving hospital-wide patient throughput to reduce wait times, re-design care management, and move the patient smoothly and efficiently from admission to discharge. Enhanced patient flow results in appropriate high-quality healthcare, improved patient satisfaction, and increased hospital profitability.

We have created a high-level forum featuring knowledgeable leaders and executives from hospitals and health systems who will share their perspectives, valuable insights and expertise on how to be best equipped for the rapidly evolving landscape of Patient Flow Management. Attendees will benefit from learning about best practices and strategies that have been deployed to address the challenges presented under the current healthcare environment impacting hospitals and health systems in effectively managing patient flow. This exclusive event targets senior level executives in order to maximize educational and networking opportunities.

Intended Audience

From Hospitals, Health Systems & Providers:

Chief Executive Officers, Chief Medical Officers, Chief Clinical Officers, Chief Operating Officers, Chief Financial Officers

Also, Vice Presidents, Directors, Managers & Executives of:

- Medical Management
- Utilization Management
- Quality
- Appeals Management
- Patient Financial Services
- Patient Care
- Emergency Medicine
- Hospitalists
- Billing
- Medical Records
- Operations
- Strategy
- Nursing
- Case Management
- Care Management
- Denial Management
- Compliance
- Admissions
- Patient Flow
- Emergency Department
- Managed Care
- Coding
- Risk
- Finance
- Clinical Documentation
- Physician Assistants

*Also of interest to Health Plans, Payers, Employer Plans, TPAs, Managed Care Organizations
Healthcare Consultants, Solution Providers, Vendors, Purchasers, Physician Groups, Behavioral Health
Centers, Healthcare Technology Innovators, Data Analytics Providers, Pharmacy Benefit Managers,
Disease Management Organizations, Home Health Care Companies, Third Party Administrators,
Pharmaceutical & Medical Device Companies, IT & Business Process Outsourcing Companies,
Enrollment Brokers and More!*

Agenda

Day One – Monday, January 14, 2019

7:15 *Conference Registration & Morning Breakfast*

8:00 *Chairperson's Opening Remarks*

8:15 Strategies to Connect Hospital Capacity and Demand to Improve Patient Flow

Hammad Haider-Shah, MD, JD, CHCQM

Medical Director, Case Management

Aurora Saint Luke's Medical Center

Chief Medical Officer

Aurora West Allis Medical Center

Jennifer Hafemann, RN

Director, Nursing, Case Management & Patient Flow

Aurora Saint Luke's Medical Center

9:00 Essential Components for Implementing Care Coordination and Discharge Procedures to Optimize Patient Flow Management

Angie Banet, DNP, RN, NE-BC

Director, Care Management & Clinical Effectiveness

Norton Women's and Children's Hospital

9:45 *Networking Break & Refreshments*

10:15 Five Must Have Strategies to Ensuring ED Throughput and Hospital Flow

Jim Terrell, RN

Director, Emergency Services

Aurora St. Luke's Medical Center

Haley Kovac, MSN, RN

Manager, Emergency Department

Aurora St. Luke's Medical Center

11:00 Strategies to Reduce Patient Length of Stay through Efficient Care Coordination and Discharge Procedures

Terri Poe, DNP, RN, NE-BC
Chief Nursing Officer
UAB Health System

11:45 Innovative Approaches to Improve and Prevent ED Overcrowding and Boarding

Sam Shen, MD, MBA, FACEP
Vice Chair, Clinical Operations & Quality
Stanford Health Care

Patrice Callagy, RN, MPA, MSN, CEN
Director, Emergency Services
Stanford Health Care

12:30 Luncheon for All Attendees & Speakers

1:30 Establishing a Medicine “Hub” Program to Improve Patient Flow: Reducing ED Boarding & Utilization of System Bed Capacity

Joelle LoFaso, MBA, BSN, RN
Senior Director, Medical Operations
Cleveland Clinic

2:15 Panel Discussion: Best Collaborative Approaches to Patient Flow Management through Hospital Wide Throughput and Care Coordination

Robert Fogerty, MD, MPH
Associate Professor
Yale School of Medicine
Director, Bed Resources
Yale New Haven Hospital

Lynn Clarkson MSN, RN, NE-BC
Director, Quality Projects & Clinical Integration
Carle Foundation Hospital

Angie Banet, DNP, RN, NE-BC
Director, Care Management & Clinical Effectiveness
Norton Women's and Children's Hospital

3:15 Networking Break & Refreshments

3:45 Centralized Bed and Patient Flow Management: The Yale New Haven Hospital Capacity Coordination Center Experience

Robert Fogerty, MD, MPH
Associate Professor
Yale School of Medicine

Director, Bed Resources
Yale New Haven Hospital

4:30 Strategies to Create and Implement a Flexible Staffing Model to Optimize Patient Flow

Stephanie Gravenor
Program Director, Patient Throughput & Operations
Northwestern Memorial Hospital

5:15 *End of Day One*

Day Two – Tuesday, January 15, 2019

7:15 *Morning Breakfast*

8:00 *Chairperson's Recap of Day One*

8:15 Patient Flow in the Critical Access Hospital: Challenges and Opportunities

Pat Zawko, EdD, MS, RN, NE-C, CHC
Director, Quality Resources, Risk Management & Corporate Compliance
Little Falls Hospital
Bassett Healthcare Network

9:00 Transforming the ED to Improve Patient Transfers, Discharge and Hospital Wide Throughput

Lee Duke, II, MD, MBA
Senior Vice President & Chief Physician Executive
Lancaster General Health
Penn Medicine

9:45 *Networking Break & Refreshments*

10:15 Enhancing Patient Flow and Hospital Capacity to Deliver Quality Care, Enhance the Patient Experience and Reduce Costs

Darryn Dunbar, MS, RN, CNM, NEA-BC
Director, Behavioral Health & Patient Transport
Sibley Memorial Hospital
Johns Hopkins Medicine

11:00 Best Practices on Improving Length of Stay to Enhance Hospital Patient Flow

Stephanie Calcasola, MSN, RN-BC, CPHQ
Vice President, Quality & Safety
Hartford HealthCare

11:45 When Surge is the New Normal: Proactive and Reactive Strategies to Improve Hospital Patient Flow

Cyndi Smith, MHSA

Operations Manager, Hospital Operations

Mayo Clinic

12:30 Conference Concludes

Workshop Session

Monday, January 14, 2019 • 5:30 p.m. – 7:30 p.m.

Essential Alignment to Improve Hospital Wide Patient Flow: Overcoming the Corporate Immune System

Organizations are designed to protect the status quo. Frequently Patient Flow improvements are stymied by this "Corporate Immune System" that kills innovation or anything that runs counter to that status quo. You must intentionally address this alignment issue in order to have breakthrough improvements in Patient Flow.

Using a case study, the workshop will teach the participants how to identify the issues that will hinder improvement and walk them through a process proven to overcome these barriers and generate the alignment necessary to achieve breakthrough results.

About the Workshop Leaders:

Mitchell Galloway, MBA is the *President & CEO* of **Galloway Consulting**. Mitchell built his reputation by helping healthcare executives transform their organizations, often achieving landmark results on seemingly impossible timetables. Among the country's foremost authorities on organizational strategy, he takes the lead role with our clients, rapidly diagnosing the challenges they face and prescribing innovative, timely, and effective responses. His analytical expertise and fearless candor have earned him the confidence of decision-makers across the healthcare industry, from small, rural hospitals to multibillion-dollar corporations.

Mitchell has been an Entrepreneur and Business owner within companies such as Patient Focused Care Association, ConcentricHealth, LLC and Healthcare Transformation Resources, LLC. He was also a management consultant within healthcare operations at Booz-Allen & Hamilton. He holds an MBA from Emory University and a BSc in Health Systems from Georgia Institute of Technology.

Donald Bialek, MD, MPH is the *Chief Medical Officer* at **Galloway Consulting**. As Galloway Consulting's Chief Medical Officer, Dr. Bialek brings an unmatched breadth and depth of knowledge in clinical operations, clinical management, and medical informatics. Just as important, he adds the crucial physician's perspective to work in quality-of-care improvement and physician engagement. During more than 25 years in the healthcare industry, he has held a variety of strategic, operational, and consulting roles in community medical practices, academic medical centers, teaching hospitals, physician groups, health plans, and life science companies.

Prior to Galloway Consulting, some of Dr. Bialek's positions included Senior Executive Physician Consultant at Dearborn Advisors, Managing Director at Huron Consulting Group, President & CEO at

Alliance Medical Partners and Chairman of Anesthesia and Critical Care at Quincy Hospital. He holds an MD from University of Minnesota School of Medicine and an MPH from Harvard School of Public Health.