



LEADERSHIP DEVELOPMENT CONFERENCE 2018

Who Should Attend

- Any clinician fairly new to a leadership/management role
- Any clinician with leadership/management potential
- New clinical department chairs
- New committee chairs (ethics, grievances, etc.)
- Seasoned physician leaders
- Hospital CEOs/executives
- Hospital physician liaisons

Continuing Medical Education

The American Association for Physician Leadership is accredited by the Accreditation Council for Continuing Medical Education to provide continuing education for physicians.

The American Association for Physician Leadership designates this live activity for a maximum of 11 *AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation in the activity.

FRIDAY, MARCH 9 | 8AM – 5PM

SATURDAY, MARCH 10 | 8AM – 12PM

The American Club

419 Highland Drive, Kohler, WI 53044

P: 855-209-5679

Program Description

Physician and advanced practice clinician leaders must represent both clinical and managerial interests, and those new to the role are challenged to move beyond their clinical training and often take a new approach to managerial decision making, problem solving, communication and negotiation.

Presented by American Association for Physician Leadership faculty, the “Physician Leadership Development Conference” is designed for Wisconsin physicians and advanced practice clinicians who have recently taken on a leadership or management role and those who have the potential of taking on that role in the future.

This is an opportunity for Wisconsin hospitals to offer their physicians and advanced practice clinicians reputable, CME-qualifying education necessary to develop their leadership skills and make the transition from clinician to leader—at a reasonable price, and with more limited travel time and expense than the national conferences.



Location

The American Club

419 Highland Drive, Kohler, WI 53044

P: 855-209-5679

HOTEL ACCOMMODATIONS

A small block of rooms has been reserved for the evenings of March 8 and 9 at The American Club in Kohler. Call **1-855-209-5679** to reserve a room in the WHA block. When making a reservation, request a room in the "Wisconsin Hospital Association" group block and reference Ledger **#8282AJ**. Rate is \$191 for single occupancy and \$216 for double occupancy.

Due to construction at The American Club in spring 2018, room are blocked both in the main hotel and in the Carriage House, both at the same rate. Be sure to ask about both options when calling for your reservation.

The room block is limited and fills quickly each year, so make your reservations today. Room availability is NOT guaranteed by WHA nor by the American Club. **Final cut-off date for room reservations at the special rate is when the room block fills or February 15, 2018, whichever occurs first.**

Hotel cancellations must be made DIRECTLY with The American Club.

SPECIAL NEEDS

If you have any special needs, including dietary restrictions with which we can help you, please contact Kayla Chatterton at kchatterton@wha.org by February 23, 2018.

Questions?

For questions about content, contact Chuck Shabino, MD, at cshabino@wha.org or Jennifer Frank at jfrank@wha.org or call 608-274-1820.

For questions about registration, contact Kayla Chatterton at 608-274-1820 or kchatterton@wha.org.

Registration Information

Early Bird Options - register by January 31, 2018:

Clinician conference registration:

\$875.00 per person (includes CME credit)

Host registration*:

\$325.00 per person (does NOT include CME credit)

Registration Options - register February 1 or later:

Clinician conference registration:

\$925.00 per person (includes CME credit)

Host registration*:

\$375.00 per person (does NOT include CME credit)

Both options include all materials and all meals, including Friday's "Destination Kohler" dinner event.

* *Host registration is for non-physician/non-clinician, senior-level hospital representatives who accompany one or more clinicians to the conference. The host registration option does NOT include CME credit and is not intended for clinical staff. It DOES include all materials and meals, including Friday evening's "Destination Kohler" dinner event.*

Guest Registration Option:

Guest to Friday's "Destination Kohler" dinner event at the Kohler Design Center:

\$90.00 per person (early bird discount does not apply)

Register online at:

<http://www.cvent.com/d/ktql9j>

PAYMENT INFORMATION

WHA accepts VISA or MasterCard payments online. If you choose to pay by check, print the registration confirmation you receive via email and send a copy of it with your check payment to:

Wisconsin Hospital Association

Attn: 18PLD

PO Box 259038

Madison, WI 53725-9038

Checks should be made payable to "Wisconsin Hospital Association."

CONFERENCE CANCELLATION POLICY

Cancellations received in writing up to five business days prior to an event will be given a full refund less a \$50 processing fee. No refunds will be given for cancellations received less than five business days prior and day-of-program no-shows. Substitutions are accepted.

Program Agenda

FRIDAY, MARCH 9

7:15 am Registration and Breakfast

8:00 am **A Leader's Guide to Resolving Conflict Through Effective Feedback**

Allison Linney, MBA, Faculty, American Association for Physician Leadership

Experts say some conflict is healthy, and they're right; however, when not managed well, conflict can become disruptive and lead to high stress level, decreased productivity, and poor patient satisfaction. During this session, attendees will learn the skills needed to make conflict productive; practice conflict management and effective communication skills to increase individual and organizational productivity; and assess conflict situations and practice delivering effective feedback.

At the conclusion of this course, participants will:

- Describe how effective listening sets the foundation for productive relationships
- Discuss how to deliver meaningful positive and negative feedback
- Describe the skills for navigating difficult conversations
- Describe how to manage the stress conflict creates
- Discuss how to harness the power of conflict and transform it into productivity

12:00 pm Luncheon (provided) for attendees and hosts

1:00 pm **A Leader's Guide to Resolving Conflict Through Effective Feedback (continued)**

5:00 pm **Adjourn**

6-8:00 pm "Destination Kohler" Dinner Event at the Kohler Design Center

Join us for a Friday evening dinner event, "Destination Kohler." Rather than choosing just one, enjoy each of the renowned restaurants of Kohler in one setting by sampling the best fare from each. Enjoy touring the beautiful Kohler Design Center along with the company of fellow physician leaders, hospital leaders and guests, all while sampling dishes from a variety of stations, representing many of The American Club's best restaurants, along with a hosted bar and delectable desserts. Both registered attendees and their registered guests are invited to join us for this interactive dinner event. This event is included in the registration fee for all registered clinicians and hosts. Guests may register for the dinner event for an additional fee.

SATURDAY, MARCH 10

8:00 am **Putting High Reliability Organizing (HRO) to Work**

Craig Clapper, PE, CMQ/OE, Faculty, American Association for Physician Leadership

In the 18 years since the IOM report – *To Err is Human* – was published, all health care systems have made progress in reducing harm, and better methods for detecting harm have been developed, but there can always be improvement. Wisconsin health care systems are working hard to minimize harm and improve reliability, but some system improvement activities place too much emphasis on process and not enough emphasis on culture - how the people perform within those processes.

This session will focus on the concept of high reliability, defined as the study of human performance in complex systems; how events occur in complex systems; how the principles of high reliability organizing are being applied in health care; and demonstrate the importance of patient safety as the best producer of quality, experience, efficiency, and engagement. It will also include examination of physician leader behaviors and the use for each behavior in a high reliability organization.

At the conclusion of this course, participants will:

- Define reliability, and describe how reliability is a critical success factor for safety, quality, experience, efficiency, and engagement
- Describe how culture can shape behavior and prevent the human error that contributes to safety, quality, experience, and efficiency
- List examples of how the descriptive theories of HRO are deployed in practice for health care systems
- Demonstrate the skill of messaging on mission to shape performance culture as an HRO skill for physician leaders.
- Demonstrate the skill of rounding to influence to shape performance culture as an HRO skill for physician leaders.
- Demonstrate the skills of leading local learning systems to shape micro-system performance as an HRO skill for physician leaders.

12:00 pm **Adjourn**

About the Presenters

Allison Linney, MBA



Allison Linney is the president of Allison Partners LLC, a consulting firm based in Charlottesville, Virginia, that serves individual, corporate, nonprofit and government clients seeking to integrate human performance theory and

business strategy. A former consultant within Accenture's human performance service line, Linney has helped leaders, managers and employees with organizational development challenges in industries ranging from consumer products to government services to publishing. She has more than 20 years of experience working in health care with large public and private health care systems, large multispecialty groups, small group practices, HMOs, providers of health care information systems and occupational medicine services, and free health clinics. Linney's areas of expertise include change management, communication, conflict management, leadership development and performance management. She co-authored a chapter, "The Diversity Opportunity," in *The Trusted Leader: Building the Relationships That Make Government Work* (2011, second edition) and writes about leadership topics for the Allison Partners blog called "What We're Reading Now."

Craig Clapper, PE, CMQ/OE



Craig Clapper is partner of strategic consulting for Press Ganey and is a founding partner of and the chief knowledge officer for Healthcare Performance Improvement (HPI), a consulting firm that specializes in improving human performance in complex

systems using evidence-based methods from high reliability organizations. Clapper has 30 years of experience improving reliability in nuclear power, transportation, manufacturing and health care. He specializes in cause analysis, reliability improvement and safety culture improvements. Clapper has led safety culture transformation engagements for Duke Energy, U.S. Department of Energy, ABB, Westinghouse, Framatome ANP and Sentara Healthcare. He is now the lead consultant on several safety culture engagements for health care systems. Prior to forming HPI, Clapper was chief operating officer at Performance Improvement International, chief engineer for Hope Creek Nuclear Generating Station and systems engineering manager for Palo Verde Nuclear Generation Station. He holds Professional Engineer licensure in mechanical engineering in the state of Arizona and is a Certified Manager of Quality and Organizational Excellence by the American Society for Quality (ASQ).

PO Box 259038, Madison, WI 53725-9038
608-274-1820 • www.wha.org

