

TRANSFORMATIONAL STRATEGIES and NEW SOLUTIONS for Success in Healthcare

THE 2019 MHEI HEALTHCARE LEADERSHIP CONFERENCE

FEATURING KEDAR MATE, MD
*Chief Innovation and Education Officer
for the Institute for Healthcare Improvement*

Friday, October 18, 2019
TURF VALLEY RESORT | ELLICOTT CITY, MD

DISTINGUISHED SPEAKERS | ESSENTIAL LEARNING | NETWORKING OPPORTUNITIES



THE SPEAKERS

Only the 2019 MHEI Healthcare Leadership Conference brings the nation's top experts in next-generation healthcare, high-performance leadership, and successful organizational change to you.



KEDAR MATE, MD

**Chief Innovation and Education Officer, Institute for Healthcare Improvement (IHI)
Research Professor, Weill Cornell Medical College**

Dr. Kedar Mate's scholarly work has focused on health system design, healthcare quality, strategies for achieving large-scale change, and approaches to improving value. He is the recipient of the Paul & Daisy Soros Fellowship and has been recognized as an Aspen Institute Healthcare Innovator. Previously, Dr. Mate worked at Partners In Health, served as a special assistant to the Director of the HIV/AIDS Department at the World Health Organization, and led IHI's national program in South Africa.



CHRISTINE PORATH, PhD

Associate Professor, McDonough School of Business at Georgetown University

Dr. Christine Porath is the author of *Mastering Civility: A Manifesto for the Workplace* and co-author of *The Cost of Bad Behavior*. Her research has appeared in the *Harvard Business Review*, *Academy of Management Journal*, *Journal of Applied Psychology*, *Organizational Behavior and Human Decision Processes*, and the *Journal of Consumer Research*. She is also a consultant working with leading organizations to help them create a thriving workplace.



PAUL VARGHESE, MD, MMSc

Head of Health Informatics, Verily

A cardiologist and clinical informatician, Dr. Paul Varghese helps lead Verily's efforts in the application of advanced data science methodologies to improve patient outcomes and patient-provider interactions. Prior to joining Verily, Dr. Varghese served as Medical Director for Cardiovascular IT at Agfa Healthcare, responsible for product design, interoperability, and quality/regulatory affairs. He currently serves on the American College of Cardiology Innovation Advisory Group and the NIH Heart Failure Collaboratory.



BEN NEMTIN

Mental Health Advocate, Bestselling Author & Star of "The Buried Life"

Ben Nemtin has worked with organizations such as The Action Alliance, Crisis Text Line, Movember Foundation, and jack.org to help break the stigma around mental health. He was a keynote speaker at the 2019 Active Minds National Conference and the 2019 Global Summit for Mental Health Culture Change, and is a mental health spokesperson for Abercrombie and Fitch's 2019 global #FaceYourFierce campaign. He has been a guest on numerous iTunes top 100 podcasts sharing his story.



KEVIN HINES

Brain Health Advocate, Bestselling Author & Award-Winning Documentary Filmmaker

Two years after he was diagnosed with bipolar disorder, Kevin Hines attempted to take his life by jumping from the Golden Gate Bridge. He is one of only 34 to survive the fall, and the only one to regain full physical mobility. He is the only Golden Gate Bridge jump survivor who is actively spreading the message of living mentally healthy. Today, Kevin dedicates his life to saving lives by spreading the message of hope and sharing his art of living mentally well.

TRANSFORMATIONAL STRATEGIES and NEW SOLUTIONS for Success in Healthcare

From artificial intelligence to patient/provider co-production, healthcare in 2020 and beyond will be unlike anything we have seen before. Organizations that are willing to fearlessly explore these transformational strategies will be the ones that will lead the industry.

MHEI is onboard to help you get there with a one-day, comprehensive conference that will prepare you to boldly leap into the possibilities of now.

You'll walk away with a clear map for where you need to go—how you can get there—and why your next moves will have a meteoric impact on everything from your HCAHPS scores to your operating margin.

OPEN TO ALL HEALTHCARE LEADERS

The 2019 MHEI Healthcare Leadership Conference is the region's #1 opportunity to network and build partnerships with leaders at all levels from a wide variety of healthcare organizations.

- Executives
- Trustees
- Physician Leaders
- Vice Presidents
- Directors
- Managers
- If you're responsible for implementing change, providing improved care, and/or leading others...you're invited!

FAST LEARNING FORMAT

We've packed all the conference's leading-edge learning into just ONE day so that you can put your new knowledge into action—and impact your organization—even faster.



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UPDATES!**

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#mhei2019

**"We're on the precipice of a NEW GENERATION OF
SCIENTIFIC KNOWLEDGE around improvement."**

KEDAR MATE, MD



AGENDA

Friday, October 18, 2019

- 7:00 am** **Registration, Breakfast & Visit Exhibitors**
- 8:00 am** **Welcome & Opening Remarks**
Mark Rulle, EdD, President, MHEI
- Opening Keynote**
Building Better Systems of Care:
Five Important Developments in
U.S. Healthcare
Kedar Mate, MD
- 9:15 am** **Mastering Civility in Healthcare**
Christine Porath, PhD
- 10:30 am** **Break, Book Signing with Christine Porath & Visit Exhibitors**
- 11:00 am** **AI + Healthcare: Observations From Industry**
Paul Varghese, MD, MMSc
- 12:15 pm** **Lunch & Visit Exhibitors**
- 1:00 pm** **Closing Keynote**
The Art of Wellness: How to Make
the Impossible Possible by Living
Mentally Healthy
Ben Nemtin & Kevin Hines
- 3:00 pm** **Adjournment of Conference**



THE SESSIONS

Each session is designed to bring you the leading-edge knowledge and practical solutions you need to demystify the new challenges that keep today's healthcare leaders up at night—and transform them into your competitive advantages.

BUILDING BETTER SYSTEMS OF CARE: FIVE IMPORTANT DEVELOPMENTS IN U.S. HEALTHCARE

KEDAR MATE, MD

As our population rapidly ages and experiences increasing complexity and disproportionate disutility, our healthcare systems must find ways to respond. In this session, we will use the example of the rapid development and spread of an Age-Friendly Health System to illustrate five currents in U.S. healthcare that we must harness to develop better systems: leveraging the socio-medical model of health, building joy in work, solving the problem of scale, ensuring co-production with patients, and leveraging the psychology of change.

MASTERING CIVILITY IN HEALTHCARE

CHRISTINE PORATH, PhD

Incivility is prevalent in organizations, and it's getting worse. The costs of incivility are rising, too. Dr. Christine Porath will discuss the varied ways incivility wrecks performance and robs the bottom line. She will explain what civility buys you—and what you can focus on to be more effective. She will also share recommendations for what leaders should do to enhance their influence and craft a more respectful and thriving work environment as well as more effective relationships with patients and their caregivers.

AI + HEALTHCARE: OBSERVATIONS FROM INDUSTRY

PAUL VARGHESE, MD, MMSc

This presentation is intended to deliver key concepts about the application of artificial intelligence (AI)/data science as a tool in the healthcare environment, including the role of data sources/quality; the types of problems being solved; and how to evaluate performance.

THE ART OF WELLNESS: HOW TO MAKE THE IMPOSSIBLE POSSIBLE BY LIVING MENTALLY HEALTHY

BEN NEMTIN & KEVIN HINES

The stigma around mental illness can only be broken through open, honest conversations. However, the onus is not on the 1 in 5 people who struggle with mental health; it falls on all of us. Co-presenters Ben Nemtin and Kevin Hines will share their astounding personal stories of survival, their approaches to normalizing behavioral health, and Hines' clinically proven 10-step regimen to help all people live mentally well. As a healthcare leader, you will leave not only inspired but also equipped to take a leadership role in behavioral health for your healthcare system and your community.

"People often think that personal struggles are like personal failures, so we try to hide them. That's backwards. OUR STRUGGLES CAN BE OUR STRENGTHS when we embrace them rather than try to hide them — because your true self is exactly who you need to be."
BEN NEMTIN

REGISTER NOW!

Reserve your spot now for the year's most forward-thinking networking and learning event for health-care leaders like you. Don't delay: online registration ends Monday, October 7!

PLUS! Earn CME and CE credits for attending. Learn more on the back >



REGISTER ONLINE: www.mhei.org

NEW! EXCLUSIVE EARLY BIRD SAVINGS FOR MEMBERS

MHEI members: register by Friday, September 20, 2019 to secure these incredible savings!

1-2 Members	\$549/person
3+ Members	\$475/person
Guests of Members	\$549/guest <i>(must be registered with a member)</i>

MEMBER REGISTRATION FEES AFTER SEPTEMBER 20

1-2 Members	\$599/person
3+ Members:	\$525/person
Guests of Members	\$599/guest <i>(must be registered with a member)</i>

NON-MEMBER REGISTRATION FEES

Become an MHEI member to save on this conference—and access exclusive benefits and learning opportunities all year long. Contact us (details below) to join now and start saving!

1-2 Non-Members:	\$999/person
3+ Non-Members:	\$925/person

ABOUT THE RESORT

Located on 1,000 beautifully manicured acres, Turf Valley Resort is your perfect weekend escape. Attend the conference—then stay to enjoy all the resort has to offer:

- Two 18-hole championship golf courses
- Full-service spa
- Indoor pool, hot tub, sauna, and seasonal outdoor pool
- Three Har-Tru tennis courts, volleyball court, outdoor children's play area, and half-court basketball court
- More than 50 shopping and dining destinations just six miles away along Historic Ellicott City's charming Main Street
- Hiking trails and more in the scenic hills of nearby Patapsco State Park

CANCELLATION POLICY

Cancellations and refund requests (for paid conference registrations) must be made in writing and emailed to info@mhei.org. Cancellation requests received by July 30, 2019 will be refunded in full. Cancellations received between July 31, 2019 - September 30, 2019 will be refunded 50% of the total amount paid. Cancellation requests received after October 1, 2019 are non-refundable. Cancellation requests received within 48 hours of booking will be refunded 100% minus a processing fee. Substituting a different person on an existing registration can be done by emailing info@mhei.org prior to October 4, 2019. Any substitutions after October 4th must be made on-site.

CONTACT US

For additional assistance or special requests, please contact Kelly Yost at kyost@mhei.org or 410.796.6239

"Whether you're a CEO, a team leader, or a person from any walk of life trying to make a difference, you're going to be judged for the little moments, so please make the most of them.

In every interaction, you have a choice. DO YOU WANT TO LIFT PEOPLE UP OR HOLD THEM DOWN? Who do you want to be?"

CHRISTINE PORATH, PhD

Each paid registrant will receive a copy of Christine Porath's book, *Mastering Civility: A Manifesto for the Workplace*. A book-signing session with the author will be available at the conference.

THE 2019 MHEI HEALTHCARE LEADERSHIP CONFERENCE

This educational activity is jointly provided by AXIS Medical Education and MHEI

LEARNING OBJECTIVES

1. Describe how to create awareness and knowledge about how to manage five important developments in U.S. healthcare.
2. Review the design and clinical changes associated with an Age-Friendly Health System.
3. List three costs of incivility and three benefits of civility to patients, clients, your teams, and your organizations.
4. Describe three actions leaders can take to build more civil cultures where people will thrive.
5. Describe basic terminology associated with AI and data science.
6. Review the framework for appraising clinical utility of AI applied to healthcare.
7. Review ten key steps to maximize wellness and brain health.
8. Describe how to develop personal empowerment to work toward normalizing the conversation around mental health.



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



IPCE CREDIT™

This activity was planned by and for the healthcare team, and learners will receive 5.5 Interprofessional Continuing Education (IPCE) credits for learning and change.

Credit Designation for Physicians

AXIS Medical Education designates these live activities for a maximum of 5.5 AMA PRA Category 1 Credit(s)™ each. Physicians should claim only the credit(s) commensurate with the extent of their participation in the activity.

Credit Designation for Pharmacists

This application-based activity is approved for 5.5 contact hours of continuing pharmacy education credit JA4008106-9999-19-031-L04-P.

Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for 5.5 contact hours.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

Quality Professionals

This program has been approved by the National Association for Healthcare Quality for a maximum of 5.5 CPHQ continuing education credits for this event.

AXIS Contact Information

For information about the accreditation of this program please contact AXIS at info@axismeded.org.

DISCLOSURE OF CONFLICTS OF INTEREST

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

The **faculty** reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

NAME OF FACULTY	REPORTED FINANCIAL RELATIONSHIP
Kedar Mate, MD	Nothing to disclose
Christine Porath, PhD	Nothing to disclose
Paul Varghese, MD, MMSc	Nothing to disclose
Ben Nemtin	Nothing to disclose
Kevin Hines	Nothing to disclose

The **planners and managers** reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

NAME OF PLANNER/ MANAGER	REPORTED FINANCIAL RELATIONSHIP
Robert Mocharnuk, MD	Common stock: Merck
Holly M. Hampe, DSc, RN, MHA, MRM	Nothing to disclose
Kelly Yost	Nothing to disclose
Dee Morgillo, MEd, CHCP	Nothing to disclose

DISCLAIMER

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

REQUIREMENTS FOR CREDIT:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration form online by **11:59 pm ET November 18, 2019**. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print. Pharmacists – your record will be uploaded to CPEDMonitor.

CONTACT MHEI TO LEARN MORE.

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