

# Developing Strategies & Tactics to Meet Critical Department Goals



## VIRTUAL PROGRAM

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### WHEN

*August 22, 10:00am - 12:00pm*

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### PROGRAM FEE

*Early Bird MHEI Member: \$199*

*Non-Member: \$499*

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### REGISTER

*To register, please visit [MHEI.org](https://mhei.org).*

*Questions?*

*Contact Kelly Yost, Manager of Programs & Membership: 410.796.6239 [kyost@mhei.org](mailto:kyost@mhei.org)*

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## Program Overview

This workshop is designed to assist leaders who want to advance their improvement efforts and who may struggle determining where to focus when pursuing a particular goal. During the workshop, we will concentrate on three major goals for all hospital leaders: improving staff engagement scores; improving patient/family relationships; and improving safety. Examples of strategies and tactics for each of these areas will be discussed and each participant will leave having identified, for themselves, strategies and tactics for one of those main areas, or possibly, another area of their choosing.

## Program Objectives

1. Distinguish between a strategy and a tactic.
2. Recognize the potential benefit of having more than one strategy/tactic.
3. Develop strategies and tactics for a major improvement project.

## About the Speaker

**Mark Rulle, Ed.D.**, is the President of the Maryland Healthcare Education Institute. In this role, he has developed & overseen the development of multiple programs & services designed to assist member organizations in improving their operations through excellent leadership. Prior to this position, Mark was a leader in health care education having worked in hospitals developing & implementing education & organizational change programs.