Studer Group®
Annual
Conference and
Institutes

MARK YOUR CALENDAR

WHAT’S Right IN HEALTH CARE™

Accountability: how always leads to never™

www.studergroup.com/wrihc09
StuderGroup®

JUNE 29 - JULY 1, 2009 | CHICAGO
Foundations of Healthcare Leadership

May 6-7, 2009 • Dallas, TX

- 2-day session
- Led by Bob Murphy and Beth Keane

- 5 critical competencies including:
  - Talent management
  - Communicating like a leader
  - Managing your time and energy
  - Mastering your professional development
  - Aligning the behaviors of a team

To register, go to www.studergroup.com

Rural Institute

April 22-23, 2009 • Chicago, IL

- 2-day session

- Learn the evidence-based strategies that sustain excellence in small and rural hospitals across the nation.

To register, go to www.studergroup.com
Taking YOU and Your Organization to the Next Level

2009 Schedule

January 21-22, Pensacola, FL
February 18-19, Los Angeles, CA
March 4-5, Dallas, TX
April 15-16, Boston, MA
August 5-6, Chicago, IL
September 23-24, Atlanta, GA
October 21-22, St Louis, MO
November 18-19, Denver, CO
December 9-10, Tampa, FL

To register, go to www.studergroup.com

Achieving and Sustaining Outcomes in Ancillary and Support Services

November 4-5, 2009
Dallas, TX

To register, go to www.studergroup.com
Nuts & Bolts of Service and Operational Excellence in the Emergency Department

- March 17-18, 2009
  Nashville, TN
- October 14-15, 2009
  Phoenix, AZ

To register, go to www.studergroup.com

Practicing Excellence: The Physician Institute

- March 31 – April 1, 2009
  Los Angeles, CA
- September 9-10, 2009
  Baltimore, MD

To register, go to www.studergroup.com
Studer Covenant Alliance’s Excellence in End-of-Life and Post-Acute Care Institute

September 2-3, 2009
Chicago, IL

To register, go to www.studergroup.com

Studer Group’s Work-Life Blend Survey of Women Who Work in Healthcare

- Nationwide Study of 7,792 women
- Helping teach skills for time and energy management might payoff
- More than 75% of respondents indicated that, if given the chance, they would choose a career in healthcare again

Supervisors matter most -
The biggest correlation with work satisfaction was the perception of supervisor support

Learn more at www.studergroup.com/blend
Studer Group®
Books and
Special Features

Hardwiring Excellence

- BusinessWeek Bestseller
- #1 Bestseller in healthcare
- #6 paperback business book, according to Amazon.com
- Used by thousands of healthcare leaders to achieve and sustain results
- Learn tools, tips, and techniques to hardwire key behaviors as expressed by the Nine Principles®

Available online at www.studergroup.com
Results That Last

- Wall Street Journal Bestseller
- Tactics to create and sustain results
- Positions health care in a positive light with business and community leaders

Audio version available December 15th - Order at www.studergroup.com

Available online at www.amazon.com and www.barnesandnoble.com

Practicing Excellence

- #4 Physician book on Amazon
- A guide to implementing physician leadership and specific behaviors that will create a high performance workplace
- Written by a physician for physicians

Coming in 2009! New book by Dr. Beeson for leaders on engaging physicians

Available online at www.studergroup.com
Connecting to Purpose

- 365 stories collected from health care providers from across the country
- Excellent to use at departmental sessions to connect staff back to purpose

Available online at www.studergroup.com

“I’m Sorry to Hear That…”

- More than 300 responses for when patients complain about billing, service quality, their environment, your colleagues and communication.
- A tangible tool provided to staff to demonstrate your organization’s commitment to excellence.
- Suggested wording for written responses to patients.

Available December 19
Pre-order Now at www.studergroup.com
Share Tactics, Inspire Passion, Create Change

New for 2009!
- I’m Sorry to Hear That...
- Results That Last Audio
Coming Soon!
- Inspired Nurse by Rich Bluni, RN

Passion & Purpose

- Enjoy music that touches hearts at Studer Group institutes
- Album centered on the message of making the world a better place by making a difference
- Includes The Calling, which speaks of the journey of those who are drawn to make a difference with their life’s work
- Written and performed by Alex Call, best known for “867-5309/Jenny” and Lisa Carrie

Now Available!!
Ensuring that Never Events *Never Happen*

- View free videos
- Learn the financial impact
- Link to prevention resources
- Find national Studer Group speakers and coaches who can come to your organization

*Learn more at www.studergroup.com/never*

---

**New Website Launching Early 2009!**

*www.studergroup.com: The Intellectual Resource for Healthcare Professionals*

- Contribute to content
- Dialogue with colleagues
- Connect with your coach
- Find tools and resources
- Watch videos
- Comment on Quint’s interactive blog
- Register for institutes
- Download free materials
- Join a community of more than 101,000 registered users from 138 nations!
Financial Crisis’ Impact on Healthcare on MSNBC's Morning Joe

Quint Studer on the impact of the current financial crisis on healthcare at www.studergroup.com
Discharge Call Manager™

- Save $100K or more each month by identifying incorrect billing information
- Increase "likelihood of recommending" your hospital by up to 50%
- Increase patient's perception of care by 10% or more
- Decrease registration issues by up to 66%
- Save up to 39 minutes per 12-hour shift per nurse
- Harvest, reward and recognize staff

Leader Evaluation Manager™

- Hardwire the first step of Evidence-Based Leadership℠
- Aligns individual leaders to organizational goals
- Specific, measurable, time-bound goals
Staff Evaluation Manager™

ORGANIZATIONAL GOALS

LEADER GOALS

STAFF GOALS

Rounding Manager™

- Reduce employee turnover by 33% or more
- Identify opportunities for improvement
- Reward & recognize
- Increase personal accountability
- Collect, manage and follow-up on resource needs
- Spotlight high performing areas
- Identify process errors and inefficiencies
- Manage rounding activity consistently
Physician Collaboration Toolkit

- Understand what drives physicians and how to respond
  - Quality
  - Efficiency
  - Input
  - Appreciation
- Learn how to create a structure that moves toward a more collaborative spirit
- Implement specific tools proven to improve collaboration and get outcomes
Patient Safety Toolkit

- Connects the dots between satisfaction & safety
- Aligns to JCAHO National Patient Safety Goals and IHI Campaign Goals
- 30+ specific tactics to address:
  - Hardwiring a culture of safety
  - Patient identification
  - Hand-offs
  - Hand hygiene
  - Falls
  - Patient involvement
  - Pressure ulcers
  - Readmissions

HCAHPS Toolkit

- Aligning actions to create a culture of “always”
- 40+ evidence-based recommendations to impact the patient perception of quality
- Tactics that get results and a plan for how to roll them out at your organization
### AIDET<sup>SM</sup>

<table>
<thead>
<tr>
<th>A</th>
<th>Acknowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Introduce</td>
</tr>
<tr>
<td>D</td>
<td>Duration</td>
</tr>
<tr>
<td>E</td>
<td>Explanation</td>
</tr>
<tr>
<td>T</td>
<td>Thank You</td>
</tr>
</tbody>
</table>

### Hourly Rounding

- Decrease falls 50%
- Decrease skin breakdown 14%
- Increase patient satisfaction 12 points
- Reduce call lights 38%
Emergency Department Rounding: Improving Patient Safety and Satisfaction

Order on www.studergroup.com

You will see/learn:
- The training and execution of ED rounding conducted in the study
- How to implement ED hourly rounding on patients
- Customized vignettes on how to round in the ED

“Effects of Emergency Department Staff Rounding on Patient Safety and Satisfaction Study” will be published in the Journal of Emergency Medicine.

highmiddlelow®

- Recognize and retain high performers
- Recognize and develop skills for middle performers
- Confront low performers, outlining specific steps to improvement and outlining the consequences

We have learned that the reluctance to address low/sub-par performance keep an organization from being the best.

~ Quint Studer
Selecting Talent

- Identify characteristics of top performers
- Conduct behavioral and peer interviewing
- Retain talent through 30- and 90-day interviews

Must Haves®

- Rounding for Outcomes
- Employee Thank You Notes
- Selection and the First 90 Days
- Discharge Phone Calls
- Key Words at Key Times
Building Patient Trust with AIDET™

- Improve clinical outcomes
- Decrease patient anxiety
- Establish patient and family trust
- Improve patient satisfaction scores by 30%

Webinars: January – March 2009

Foundation for Healthcare Leadership
- Conducting HighMiddleLow® Performer Conversations
  - Bob Murphy
  - Beth Keane
  - Wednesday, February 18

Work-Life Blend
- Work-Life Blend and Healthcare – Blending Passion and Purpose with Your Personal Wellness
  - Jackie Gaines
  - Wednesday, February 11

**FREE Webinar**
- Employee Engagement – Actions to Create Work-Life Blend in Healthcare
  - Tina Bedock
  - Wednesday, March 18

Physician Track
- HCAPHS/CAHPS – Preparing Your Practice for Transparency in Patient Perception of Care
  - Wolf Schynoll, MD
  - Wednesday, February 25

Never Events and Safety
- Never Events Prevention – Communication Tools Every Organization Should Use
  - Rich Bluni, RN
  - Wednesday, March 4
Studer Group Speakers

Numerous Topics including but not limited to:

- Excellence
- Leadership
- Service
- Nursing Excellence
- Training

Contact Sheila Martin
850-343-0212
sheila.martin@studergroup.com