

# OR MANAGER™ CONFERENCE

*The Premier Conference on Managing Today's OR Suite*

## CONFERENCE PROGRAM

**NEW ORLEANS**

Ernest N. Morial Convention Center

**SEPT. 18-20,  
2019**

[www.ORManagerConference.com](http://www.ORManagerConference.com)

Presented by:

**OR** Manager 

# WELCOME TO THE OR MANAGER CONFERENCE

## NOTE FROM THE EDUCATION COORDINATOR



### The Future Is Coming.

It seems like everywhere we turn, there is another subject matter expert, vendor, or publication painting their vision of what the perioperative world will look like in two, three, five, or ten years or more down the road. Everyone is seemingly so obsessed with the future that we tend to forget the present. We can all agree that the OR is changing, driven by regulatory measures, by the need to provide quality care with efficient speed, and by our responsibilities to various financial stakeholders. On top of that, it seems as though every month there is a new tool or innovative service that will change the way we serve our communities, and with so much of our time and resources spent predicting the future, we can omit the realistic needs of the present.

What the **OR Manager Conference** brings to you is balance. We recognize the present needs of your facility while keeping a keen eye on what the future holds. It's at the core of all programming and content decisions that our Planning Committee makes – how can we provide immediate take-home tools and strategies for our audience? And what is coming down the pike to make the jobs of the leaders in our perioperative community easier?

With this being said, we would like to introduce you to the 2019 Program – innovative and forward-thinking, with the training and education to make you successful today. This is the program that will help position your team for immediate success and help to prepare them for big changes that are on the horizon.

It all starts with the Pre-Conference Workshops (found on page 4), on Tuesday, September 17, when *OR Manager* and CCI team up to present the **Fundamentals of Operating Room Management Certificate of Mastery** – a brand new program, developed as a crash course to serve the true needs of perioperative leaders. The second Pre-Conference Workshop, **Volume Versus Value: ASCs Transition to Value-Based Care**,

was developed to provide a better understanding of how leaders in ambulatory surgery can efficiently and effectively provide quality care in a revenue-driven world.

Over the course of the subsequent three days, the program provides education for perioperative leaders at all experience levels (New Manager and Masters Series), all facility types (ASC/Outpatient, OR, PACU), and all interests (Clinical, OR Business Management, Leadership/Administration, Trending Topics, and General Interest).

Outside of the workshops and breakout sessions, you will find a similar theme of tying together future and present. The Interactive Hybrid OR is now a modern concept – best practices and case studies exist for you to implement a Hybrid OR in your facility, and we encourage you to explore this resource while in New Orleans. We have added the OR of the Future Showcase, which expands on the concept of the Surgical Robotics Showcase from last year to display an all-encompassing suite of future perioperative technology in our Exhibit Hall.

The annual **OR Manager Conference** is the one conference where perioperative leaders of all tenures and from all facility types and geographic locations come together for high-level education and networking, and it's in New Orleans this September 18-20.

When you decide to register, use the VIP Code on the back of this conference program to claim your discount and get the lowest rates possible for you and your team.

I can't wait to see you in New Orleans!

Fondly,



Jane Kuhn, MSN, RN, CNOR, NEA-BC  
Education Coordinator  
*OR Manager*

## TABLE OF CONTENTS

Planning Committee .....	Page 1
Networking Events .....	Page 2
Pre-Conference Workshops .....	Page 4
Conference Program .....	Page 5
Opening Keynote: Hassan Tetteh, MD, MBA, FACS, FACHE .....	Page 10
Keynote Speaker: Bruce Tulgan .....	Page 10
Keynote Speaker: Kandi Wiens, EdD, MBA.....	Page 15
Closing Keynote: Barbara Bartlein, MSW, RN, CSP .....	Page 20
Welcome to New Orleans .....	Page 21
Exhibitor List .....	Page 22

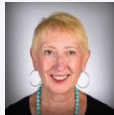
## MEET THE PROGRAM PLANNING COMMITTEE



**Amy Bethel, MPA, BSN, RN, NE-BC,**  
Clinical Education Specialist  
*UnityPoint Health Des Moines*



**Beth Bozzelli, MBA, RN, CNOR, CSSM**  
Assistant Vice President, Surgical Services  
*HCA Health*



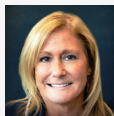
**Donna Doyle, DNP, RN, CNOR, NE-BC**  
Senior Advisor, Surgical Services  
*OhioHealth Grant Medical Center*



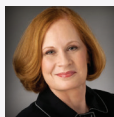
**Fawn Esser-Lipp, MBA, BSN, CASC, CNOR**  
Executive Director  
*The Surgery Center LLC*



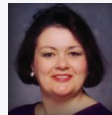
**Rebecca Holland, MSN, RN, CNOR, CST, CRCST**  
Director, Surgical Services  
*Blake Medical Center*



**Cindy Kildgore, MSHA, BSN, CNOR**  
Perioperative Services Director  
*Vanderbilt University Medical Center*



**Beverly Kirchner, BSN, RN, CNOR, CASC**  
Chief Compliance Officer  
*SurgeryDirect, LLC*



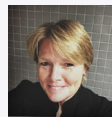
**Jane Kuhn, MSN, RN, CNOR, NEA-BC**  
Education Coordinator  
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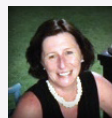
**Judy Mathias, MA, RN**  
Clinical Editor  
*OR Manager*



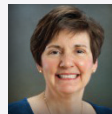
**Carol Pehotsky, DNP, RN, CPAN, ACNS-BC, NEA-BC**  
Associate Chief Nursing Officer, Surgical Services  
and Senior Director, Surgical Nursing, Main Campus  
*Cleveland Clinic*  
*PACU Manager Summit*



**Veronica Petersen, MSN, CNOR, NE-BC**  
Assistant Vice President – Perioperative Services  
*Northwell Health*  
*PACU Manager Summit*



**Janet Quigley, MSN, RN**  
Nursing Director: Post Anesthesia Care  
*Massachusetts General Hospital*  
*PACU Manager Summit*



**Cynthia Saver, MS, RN**  
President, *CLS Development*  
and Writer, *OR Manager*



**Dawn Vocke, MSN, MBA, RN, CNOR**  
Clinical Director Surgical Services  
*UPMC St. Margaret*



**Elizabeth Wood**  
Editor  
*OR Manager*

## LOOK FOR THESE SYMBOLS THROUGHOUT THE PROGRAM TO DEVELOP YOUR CUSTOMIZED AGENDA



### AMBULATORY SURGERY CENTER/OUTPATIENT

Focusing on the particular needs of managing the ASC, this track delivers detailed education sessions on how to run a successful ASC.



### OR BUSINESS MANAGEMENT

Understand how to effectively manage the financial aspects of your perioperative suite by learning from industry experts.



### CLINICAL

Covering the treatment of patients in the clinical setting, this track will prepare you to meet the latest regulations and standards in the perioperative suite.



### GENERAL INTEREST

This is an all-encompassing track consisting of topics that are relevant to perioperative leaders of any level and facility type.



### LEADERSHIP/ ADMINISTRATION

Attend this track to discover the latest best practices in perioperative management and to develop your skills as a perioperative leader.



### NEW MANAGER

Perfect for new leaders of the OR – this enlightening track will help put you on the path to success with seasoned OR managers to guide you. Recommended for leaders with less than 5 years of experience or veterans seeking a refresher.



### MASTERS SERIES

For the most experienced OR manager, sessions within the Masters Series are designed for higher level discussions to gain a deeper understanding of the specific topics you want to learn more about. Recommended for leaders with 10+ years of experience.



### PACU MANAGER SUMMIT

Developed by some of the top postanesthesia care leaders, the PACU Manager Summit is available for any perioperative leader with the All Access Pass or the PACU Manager Summit Only pass.



### TRENDING TOPICS

The topics that affect perioperative nursing today – and the trends that will change it tomorrow.



### KEYNOTE PRESENTATION

Inspiring and motivational – leave these keynote presentations feeling empowered to lead a multi-generational workforce into the future of perioperative care.



# Mardi Gras

## KICKOFF PARTY

**WEDNESDAY, SEPTEMBER 18 | 5:00 P.M. - 6:30 P.M.**

Enjoy the Big Easy in style at the Mardi Gras Kickoff Party in the Exhibit Hall. Attend the OR Manager Conference Kickoff Party and enjoy the quintessential New Orleans experience as you're ushered into the Hall in style by a true New Orleans Jazz Procession. Who says Mardi Gras can't be in September!?

The official Kickoff Party is your first look at vendors in the Exhibit Hall while enjoying hors d'oeuvres, drinks, and time to connect with old and new colleagues. Play the Build Your Dream OR Contest using the official mobile app while making new connections with your peers and solutions experts in the perioperative industry.

Sponsored by:



**GUEST TICKETS AVAILABLE THROUGH REGISTRATION**



**THURSDAY, SEPTEMBER 19 | 7:00 P.M. - 10:00 P.M.**  
**THE CHICORY | DOWNTOWN NEW ORLEANS**

*OR Manager* welcomes you to join your colleagues at The Chicory, in Downtown New Orleans – just a few short blocks from the French Quarter and the Convention Center – for the famous *OR Manager's* Night Out: All Jazzed Up!

Are you ready to experience New Orleans the way it was meant to be experienced? *OR Manager's* Night Out: All Jazzed Up is your chance to enjoy all the unique and quirky elements that make New Orleans the most authentic city in the nation. Join us for a quintessentially New Orleans evening while you take part in everything from making your own Mardi Gras masks, enjoying Cajun fare and locally concocted drinks, to tarot card reading and so much more!

Official Bar Sponsors:



**PURCHASE YOUR TICKET THROUGH REGISTRATION AND JOIN THE FUN!**



# ONLY AT THE OR MANAGER CONFERENCE

## Build Your Dream OR

ALL CONFERENCE

Download the **OR Manager Conference** Mobile App and start winning prizes at the conference! Collect points from every corner of the OR Manager Conference including workshops, breakout sessions, exhibitors, and more to win fantastic prizes throughout the conference – including the grand prize of \$1,000 cash to the overall winner!

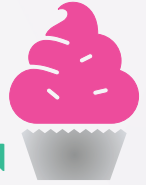


## OR Manager Awards Presentation & Luncheon

SEPTEMBER 19  
12:00 P.M. - 12:45 P.M.

Nominated by your peers and selected by the OR Manager Conference Planning Committee and OR Manager Editorial Advisory Board, the OR Manager Awards recognize of exemplary service in the perioperative suite. Join us during the OR Manager Awards Luncheon as we pay tribute to these leaders.

## OR Manager Awards DESSERT RECEPTION



SEPTEMBER 19  
12:45 P.M. - 2:00 P.M.

Continue celebrating the OR Manager Award winners while satisfying your sweet tooth in the Exhibit Hall.

## THE OR OF THE FUTURE EXHIBITS, EDUCATION, AND EXPERIENCE TIED TOGETHER

The **OR of the Future**, featuring the Interactive Hybrid OR, will provide attendees the opportunity to learn more about innovative technologies and witness firsthand their integration with one another. Network with vendor partners featuring up-and-coming product solutions through an interactive touch-and-feel experience.

The **OR of the Future** will feature Town Hall Sessions and tours led by our Hybrid OR and OR of the Future Steering Committees. You will also have the opportunity to ask the experts your most pressing questions at Happy Hour with the Steering Committees during the Mardi Gras Kickoff Party.



### PREMIER SPONSORS



### SUPPORTING SPONSORS



## INTERACTIVE OR MANAGER CONFERENCE'S Hybrid OR

SEPTEMBER 19  
9:30 A.M. - 10:30 A.M.

### HYBRID OR TOWN HALL

Join the Hybrid OR Steering Committee in this hour-long session where attendees can ask questions and discuss best practices for the implementation, development, and maintenance of their Hybrid OR.

#### PLATINUM SPONSOR



#### GOLD SPONSORS



#### SILVER SPONSORS



#### DONATION



Develop your career by taking advantage of these unique networking opportunities in New Orleans.

## TUESDAY, SEPTEMBER 17

### PRE-CONFERENCE WORKSHOPS\*

#### Fundamentals of Operating Room Management Certificate of Mastery presented in partnership with the Competency & Credentialing Institute

8:00 a.m. - 3:00 p.m.

**After this session you'll be able to:**

- » Cite illustrations of the tasks performed by surgical services leaders.
- » Relate examples of the knowledge needed to manage in the surgical services work environment.
- » Summarize two emerging trends that affect the delivery of surgical care in the United States.

**Why this is important:**

The Fundamentals of OR Management Certificate of Mastery (FORM COM) program is designed to familiarize leaders and managers in surgical services with the skills and knowledge needed to perform in this demanding work environment. The FORM COM program is built on the findings of the Certified Surgical Services Manager (CSSM) Job Analysis performed by Competency and Credentialing Institute (CCI) in 2016. That job analysis study compiled descriptive information about the tasks performed by surgical services leaders and managers as well as the knowledge needed to perform those tasks. The task and knowledge statements of the job analysis cover seven major areas of practice.

This certificate program is meant to help participants achieve the stated learning outcomes through education, training, and learning activities, and it is not restricted to registered nurses. The Fundamentals of OR Management Certificate of Mastery is awarded upon satisfactory completion of all course activities and designates that participants have completed the required education/training and demonstrated accomplishment of the learning outcomes.

By attending this workshop, you will earn a certificate of completion as well as 12.0 CE credits.



**Speaker:** **Beth Bozzelli, MBA, RN, CNOR, CSSM**  
Assistant Vice President, Surgical Services  
HCA Healthcare

#### Pre-Conference Workshop: Volume Versus Value: ASCs Transition to Value-Based Care

8:00 a.m. - 3:00 p.m.

**After this session you'll be able to:**

- » Discuss the elements of value-based care/value-based purchasing.
- » Review techniques for how to engage physicians, your team, and your patients in the ASC.
- » Explain potential changes to be made in the Quality Assessment Performance Improvement (QAPI) program to address value-based care as it relates to clinical, purchasing, and business processes.
- » Understand how to sustain the changes made in order to implement a value-based care/value-based purchasing program.

**Why this is important:**

Volume-based care drives the bottom line in ASCs, but as they move toward value-based care, healthcare leaders must prepare to move strategically in that direction as well. Beverly Kirchner will impart concrete techniques for engaging staff and physicians as well as patients in the transition from volume- to value-based care.

Gain a complete understanding of QAPI – the merger of two complementary quality management approaches: the QA (Quality Assessment) reactive, regulatory compliance process with the PI (Performance Improvement) proactive, data-driven process – and identify the role of QAPI in value-based care.

Learn about the challenges inherent in creating and sustaining change, and how to prepare for bundled payments.

Do you know how to assess your current processes to identify ways to drive down costs and increase satisfaction for your team and patients? You will leave this workshop excited and equipped to do just that.

By attending this workshop, you will earn a certificate of completion as well as 6.0 CE credits.



**Speaker:** **Beverly Kirchner, BSN, RN, CNOR, CASC**  
Chief Compliance Officer  
SurgeryDirect, LLC

*\*additional ticket is required to attend the pre-conference workshops*



# CONFERENCE SESSIONS

## WEDNESDAY, SEPTEMBER 18

### BREAKFAST AND PRESENTATION

7:00 a.m. –  
8:00 a.m.

#### How Deep is Your Bench? Planning Succession Line-Up

##### After this session you'll be able to:

- » Discuss strategies to develop a succession plan that is compatible with market trends.
- » Describe what it takes to keep the pipeline open for leadership and staff vacancies.
- » Develop a succession plan that meets the hiring needs of your facility.

##### Why this is important:

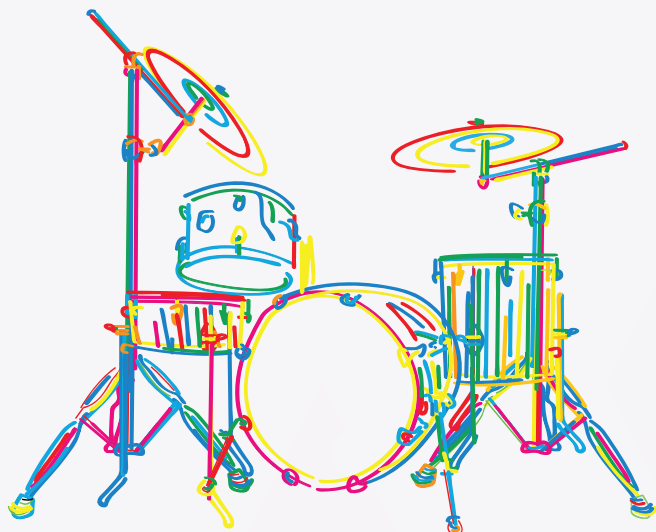
The twenty first century has created unique marketplaces for health care delivery systems, creating a constant need to fill staff vacancies for both leadership and staff roles. Kick off your week of leadership development and training with this tell-all succession planning panel, moderated by Stephanie Davis, VP of Surgical Services with HCA Healthcare. These seasoned perioperative professionals will share how they've developed and executed plans to prepare for and fill vacancies, sharing their own lessons learned when encountering new generations in the workforce and the corresponding challenges. You'll have the opportunity to explore new strategies for ensuring roles are filled in your OR and that interim and agency staffing utilization is used effectively.

**Speakers:** **Stephanie Davis, MSHA, RN, CNOR, CSSM**  
Vice President of Surgical Services  
*HCA Healthcare*

**Donna Doyle, DNP, RN, CNOR, NE-BC**  
Senior Advisor, Surgical Services  
*OhioHealth Grant Medical Center*

**Susan Walczak, MSN, RN, NE-BC**  
Talent Acquisition Consultant Lead Consultant  
*UCSF Medical Center*

**Dawn Vocke, MSN, MBA, RN, CNOR**  
Clinical Director Surgical Services  
*UPMC St. Margaret*



### MORNING WORKSHOPS

8:00 a.m. –  
12:00 p.m.



#### How Do You Develop and Support Your ASC's Patient Safety Officer?

##### After this session you'll be able to:

- » Explain the role of the safety officer in an ambulatory surgical setting.
- » Discuss different strategies in managing a safety program.
- » Describe methods for meeting the regulatory requirements of a safety program.

##### Why this is important:

Ambulatory surgery centers lack some of the resources found in traditional inpatient settings, but they consider patient safety paramount. A patient safety officer in the ASC must ensure that measures contributing to a safe environment are developed and sustained on a consistent basis. Fawn Esser Lipp and Mary Jo Steiert will take a deep dive into selling the role of the patient safety officer in your outpatient facility. Learn how to answer questions such as: "What does a patient safety officer do?" and "Why do we need this role?" This director duo will describe points of a safety program and demonstrate examples of activities that will sustain the elements of your plan for safe patient care.

Attendees of this workshop will earn a certificate of completion.

**Speakers:** **Fawn Esser-Lipp, MBA, BSN, CASC, CNOR**  
Executive Director  
*The Surgery Center LLC*

**Mary Jo Steiert, BSN, RN**  
Director of Clinical Operations  
*Lowry Surgery Center*



#### Ace the Test: Strategies for a Successful Joint Commission Survey

##### After this session you'll be able to:

- » Summarize 2019 Joint Commission (TJC) standards and Centers for Medicare & Medicaid Services (CMS) regulations pertinent to Surgical Services.
- » Develop strategies to ensure ongoing compliance and survey readiness.
- » Understand methodologies surveyors use to assess compliance.

##### Why this is important:

Is your team prepared to perform during your next survey? As anyone who has undergone a Joint Commission or Centers for Medicare & Medicaid Services survey knows, preparation is key to a positive outcome. To ensure you are equipped with up-to-date Joint Commission standards and CMS Conditions of Participation regulations affecting surgical services and areas that perform invasive procedures, Rosing returns to lead this tell-all workshop. He will identify hot button issues, highlight how surveyors attempt to assess your compliance, and discuss actions you can take for a finding-free survey. In this interactive workshop, you will receive helpful tools and checklists while having your survey questions answered.

**Speakers:** **John Rosing, MHA, FACHE**  
Executive Vice President  
*Patton Healthcare Consulting*

## Making the Business Case for Technology Acquisitions: Solving the Puzzle to Ensure Success

### After this session you'll be able to:

- » Describe three components for preparing for an acquisition of new equipment.
- » Discuss components of a meaningful business case.
- » Identify strategies to successfully integrate technology into your OR.

### Why this is important:

OR leaders are tasked with retaining staff, growing volume, and improving metrics—objectives that often feel mutually exclusive. With new technology being developed every day, facilities are constantly looking to incorporate the latest and greatest tools into their procedures. Advances in technology can be overwhelming, especially in light of factors such as HIPPA compliance and expenditures. How can you take these concerns into consideration to make your business case represent what an acquisition really means to your organization?

Bozzelli and Bullaro will identify and link key pieces to the complex puzzle of understanding and making the business case for acquisitions and smoothly implementing new technology.

**Speakers:** **Beth Bozzelli, MBA, RN, CNOR, CSSM**  
Assistant Vice President, Surgical Services  
*HCA Healthcare*

**Gabriel J. Bullaro, MBA**  
Chief Operating Officer  
*Ocala Health*

## The Nitty Gritty of Sterile Processing Departments: The Experts Speak

### After this session you'll be able to:

- » Describe the key components of an efficient and quality-driven system for managing a sterile processing department.
- » Outline steps for standardizing procedures to create an area to centralize endoscope reprocessing.
- » Identify competent staff who are knowledgeable and competent to function in this highly complex area.

### Why this is important:

Sterile processing departments (SPDs) are a core component of any perioperative services department; the complexity of this area cannot be overestimated. This workshop has been designed to discuss the array of SPD functionalities in various clinical settings and explore information ranging from productivity targets to quality and staff competency. Managing SPDs requires a breadth and depth of knowledge that ensures delivery of quality-driven, safe surgical procedures. During this 4-hour interactive experience, you will be able to explore insights from professionals with experience, expertise, and a passion for the field.

**Speakers:** **Tony Dawson, MSN, RN**  
Chief Clinical Officer and Chief Operating Officer  
*Surgical Solutions*

**Michelle Rabelo, MSN, RN, CRN**  
Nurse Manager  
*Tampa General Hospital*

**Miranda Woods, DNP, MS, BSN, RN, NE-BC**  
Systems Director, Patient Care Services  
*Norton Healthcare*

## Dare to Dream: The Guide to Extraordinary Leadership

### After this session you'll be able to:

- » Create balanced strategies and keep these at the heart of your organization's work on a daily basis.
- » Elevate your results with goal setting that aligns with your organization's strategies.
- » Identify and overcome common change barriers.

### Why this is important:

We aspired to a leadership role because we wanted to have a meaningful impact on staff and patients alike, while enjoying the pride of contributing to greatness. When we fail to lead our team in aligned actions or promote engagement and ownership, our dream of making a bigger positive impact becomes a nightmare.

McLeod and Tetzlaff will reveal tactics used by successful healthcare leaders that are sure to unleash the power of a highly engaged team that is actively contributing to the achievement of significant outcomes, even when they aren't there. You'll learn how to spell out expectations and understand that transformation happens when you accept change into your life. Create top-ranking results while freeing up time and energy to execute strategies for the future, without all the usual worry, headaches, and difficulties.

**Speakers:** **Jane McLeod, MSN, RN**  
Co-Founder  
*Capstone Leadership Solutions*

**Sue Tetzlaff, MHA, RN, RHIA, FACHE**  
Co-Founder  
*Capstone Leadership Solutions, Inc.*

## Personality Plus: Styling Your Leadership for Today's OR

### After this session you'll be able to:

- » Identify your own personality type and its effect on your leadership style.
- » Explain how personality type and emotional intelligence affect employee interactions and relationships.
- » Define opportunities through self-awareness to face the challenges of leadership.

### Why this is important:

Effective leadership requires a treasure trove of skills including self-advocacy, resiliency, and the ability to recognize and manage one's own emotions for successful interactions. Leadership style develops according to personality type. With today's multigenerational workforce, it's more important than ever to fully understand how various personality types impact communication, leadership, and productive relationships. How do you deal with those "difficult" personalities? Discovering your own personality type and its effect on leadership style will enable you to project confidence, competence, communication, and vision. Holland and Seitz will provide tools to help you discover emotional intelligence, define various personality types, and practice self-care and resiliency for effective leadership.

**Speakers:** **Rebecca Holland, MSN, RN, CSSM, CST, CRCST**  
Director, Surgical Services  
*Blake Medical Center*

**Susan Seitz, MSN, RN, CNOR**  
Clinical Nurse Specialist  
*Doctors Hospital of Augusta*



## **New Manager Boot Camp: Managing Money and Projects**

### After this session you'll be able to:

- » Identify tools for development of capital, operating and staff budgets.
- » Explain the requirements for management of contracts and contract services.
- » Develop plans for management of projects.

### Why this is important:

Both financial and project management are core competencies for OR leaders—ones that new managers must master to ensure successful outcomes for tasks large and small. The first half of this interactive workshop will focus on common sense in managing dollars to include concepts, principles, and strategies for management of capital and operating budgets, staffing and productivity, as well as contract oversight. Then, Diamond and Bethel will lead the way to perfecting your frontline management skills. You'll learn tools for day to day management of projects and identify how these tools can help you improve your leadership strategy.

**Speakers:** **Amy Bethel, MPA, BSN, RN, NE-BC**  
Clinical Education Specialist  
*UnityPoint Health Des Moines*

**Mary H. Diamond, MBA, RN, CNOR, PMP**  
Consultant

## **Perioperative Crossroads: Fostering the "One Team" Philosophy to Improve the Patient Experience**

### After this session you'll be able to:

- » Understand the basic principles to apply LEAN Processes (Toyota Production System®) to healthcare.
- » Explain the role of shared expectations between anesthesia, surgeons, and nurses to improve accountability, operational efficiency, and interprofessional relationships.
- » Relate the barriers to communication between pre-, inter-, and postoperative nurses to identify solutions to prevent failures.

### Why this is important:

We all face the same challenge in managing our surgical suite: How can we change behaviors to refocus the perspective of team members and ancillary services to achieve a common goal? Nurse and physician leaders from Vanderbilt University Medical Center will guide you through a team-based approach to improving first case on-time starts (FCOTS). As they share their journey of process improvement, from initial planning to getting buy-in from C-suite executives, surgeons, anesthesia providers, and nurses, they will provide tools for implementing and monitoring the change process, as well as improving team-based communication and developing a "One Team" philosophy.

**Speakers:** **Justin Liberman, MD, MPH**  
Associate Director of Quality and Patient Safety  
and Assistant Professor of Anesthesiology  
*Vanderbilt University Medical Center*

**Tenisha Preston, RN**  
RN Charge/Navigator  
*Vanderbilt University Medical Center*

## **LUNCHEON AND PRESENTATION**

**12:00 p.m. –  
1:15 p.m.**

Presented by:



## **OR Manager Conference Luncheon & Presentation: Do No Harm: The Scott Triggers® Solution**

### After this session you'll be able to:

- » Identify patients at high risk for pressure ulcer formation.
- » Explain innovative interventions that would prevent pressure ulcers.
- » Increase staff awareness of pressure ulcer development through preventative measures and quality improvement activities.

### Why this is important:

When Susan Scott developed the Scott Triggers®, the first surgery-specific risk assessment tool, she wanted to create a Perioperative Pressure Injury Prevention Program (PPIPP) that would improve outcomes and reduce costs in a high-risk surgical population. This innovative solution outlines a vision for patient-centered care and safety that integrates evidence, tools, technology and accountability.

Join D. A. Surgical for this CE luncheon where Scott will illustrate a strategic plan that highlights inter-professional collaboration to improve competency and skills. Gain valuable insight into the progress and challenges of PPIPP and leave with the tools you need to create a high-reliability program.

**Speaker:** **Susan Scott, MSN, RN**  
CEO and Consultant  
*Scott Triggers PLLC*

## **PACU MANAGER SUMMIT LUNCHEON AND PRESENTATION**

**12:00 p.m. –  
1:15 p.m.**

## **ER 101 and 201: Creating Service Line Specific Pathways Through Enhanced Recovery Protocols**

### After this session you'll be able to:

- » Create a generic Enhanced Recovery Pathway (ERP) as a foundation for an Enhanced Recovery (ER) program.
- » Identifying the process for expansion of ER into multiple service lines.
- » Discuss the need for service line-specific pathways to ensure a sustainable ERP.

### Why this is important:

Enhanced recovery (ER) is an approach to major elective surgery that integrates strategies that work synergistically to minimize perioperative stress for the patient and thus expedite recovery. The benefits of ER, particularly in terms of reduced complications and length of stay, have been well documented.

Developing a protocol for ER can be intimidating, and it is often difficult to reach consensus with care providers of differing backgrounds and service lines. Chappell and Morton will discuss the general principles of an ER protocol that are applicable to all service lines: preoperative optimization, intraoperative fluid management, opioid sparing/multimodal pain management, and postoperative optimization through early parenteral intake and mobilization. They will also examine the expansion and customization of ER protocols to create service line-specific pathways.

**Speakers:** **Desirée Chappell, MSNA, CRNA**  
Enhanced Recovery Expert, DLC Enterprises and  
Managing Editor  
*TopMedTalk*

**Vicki Morton, DNP, MSN, AGNP-BC**  
Director of Clinical and Quality Outcomes  
*Providence Anesthesiology Associates*

## AFTERNOON BREAKOUT SESSIONS

1:30 p.m. –  
2:45 p.m.

### 2019 Regulatory and Quality Measure Reporting Update for ASCs

#### After this session you'll be able to:

- » Discuss the most current updates to federal regulations and what to expect in 2020.
- » Identify quality reporting for ambulatory surgery centers (ASCs) required by the Centers for Medicaid & Medicare Services (CMS).
- » State the recent changes to the ASC quality reporting program.

#### Why this is important:

ASCs are accountable for quality measure reporting to regulatory bodies. Specifically, there are federal legislation, regulatory initiatives, and quality measures that need to be incorporated into the day-to-day management of your surgery center. Are you prepared to embrace the “new normal”?

Federal regulatory and CMS quality reporting requirements can be challenging for ASC leaders, and it's important to understand those requirements. Gina Throneberry is back to explain which regulatory changes have occurred in the last year and what's ahead in 2020.

**Speakers:** **Gina Throneberry, MBA, RN, CASC, CNOR**  
Director of Education and Clinical Affairs  
*Ambulatory Surgery Center Association (ASCA)*

### Not Just Another Fairy Tale! Getting Surgeon Participation in Value Analysis Committees

#### After this session you'll be able to:

- » Develop a Value Analysis Committee structure to increase physician participation in developing savings opportunities for the OR.
- » Implement use of “surgeon-friendly” reports to facilitate surgeon participation.
- » Discuss with surgeons the “why” of value analysis and how they can be a part of the process.

#### Why this is important:

Surgeons and hospital administration often have conflicting priorities about costs. Surgeons want the latest technology while hospital administration wants to avoid the financial impact of high-cost purchases. Putting surgeons and hospital administrators on the same side of the table as part of a Value Analysis Committee allowed leaders at University Medical Center to obtain physician buy-in.

Learn how this committee has evolved over the years and how their lessons learned can help you tailor a similar practice at your facility to increase cost savings and improve your product evaluation process.

**Speakers:** **Adonica Dugger, DNP, RN, CNOR**  
Administrator of Surgical Services  
*University Medical Center*

**Marc Lopez, CMRP**  
Surgery Business Manager  
*University Medical Center*

**Brendan MacKay, MD**  
Assistant Professor and Director of Hand and Microvascular Surgery  
*Texas Tech University Health Sciences Center*

### Making Enhanced Recovery the Norm, Not the Exception

#### After this session you'll be able to:

- » Understand how a value-based LEAN process can positively impact the introduction of an enhanced recovery program.
- » Develop strategies to implement use of enhanced recovery protocols.
- » Explain the ways in which enhanced recovery is measured for effectiveness.

#### Why this is important:

Enhanced Recovery After Surgery (named “STAAR” within Advocate Christ Medical Center) is multimodal care focused on the reduction of physiological and psychological stress. Successful implementation requires a multidisciplinary team.

Sikora, Slakey, and their team developed a process that, within 12 months, expanded STAAR to 13 service lines involving more than 300 surgeons and 5,000 patients and made it the standard of care. Learn how they implemented a LEAN process to define value for both the patient and surgeon. Facilities of all sizes can use their layered approach, which includes educational and administrative meetings as well as rounding to evaluate measures of care such as infection and readmission. Find out how to implement an Enhanced Recovery After Surgery program of your own.

**Speakers:** **Katie Sikora, MSN, RN, CNOR**  
Executive Director of Surgical and Endoscopy Services  
*Advocate Christ Medical Center*

**Douglas Slakey, MD, MPH, FACS**  
Chief of Surgical Services  
*Advocate Christ Medical Center*

### Understanding the Real Impact of OR Waste

**Presented by:**  Owens & Minor

#### After this session you'll be able to:

- » Identify the four types of operating room waste and their financial impact.
- » Explain the far-reaching negative impact of OR waste on productivity, inventory and staff satisfaction.
- » Learn waste-reducing strategies for the operating room and tips for working with clinicians to implement a waste reduction program.

#### Why this is important:

As the most significant cost-center in a health system, waste generated in the OR can have a negative impact on an entire health system. Inefficiencies and variations in workflow and supply management, as well as miscommunication, can lead to many forms of waste. Using the largest OR waste study in the industry, presenters will provide insight into identifying and measuring waste, waste reduction strategies, and how to implement a sustainable waste reduction program.

**Speaker:** **John Raab**  
National Director of Clinical Business Development  
*Owens & Minor, Inc.*

## What Nurses Need to Know: Caring for Patients Using Medical Marijuana

### After this session you'll be able to:

- » Describe the dichotomy between federal and state legislation for the use of marijuana.
- » Explain the conditions that have moderate to high quality evidence for the use of cannabis.
- » Identify practice considerations for the nurse who will be caring for a patient that is using medical marijuana.

### Why this is important:

the use of either medical or recreational cannabis raises evolving public health, nursing practice, scientific, legal, educational, ethical, and social issues. Research on the efficacy of cannabis for treatment of certain medical conditions is limited and lacking, and even when there are indications of therapeutic efficacy, research does not specify indications, dosage, route, safety, side effects and long-term effects of cannabis. This limited research has impeded the education of nurses regarding patient use of cannabis, yet nurses are responsible for practice informed by current evidence.

Join Kathleen Russell as she shares the National Council of State boards of Nursing's (NCSBN) guidelines for nurses who care for patient using medical marijuana, as well as for nursing educators. This presentation will highlight the endocannabinoid system, federal and state legislation, a review of the scientific literature, and guidelines for nurses when caring for those using medical marijuana.

**Speakers:** **Kathleen Russell, JD, MN, RN**  
Associate Director, Nursing Regulation  
*National Council of State Boards of Nursing (NCSBN)*

## Emulation of the OR: Navigating a Cultural Change in the Procedural Setting

### After this session you'll be able to:

- » Discuss standardization of care for the surgical patient.
- » Understand the navigation of the transference of the direct reporting structure.
- » Implement strategies to reduce nurse fatigue and burnout.

### Why this is important:

When challenged with nurse turnover, environmental constraints, and patient throughput, Nicole Hoke redesigned and standardized policies and procedures within her OR. During this presentation, Hoke will highlight just how she aligned and integrated two departments.

By sharing stories with the speaker and other nurse leaders during this interactive session, you will gain an advanced understanding of tools that can be used during the redesign and standardization of care to maintain team morale. Take home the lessons learned to evaluate how you care for surgical patients and how to make changes to prevent staff burnout.

**Speaker:** **Nicole Hoke, MSN, RN, CCRN, CCNS**  
Associate Clinical Director Perioperative Nursing  
*Hospital of the University of Pennsylvania*

## Professionalism in the OR: What Does It Look Like?

### After this session you'll be able to:

- » Discuss the core components of professionalism in the perioperative suite.
- » Identify areas of your unit where professionalism can be improved and promoted.
- » Develop leadership strategies for promotion of professionalism within the OR.

### Why this is important:

Do you ever feel that professionalism is not a priority in your OR? Professionalism all too often is taken for granted, but nurses are highly respected and trusted by patients, and they have a responsibility to promote professionalism.

Professionalism is not defined simply by dress or presentation. Do you keep your word? Will you do the right thing even if it means taking a harder road? David Wyatt did not find success in skill alone. Join him as he shines light on the value of following your moral compass, practicing discipline, and displaying a strong work ethic. You'll leave a better communicator with a profound appreciation for competence and diligence. We need professional leaders in developing the future of the healthcare industry. Are you prepared to take on that responsibility?

**Speaker:** **David Wyatt, PhD, MPH, RN, CNOR, NEA-BC**  
Associate Operating Officer, Perioperative Enterprise  
and Associate Nursing Officer, Surgery Patient Care Center  
*Vanderbilt University Medical Center*

## AMA (Ask Me Anything): Words of Wisdom From PACU Leaders

### After this session you'll be able to:

- » Discuss fundamental concepts of PACU leadership.
- » Identify tactics for adapting your leadership style to cope with challenging situations.
- » Describe best practices for optimizing patient throughput and managing communication between departments.

### Why this is important:

From staff allocation to pain management, your day is filled with judgment calls. Wouldn't it be nice if you had 60+ years of experience to tap into? We thought so, too! In this session you will have direct access to four postoperative leaders who have walked the walk and talked the talk, and are eager to share their keen insights and experiences with you. Learn the secrets to success and enjoy the opportunity to ask this inspiring panel your burning questions.

**Speakers:** **Janet Quigley, MSN, RN**  
Nursing Director: Post Anesthesia Care  
*Massachusetts General Hospital*

**Lydia G. Casteel, MSN, RN, CCRN**  
Director of Nursing, Surgical Services  
*WellStar Paulding Hospital*

**Sarina Gould, MSN, RN, CCRN, NE-BC**  
Nurse Manager, PACU  
*Carson Tahoe Health*

**Veronica Petersen, MSN, RN, CNOR, NE-BC**  
Assistant Vice President - Perioperative Services  
*Northwell Health*



## OPENING KEYNOTE

The Art of Human Care:  
Change the World One  
Patient at a Time

2:45 p.m. -  
4:00 p.m.

### After this session you'll be able to:

- » Explain the six essential steps for providing timely, comprehensive, patient-centered care.
- » Define actionable goals to become the preferred choice for diverse patient populations.
- » Identify and appreciate your true purpose as a healer.

### Why this is important:

Have you lost your passion for making a difference in patients' lives? In healthcare, both costs and burnout escalate to new highs every day, increasing frustration for all. Dr. Tetteh redefines what it means to heal and reignites people's desire to impact the world for good by providing tools to work as a collective team and gain a better presence of mind.

Telling of his own brush with death, Dr. Tetteh will share his experiences as both a patient whose life was saved and a physician who saves lives, so that people see reflections from his life in their own. Dr. Tetteh will inspire you not only to make a difference, but to change the world. You'll leave with the power to be passionate about healthcare and ready to be the best version of yourself.



**Speaker:** Hassan Tetteh, MD, MBA, FACS, FACHE  
Surgeon, Author, Humanitarian and  
Chief Medical Informatics Officer  
US Navy



Wednesday, September 18 | 5:00 p.m. - 6:30 p.m.

Enjoy the Big Easy in style at the Mardi Gras Kickoff Party in the Exhibit Hall. Attend the OR Manager Conference Kickoff Party and enjoy the quintessential New Orleans experience as you're ushered into the Hall in style by a true New Orleans Jazz Procession. Who says Mardi Gras can't be in September!?

The official Kickoff Party is your first look at vendors in the Exhibit Hall while enjoying hors d'oeuvres, drinks, and time to connect with old and new colleagues. Play the Build Your Dream OR Contest using the official mobile app while making new connections with your peers and solutions experts in the perioperative industry.

## GUEST TICKETS AVAILABLE THROUGH REGISTRATION

Sponsored by: **Ansell**



# THURSDAY, SEPTEMBER 19

## BREAKFAST AND PRESENTATION

7:00 a.m. -  
8:00 a.m.

### How will Artificial Intelligence Change the OR as We Know It?

#### After this session you'll be able to:

- » Explain what artificial intelligence is, and how it can and can't be applied in diagnosis
- » Discuss ways researchers are seeking to use artificial intelligence in medicine
- » Identify actions that can be taken to embrace technological advancements in the OR

#### Why this is important:

As we think about the extraordinary possibilities for using technology to save lives and improve patient outcomes in the OR, it is important to keep in mind the limits of what machines can do.

In this talk, author and professor Meredith Broussard looks at the inner workings and outer limits of artificial intelligence, and explains why we should not assume that computers always get things right. If we understand the limits of what we \*can\* do with technology, Broussard tells us, we can make better choices about what we \*should\* do with it to make the world better for everyone.

**Speakers:** Meredith Broussard  
Assistant Professor and Associate Director,  
Arthur L. Carter Journalism Institute  
New York University



## MORNING KEYNOTE

The Leadership Pipeline:  
Growing the Next Generation  
of Perioperative Managers

8:15 a.m. -  
9:15 a.m.

#### After this session you'll be able to:

- » Explain how the norms and values of the workforce are changing.
- » Implement tactics for improving recruiting, selection, training, retention, and development of new leaders.
- » Identify and teach the fundamentals of supervisory, management, and leadership responsibilities.

#### Why this is important:

As the most experienced managers and directors retire and are replaced by today's middle managers, there is an increasing demand for new young leaders to step up and fill the ranks.

Every new leader at any level must go through a process of assuming authority, establishing communication with direct-reports, and managing workflow. This is a challenging process for leaders of any age and experience level, and especially for those who are younger and less experienced.

With a specific focus on the healthcare industry, Bruce Tulgan will explain how to face the generational challenges of a changing workforce and what is needed for recruiting and developing new leaders. He will share the best ways to support and guide these managers in their roles and how to teach them the best practices of management and leadership communication.

Become more confident in establishing a culture in which emerging perioperative leaders can thrive.



**Speaker:** Bruce Tulgan  
Best Selling Author, *It's Okay to Be the Boss*  
Founder & CEO  
RainmakerThinking, Inc.

## LUNCHEON AND PRESENTATION

12:00 p.m. –  
12:45 p.m.

### OR Manager Awards Luncheon

The *OR Manager Awards* are presented to deserving individuals across the OR who have performed exceptionally in their duties. Back for 2019, the *OR Manager Awards* will be recognizing recipients of the Emerging Leader Award and Ambulatory Services Achievement Award, in addition to the time-honored grand *OR Manager of the Year Award*. Join your colleagues to congratulate the 2019 award winners during the luncheon presentation!

**OR Manager**  
*of the Year*



**Ambulatory Services**  
*Achievement Award*

**Emerging Leader**  
*Award*

## PACU MANAGER SUMMIT LUNCHEON AND PRESENTATION

12:00 p.m. –  
12:45 p.m.

### Messages from the PACU: Using Technology to Ease Anxiety for Patients and Families

#### After this session, you'll be able to:

- » Discuss communication systems available to surgical patient families.
- » Identify how the implementation of a system enhances communication with patients' families.
- » Develop a plan to support implementation of a family communication system.

#### Why this is important:

Quality patient care requires up-to-date communication with the patient's family throughout the perioperative process. Technology has provided a variety of systems to aid in improving both the patient and family experience. In hearing how Johnson and Opstbaum utilized a mobile app to allow an armed services active duty member to track their family member's progress to surgical health from another country, you will learn ways to develop compliant systems of your own.

**PACU MANAGER**  
*of the Year*

During this luncheon and presentation, the first ever recipient of the PACU Manager of the Year Award will be announced!

**Speakers:** **Hope Johnson, DNP, MBA, RN, CNOR, NEA-BC**  
Director Perioperative Services  
*Lehigh Valley Health Network*

**Nadine Opstbaum, MBA**  
Director of Clinical Application Development  
and Support, Information Services  
*Lehigh Valley Health Network*

## AFTERNOON BREAKOUT SESSIONS

2:00 p.m. –  
3:15 p.m.



### Episode of Care: Managing the Unique Supply Chain Needs of the ASC

#### After this session you'll be able to:

- » Compare and contrast the traditional ambulatory surgery center with a multi-licensed facility.
- » Describe the unique supply chain needs of a multi-licensed ASC.
- » Identify supply chain models that can be implemented in both a multi-licensed ASC and a traditional ASC.

#### Why this is important:

Join Beverly Kirchner and Sheri Voss as they discuss the differences between a traditional ASC and a multi-licensed surgery center, notably a model of supply delivery that meets the latter's unique requirements. Details about the supply delivery model will be presented along with how to provide supplies based on an episode of care in a variety of ambulatory settings. Benefits of the episode of care model, such as inventory management, program flexibility, and cost considerations, can help you better manage your outpatient facility, whether traditional or multi-licensed.

**Speakers:** **Beverly Kirchner, BSN, RN, CNOR, CASC**  
Chief Compliance Officer  
*SurgeryDirect, LLC*

**Sheri Voss, MS, RN, CNOR**  
Associate Principal Consultant  
*Owens & Minor*



### Bling vs. Benefits: Key Considerations for New Technology Acquisition

#### After this session you'll be able to:

- » Describe strategies to streamline purchasing considerations for new technology.
- » Explain key components essential for clinical and business justification for purchasing of new cutting-edge technologies.
- » Discuss common barriers and successful solutions for new technology purchases.

#### Why this is important:

Groundbreaking technologies are often multifaceted, complex to implement, and expensive to purchase and maintain. As a nurse leader, you must be prepared to streamline the process for exploring new systems and justify the allocation of budget while keeping patient care at the forefront of all decisions. If ill prepared, the task of identifying new technologies necessary to remain competitive in the market can be quite daunting.

The presentation will highlight the clinical attributes of the "OR of the Future," including the advantages and limitations of "first to market" for cutting-edge technologies and proactive planning for future technologies. Is newer always best? Do all of the bells and whistles make a difference in the quality of care delivered? Do the pros outweigh the cons of being the first to acquire the new technology? Ulrich and McKenzie will answer these questions and more as they pinpoint considerations for exploring and adopting new technologies. They will share with you persuasive strategies for building a strong rationale for acquisition, lessons learned when implementing new technology, and key tactics to ensure a successful project launch.

**Speakers:** **Kathleen Ulrich, MS, BSN, RN, NEA-BC**  
Associate Chief Nursing Perioperative Services  
*Duke University Hospital*

**Rebecca McKenzie, DNP, MBA, MSN, RN**  
Assistant VP Perioperative Services  
*Duke University Hospital*

Group Rates Are Available!

Visit [www.ORManagerConference.com](http://www.ORManagerConference.com) to learn how you can attend for over 20% off conference passes.

## They Do What? Unlocking the Mysteries of the OR to Help Preserve Skin Integrity

### After this session you'll be able to:

- » Recognize best practices for reducing postsurgical skin complications.
- » Identify education to enhance knowledge of surgical positioning complications.
- » Develop a new viewpoint of your role in preserving skin integrity beyond the OR.

### Why this is important:

A little perspective goes a long way. The connection between patient positioning in the OR, procedure length, and frequent skin complications on the floor only became apparent when medical-surgical nurses at Temple University Hospital participated in the "Bridge to the OR" Program. They now have OR nurses on the Dermal Defense Team working to educate medical-surgical nurses on the mysteries of the OR through hospital-wide Nursing Grand Rounds and unit-specific educational posters.

How did they implement this program, and what barriers did they overcome? Rose and Washington will discuss the program from a leadership perspective and share input from the nurses they trained. Learn how to partner with nurses throughout the hospital to improve surgical patient care while making connections beyond the OR.

**Speakers:** **Reagan Rose, BA, RN, CNOR**  
Perioperative Nurse Educator  
*Temple University Hospital*

**Nicole Washington, BSN, BS, RN, CMSRN**  
Staff Nurse, Operating Room  
*Temple University Hospital*

## The Apex of Procedure Documentation: Revolutionizing Via Intelligent Features and the Cloud

Presented by: **provation**

### After this session you'll be able to:

- » Describe functionalities and benefits of cloud-based procedure documentation.
- » Explain how intelligent features can positively impact operations in your surgical suite.
- » Implement peer-to-peer discussion about the future of intelligent multispecialty procedure documentation.

### Why this is important:

How can you use intelligent features like machine-learned favorites and voice-to-text to positively impact clinical productivity, throughput, reporting, and physician satisfaction? Join Dr. Michael McMurty and Jarrod Graziano to learn about revolutionary tools that can improve your day-to-day operations. They will discuss the latest ideas and insights in using cloud-based procedure documentation to enable mobile access and keep the system up to date while safeguarding protected health information. By collaborating and learning together, we will all be prepared to make use of forthcoming intelligent multispecialty procedure documentation.

**Speakers:** **Dr. Michael McMurty**  
Head of Content and Informatics  
*Provation®*

## Perioperative Problem Solving While You Wait: Huddling as Teams to Elevate Care

### After this session you'll be able to:

- » Describe a process to encourage perioperative caregivers to problem solve through collaboration.
- » Identify ways to "translate" perioperative issues to hospital and organizational leadership.
- » Define tactics for improving real-time communication based on fact rather than anecdote.

### Why this is important:

When you have a problem, are you empowered to solve it? What happens when you encounter an obstacle? Cleveland Clinic's Tiered Huddle process empowers all caregivers to see solutions instead of barriers and either tackle issues on their own or escalate them for assistance.

Carol Pehotsky and Dena Salamon will describe the six huddles held daily to ensure that caregivers at every level can share their ideas. This exercise allows team members to discuss what gets in the way of providing superior care and to articulate what matters most to them. Discover how bringing forth issues and solutions in this manner has allowed them for real-time sharing of best practices across all of their organization's hospitals and ambulatory surgery centers.

**Speakers:** **Carol Pehotsky, DNP, RN, CPAN, ACNS-BC, NEA-BC**  
Associate Chief Nursing Officer, Surgical Services  
and Senior Director, Surgical Nursing  
*Main Campus, Cleveland Clinic*

**Dena Salamon, MSN, RN**  
Nurse Manager, Digestive Disease Surgical Institute  
*Cleveland Clinic*

## AMA (Ask Me Anything): Sharing Secrets to Success

### After this session you'll be able to:

- » Identify skills to thrive in the current and changing healthcare environment.
- » Discuss actions that can be taken to advance your career.
- » Describe how adversity can advance professional development.

### Why this is important:

What got you here won't get you there. As a new manager, you need to develop strategies for dealing with challenging situations and behaviors while also managing your OR through transition. The nurse leaders in this tell-all forum will answer your questions and discuss fundamental approaches to becoming a more effective leader. What does it take to get to the next step in your career?

If you have ever felt like your head was underwater, Beth, Cindy, Mary Jo, and Jake are here as your sounding board. With a combined total of over 60 years of experience, they will share a wealth of lessons learned and insights to help you develop a career that supports your goals and ambitions.

**Speakers:** **Beth Bozzelli, MBA, RN, CNOR, CSSM**  
Assistant Vice President, Surgical Services  
*HCA Healthcare*

**Cindy L. Kildgore, MSHA, BSN, RN, CNOR**  
Perioperative Services Director  
*Vanderbilt University Medical Center*

**Jacob Runion, MBA, BSN, RN**  
Director of Nursing  
*Cleveland Clinic*

**Mary Jo Steiert, BSN, RN**  
Director of Clinical Operations  
*Lowry Surgery Center*



## Break Loose From OR Holds: Confronting Throughput Challenges in Your PACU

### After this session you'll be able to:

- » Identify key areas of patient flow that can be redirected to enhance throughput and minimize holds.
- » Discuss whether the OR should be on hold status when there are no PACU beds.
- » Recognize signs that your hospital system is in need of an interface to manage PACU throughput.

### Why this is important:

Postanesthesia care units (PACUs) have evolved as a place to manage patients beyond the OR—even as a location to hold patients who have not yet received anesthesia. This dilemma is common in hospitals across the country.

Management of this problem requires identifying patient pathways and working with other hospital systems to effectively manage patient flow. As Dr. Lobo addresses the challenges of throughput and holds, he will validate patient safety as the prime consideration, along with the necessity of proper bed placement. He will use his success stories to help you resolve throughput issues in your PACU and prepare a laundry list of patient care systems that can be considered to make your PACU a PACU once again.

**Speaker:** **Errol Lobo, MD, PhD**  
Vice President, Perioperative Services  
President UCSF Medical Staff  
Professor, Department of Anesthesia and Perioperative Care  
*University of California San Francisco*



## Stigma and Substance Use Disorder: What We Say Matters

### After this session you'll be able to:

- » Discuss the impact of substance use disorder (SUD) and the severity of the opioid epidemic in the United States.
- » Provide education to improve knowledge and attitudes towards SUD as a treatable, chronic, medical condition.
- » Identify strategies to overcome the barriers presented by stigma that can result in suboptimal care for individuals with SUD.

### Why this is important:

Daily news reports recap the rising numbers of deaths in the U.S. from drug overdoses associated with the opioid epidemic impacting our communities; few lives have been left untouched directly or indirectly from its relenting path. The Substance Abuse and Mental Health Services Administration (SAMSHA) estimated in 2016 that 21 million individuals aged 12 years or older required treatment for a substance use disorder. Yet only 10% affected by this highly stigmatized condition sought specialized treatment.

Stigma is recognized as a major barrier for individuals with SUD from seeking treatment. Paula Kobelt will build on our knowledge base of this leading public health crisis and substance use disorder as a chronic medical condition. She will share harm reduction, prevention, and treatment strategies and resources we can use to diminish stigma and provide sensitive, compassionate, evidence-based care to individuals with SUD.

**Speaker:** **Paula Kobelt, DNP, RN-BC**  
Outcomes Manager  
*OhioHealth Grant Medical Center*

## AFTERNOON BREAKOUT SESSIONS

3:30 p.m. –  
4:45 p.m.



## An Offsite ASC's Guide to Emergency Preparedness and Processes

### After this session you'll be able to:

- » Define and implement a strong transfer protocol for an offsite ambulatory setting.
- » Identify offsite challenges for emergency management.
- » Design drill scenarios for regular review, practice, and cross-disciplinary debriefings.

### Why this is important:

Preparing for emergencies in offsite ASC settings has become more important. A simple emergency transfer protocol with local ambulance services and hospital affiliations is key and can be established long before a new facility opens. There will always be situations that cannot be anticipated. However, Gallant and Souza have developed processes that can help you before you encounter that great unknown.

Learn from the speakers' 10 years of experience in implementing emergency preparedness processes. They will discuss how to collaborate across systems to establish protocols and relationships that support a variety of emergent situations. From vascular emergency drills that involve two large facilities to the start of an onsite simulation experience, they will share their journey to success while imparting tips and tricks to make your ASC a safer place.

**Speakers:** **Robin Gallant, BSN, RN**  
Director of Surgical Services  
*Lawrence General Hospital*  
**Kathleen Souza, BSN, RN**  
OR Nurse Coordinator  
*Mass General North Shore Center for Outpatient Care*



## The Power of Innovative Block Scheduling and Management

### After this session you'll be able to:

- » Explain the pitfalls of most block programs in use today.
- » Identify the relationship between block allocation, surgeon demand, and staffing.
- » Implement new techniques that result in higher utilization.

### Why this is important:

Blocks are one of the most difficult and controversial tasks in any OR leader's day. Trying to satisfy surgeons, anesthesiologists, and staff members can seem impossible.

Heiser will discuss the newest trends in block scheduling and management, which are helping to improve surgeon and staff satisfaction as well as create opportunities for new surgeons to start building a practice. Return to your facility prepared to utilize techniques including governance, allocation methodologies, demand smoothing, measurement, targets, and new ways of balancing blocks, staffing deployment, and inpatient demand smoothing. Take advantage of innovations to monitor and adjust blocks that are underperforming.

**Speaker:** **Randall Heiser, MA, BA**  
President  
*Sullivan Healthcare Consulting*



## Don't Choke Back the Smoke: Building a Business Case for Smoke Evacuation

### After this session you'll be able to:

- » List the elements of creating a compelling business case in a perioperative environment.
- » Discuss how a business case format can be used to convince administration and surgeons to invest in a smoke-free environment.
- » Describe the effectiveness of an organized voice in successfully approving and implementing a smoke evacuation program.

### Why this is important:

While the hazards of surgical smoke exposure have been proven, creating a business case for a smoke evacuation program can be a daunting task. You must first understand the purpose of the business case and then compile the evidence to convince others that a smoke evacuation program is critical. Kay Ball will describe the components of a business case and guidance for creating a well-structured, organized written document or verbal presentation that provides logic and justification for a smoke evacuation program. After the business case is accepted, plans are made to implement the program. You'll leave confident in your ability to follow a step-by-step process for creating a business case for a smoke evacuation program.

**Speaker:** **Kay Ball, PhD, RN, CNOR, CMLSO, FAAN**  
Professor of Nursing  
Otterbein University



## There's No "I" in Team: Bringing Departments Together to Improve Turnover Time and Throughput

Presented by:  TAGNOS  
ORCHESTRATE EXCELLENCE

### After this session you'll be able to:

- » Develop guidelines to support your team through change to positively impact critical metrics.
- » Implement integrated technologies within dynamic care settings.
- » Improve communication that impacts your bottom line.

### Why this is important:

We are all too familiar with poor turnover times that plague the OR, causing a domino effect of other problems, including on-time starts and patient wait times. During this session, Randy Saad will explore ways to improve patient flow through preop, surgery, and postop sequences by orchestrating key care team and ancillary staff movements. He will share his team's success story using mobile communication and real-time data between clinical and ancillary groups to improve room turnover. You'll leave feeling more comfortable integrating new technology to give your teams perspective on just how interrelated their tasks are.

**Speakers:** **Randy Saad, RN**  
Director of Perioperative Services  
Adventist Health White Memorial Medical Center



## Increasing Engagement of Surgical Technologists: Tech it to the Next Level

### After this session you'll be able to:

- » Integrate shared governance methodology into practice to improve surgical technologist (ST) engagement.
- » Identify the process to implement a ST committee.
- » Describe novel approaches designed to improve ST participation and commitment.

### Why this is important:

Engaged perioperative teams have better patient outcomes, higher levels of employee satisfaction, and better staff retention rates. As part of the OR team, surgical technologists (STs) are as vital to the culture of an OR as their nurse counterparts.

At The Hospital of the University of Pennsylvania, in an effort to improve engagement and reduce turnover, STs were given the opportunity to play an integral role in quality improvement on the unit with the creation of a Surgical Technologist Committee. Using novel approaches and practical strategies can improve ST participation, job satisfaction, and retention. Speakers will describe the committee's goals, structure, and activities.

**Speakers:** **Taneka Curtis, BSN, RN, CNOR**  
Assistant Nurse Manager  
Hospital of the University of Pennsylvania

**Katharine Geiger, MSN, RN, CNOR**  
Interim Clinical Director Perioperative Nursing  
Hospital of The University of Pennsylvania



## The ABCs of Accountable Care Organizations

### After this session you'll be able to:

- » Describe the history and current state of Accountable Care Organizations (ACOs).
- » Understand the impact of specific nursing interventions in the OR that can positively impact the goals of the ACO.
- » Explain the concepts of pay for performance, value-based purchasing, and the Triple Aim.

### Why this is important:

For frontline nurses, it is often hard to connect the dots of various payment models and care delivery systems and be able to articulate "this is how I contribute." Nursing plays a critical role in how successfully an ACO manages the health of patient populations because nurses coordinate the plan of care and administer interventions that contribute to quality outcomes. It's all about quality and efficiency in patient care, whether you are in the OR, ED, or on the general floor. Who better to do this than the nurse who is with the patient 24/7, guiding and educating the patient through the various episodes of care and helping the patient transition from one level of care to another?

Veteran leader Amy Bethel will outline specific nursing care interventions that OR nurses can apply consistently to their daily work that will impact patient care. She will also provide tools for leaders to use when educating staff.

**Speakers:** **Amy Bethel, MPA, BSN, RN, NE-BC,**  
Clinical Education Specialist  
UnityPoint Health Des Moines



## What's Shocking the PACU? Providing Safe Patient Care for Electroconvulsive Therapy

### After this session you'll be able to:

- » Discuss new modalities in the care of patients requiring electroconvulsive therapy (ECT).
- » Describe practices for managing ECT patient flow for your department.
- » Explain how to merge profitability, staffing patterns, and other details for procedural care of unique patient populations.

### Why this is important:

Electroconvulsive therapy is a renewed procedure that has the capability of giving patients a new lease on life. In order to take advantage of the positive outcomes ECT therapy offers, one must first define the fit for this specific patient population in the already busy postanesthesia care unit.

Jennifer Hignett will share the challenges her postanesthesia care team faced in incorporating ECT and the steps they implemented to make it worthwhile for the hospital and the patients alike. She will present strategies for preparing staff to care for this specific patient population, making room on the schedule, adjusting staffing patterns, assessing profitability, and updating care strategies to confront the new reality that exists for patients receiving ECT therapy. Take home tools to establish principles of your own for caring for patients post ECT therapy.

**Speaker:** **Jennifer Hignett, BSN, RN-BC, CAPA**  
Director of Perioperative Services  
*Baptist Hospitals of Southeast Texas*

## Beyond the Chart: Understanding and Providing Care for the LGBTQ Population

### After this session you'll be able to:

- » Define LGBTQ language, vocabulary, and concepts within the perioperative setting.
- » Promote a culture of safety and quality for LGBTQ caregivers and patients
- » Apply empathy and practice intentional inclusion.

### Why this is important:

In an ever-changing healthcare system, caregivers need the tools and resources to be sensitive when caring for and working with patients who are different from themselves. Through their own experience and research, Vargo and Urban have adopted guidelines to provide culturally competent care for LGBTQ patients and their families in the perioperative area while creating an intentionally inclusive workplace for all caregivers. They will discuss healthcare disparities of the LGBTQ population and the impact on patient care, and provide best practices for promoting a comfortable and safe environment in the surgical suite.

**Speakers:** **Rebeca Urban, M.Ed**  
Project Manager  
*Cleveland Clinic*

**Kristen Vargo, MSN, RN, NE-BC**  
Nurse Manager SDS and Peds PACU  
*Cleveland Clinic*




Thursday, September 19  
7:00 p.m. – 10:00 p.m.  
The Chicory  
Downtown New Orleans

*OR Manager* welcomes you to join your colleagues at The Chicory, in Downtown New Orleans – just a few short blocks from the French Quarter and the Convention Center – for the famous *OR Manager's* Night Out: All Jazzed Up!

Are you ready to experience New Orleans the way it was meant to be experienced? *OR Manager's* Night Out: All Jazzed Up is your chance to enjoy all the unique and quirky elements that make New Orleans the most authentic city in the nation. Join us for a quintessentially New Orleans evening while you take part in everything from making your own Mardi Gras masks, enjoying Cajun fare and locally concocted drinks, to tarot card reading and so much more!

## PURCHASE YOUR TICKET THROUGH REGISTRATION AND JOIN THE FUN!

Official Bar Sponsors:  



### AFTERNOON KEYNOTE

Run Your Emotions, Don't Let Them Run You: Leading with Emotional Intelligence

5:00 p.m. - 6:00 p.m.

### After this session you'll be able to:

- » Explain insights into your emotional intelligence (EI) strengths and development opportunities.
- » Discuss how to leverage your EI to maximize your leadership effectiveness, manage stress, and prevent burnout.
- » Identify strategies to help your staff develop and use their EI.

### Why this is important:

Research shows that the main difference between good leaders and exceptional leaders is emotional intelligence (EI). Most leaders understand this, but often struggle with knowing how to develop their EI and use it to their advantage. Kandi Wiens will share evidence-based strategies to help you develop your EI to maximize your leadership effectiveness. You will also learn how to help your staff use their EI to manage today's challenges and unlock tomorrow's opportunities. Dr. Wiens will load your management arsenal with practical tips for using your current skills to create new strategies, transform your OR into an advantageous workplace for your team, and manage your own emotional responses as well as those of others through change.



**Speaker:** **Kandi Wiens, EdD, MBA**  
Senior Fellow  
*University of Pennsylvania*  
Director  
*Penn Medical Education Masters Program*  
Professional Healthcare Speaker  
*Studer Group*

# FRIDAY, SEPTEMBER 20

## BREAKFAST & PRESENTATION

7:00 a.m. –  
8:00 a.m.

### The Antidote to Suffering: Turning Difficulties into Opportunities

#### After this session you'll be able to:

- › Define suffering and identify inherent and avoidable suffering of patients and caregivers.
- › Discuss and analyze cross-domain data and key drivers of loyalty, intent to stay, and experience.
- › Strategize how Compassionate Connected Care improves the experience of patients and caregivers.

#### Why this is important:

Suffering is real for both patients and the people who care for them. It is not enough to talk about it or even to measure it. To reduce suffering, it's necessary to understand the drivers that lead to poor patient and caregiver experience as well as those that drive loyalty and an intent to stay.

Join this interactive discussion of data and strategy, and listen to the stories that bring us back to why we all got into this business in the first place. Start your action-packed week off with a bang, inspired by Dempsey's reminder of our own humanity, commitment, and promise to care for others.

**Speaker** **Christy Dempsey, MSN, MBA, CNOR, CENP, FAAN**  
SVP, Chief Nursing Officer  
*Press Ganey Associates, Inc.*

## MORNING BREAKOUT SESSIONS

8:15 a.m. –  
9:30 a.m.

### ASC Safety Begins With Preadmission and Patient Selection

#### After this session you'll be able to:

- › Define the role of the preadmission department – what it is and what it is not.
- › Develop criteria for patient selection based on available resources to mitigate your organizational risk.
- › Describe how a solid preadmission and patient selection process can provide an essential safety net for your ASC.

#### Why this is important:

CBC – check. EKG – check. H&P – check. Have you ever had a poor surgical outcome and heard the question, “Why was this patient allowed to have surgery here?” While preanesthesia testing protocols have become fairly standardized across the country, there are many other factors that determine patient selection. Community-based ambulatory surgery centers may not have a full-blown anesthesia clinic, yet the onus remains on the organization to vet patients properly.

Meyer will provide insights and lessons learned to help you understand your own preadmission department, explain the difference between the cost benefit of efficiency versus safety, and ensure your patient selection process is in line with your resources.

**Speakers:** **Cathy Meyer, MSN, MBA, RN, CAPA, NE-BC**  
Nurse Manager, Preop and Surgical Preadmissions  
*Carson Tahoe Health*

**Darin Flynn, MD, MBA**  
Anesthesia Medical Director  
*Carson Tahoe Health*

### \$ Going for the Gold with the Cost-Saving Olympics

#### After this session you'll be able to:

- › Examine financial pressures in healthcare.
- › Identify creative approaches to cost savings and expense reduction.
- › Discuss customization of tools created for the Cost-Saving Olympics initiative in your own surgical suite.

#### Why this is important:

Doing more with fewer resources requires both business services and operations to seek creative ways to manage their new norm. At Lehigh Valley Health Network, a Cost-Saving Olympics initiative yielded a \$130,000 savings in just 3 months, with a projection of close to \$700,000 in annual savings. Learn how their team engaged frontline staff in a friendly competition to help drive cost savings, and how to engage clinical and non-clinical colleagues in expense reduction strategies and innovation. They will share tools from their Cost-Saving Olympics to help you make an impact on your bottom line.

**Speakers:** **Hope Johnson, DNP, MBA, RN, CNOR, NEA-BC**  
Director Perioperative Services  
*Lehigh Valley Health Network*

**Alexandre Warman, MBA**  
Director, Perioperative Business Services  
*Lehigh Valley Health Network*

### 2019 Update on Sterilization & Disinfection Standards

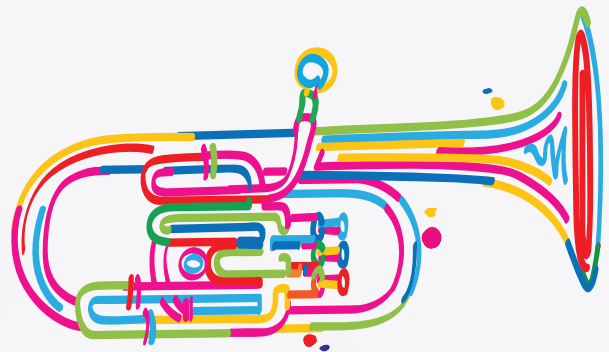
#### After this session you'll be able to:

- › Describe new changes to sterilization standards and guidelines.
- › Identify high non-compliance areas related to sterilization and disinfection.
- › Discuss how these changes can be incorporated into departmental procedures.

#### Why this is important:

With the increased complexity in medical devices that comes with advanced research, the steps for sterile processing continue to evolve, and perioperative leaders must stay current on best practices. Susan Klacik is back in 2019 to present the most recent changes to regulations, guidelines, and standards regarding disinfectants and sterilization. Join her as she recounts recent changes to Association for the Advancement of Medical Instrumentation (AAMI) standards, AORN, and governmental regulations. Learn how to advance your department and comply with best practices.

**Speaker** **Susan Klacik, BS, CRCST, CHL, CIS, FCS**  
Clinical Educator  
*International Association of Healthcare Central Services Materiel Management (IAHCSMM)*





## Fluid Management: Feeling the Pressure? presented by Richard Wolf Medical Instruments Corp.

Presented by:  **WOLF**  
spirit of excellence

### After this session you'll be able to:

- » Identify nursing interventions that may prevent complications with the use of distention media.
- » Determine when to use electrolytic and non-electrolytic distention media.
- » Discuss the various methods to calculate intrauterine pressure while using distention media

### Why this is important:

Fluid management can be challenging to even the most experienced surgical teams due to problems in calculating accurate estimations of fluid loss. So what do you do? During this session, the Speakers will provide an overview of the various manual methods and machines designed to assist in the management of fluid distention. They will cover topics ranging from media administration as it pertains to urology and gynecology, while addressing potential complications that can occur with fluid overload and dilution hyponatremia. You will leave this session equipped to ensure that best practices are adhered to and patient safety is observed in your facility.

**Speaker:** Bryon Harper  
Distribution Relations Manager  
Thermedx



## Creative Partnerships: Educate to Integrate, Coordinate & Collaborate

### After this session you'll be able to:

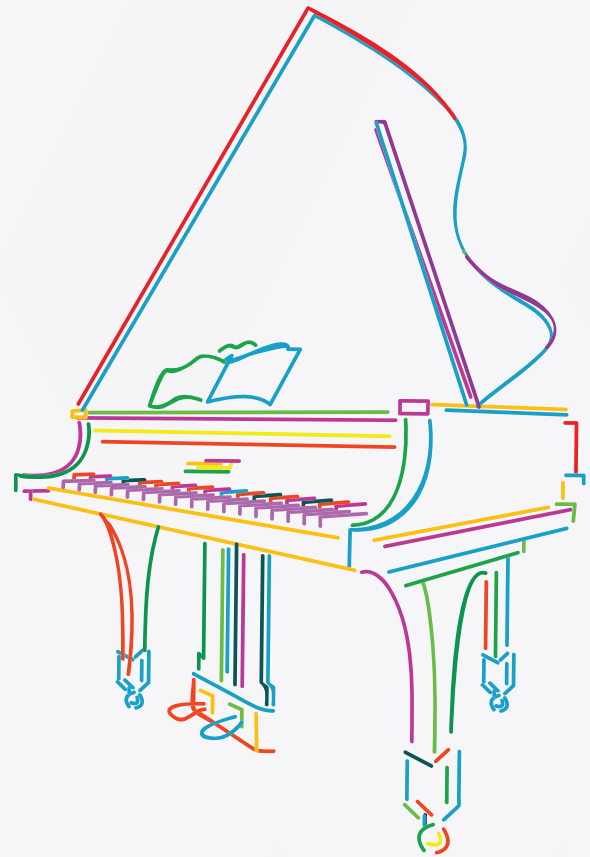
- » Describe educational strategies to manage political, cultural, educational, technical, and financial challenges.
- » Identify ways to develop collaborative relationships.
- » Discuss the benefits to OR managers of creating learning partnerships with representatives of innovative initiatives.

### Why this is important:

Sharing knowledge and experience among colleagues from various departments can serve as a powerful incentive for forming strong relationships that benefit both providers and recipients of care.

Independent cardiac consultant and veteran nurse leader Trish Seifert will explore how OR managers who actively solicit education, knowledge, and innovative trends from less commonly tapped sources are more likely to have constructive discussions that facilitate positive outcomes. Achieving such outcomes relies on forming bonds that reflect caring, trust, and competence. She will outline examples of creative partnerships and answer questions such as: "How does educating finance administrators about surgery facilitate the budget process?" and "How can teaching patients and community members to provide valuable feedback contribute to OR management and process improvement?"

**Speaker:** Patricia C. Seifert, MSN, RN, CNOR, FAAN  
Perioperative Cardiac Consultant  
Independent Cardiac Consultant



## Lights, Camera, Action! An RCA Recast Safety Simulation

### After this session you'll be able to:

- » Describe two patient safety tools used to investigate a safety event.
- » Discuss the importance of obtaining different perspectives of a safety event.
- » Analyze a safety event utilizing patient safety tools.

### Why this is important:

Root cause analysis (RCA) is a systematic approach to a safety event that seeks to identify and correct system flaws to prevent the error from recurring. Perioperative leaders need to be well versed in the process of objectively facilitating the investigation and review of multidisciplinary safety events.

Participation of frontline staff, along with leadership support, can bolster the thoroughness of the analysis and the implementation of actionable items. The use of patient safety tools and an immersive hands-on approach in a simulated learning environment helped the speakers decrease the number of safety events in their facility. Gain a basic understanding of investigation, analysis, identification of the root cause, and development of actionable items to help prevent recurrence of an adverse event.

**Speakers:** Santina Mazzola, MSN, RN, CNOR  
Service Line Coordinator  
Hospital of The University of Pennsylvania

Ann Marie Morris, MSN, RN, CNOR  
Associate Clinical Director Quality and Safety  
Hospital of the University of Pennsylvania



## MH SWAT Team: The Unassuming Threat of Malignant Hyperthermia Inside and Outside of Surgical Services

### After this session you'll be able to:

- › Identify areas of your hospital at risk for malignant hyperthermia.
- › Create a malignant hyperthermia intervention process specific to your hospital needs and resources.
- › Develop a plan to conduct mock drills to measure the effectiveness of your malignant hyperthermia process in any hospital area.

### Why this is important:

Malignant hyperthermia (MH) is a well-known life-threatening crisis in surgical services that has recently received much more attention. While anesthesia gases may not be used outside of surgical services, succinylcholine is used in many areas for rapid sequence intubation. MH is often the farthest thing from the mind of physicians and nurses in these settings. Education, drills, and preprocedure screening help keep surgical services team members keenly aware of this risk.

The MH SWAT Team from UnityPoint Health Des Moines will share the successes, challenges, and continuing improvement efforts of the Malignant Hyperthermia Alert process at their facility. Use their lessons learned to develop drills and education that will enable members of your surgical services department to recognize MH in patients and respond quickly.

**Speakers:** **Jamie Hartman, MSN, RN-BC**  
Clinical Education Specialist, Critical Care, Trauma, Neuroscience & Stroke  
*UnityPoint Health Des Moines*

**Nicole Sartori, MSN, RN, CNOR**  
Clinical Education Specialist, Surgical Services  
*UnityPoint Health Des Moines*

**Stephen Wilbur, BS, RN, CEN**  
Clinical Education Specialist, Emergency Services  
*UnityPoint Health, Des Moines*



## Where We Are Today: Nurses Supporting Nurses

### After this session you'll be able to:

- › Recognize signs of emotional and physical stress in your team.
- › Identify a strategy for eliminating stigma and developing a peer support program in your surgical suite.
- › Explain the positive impact of compassion and empathy following a critical incident.

### Why this is important:

Literature acknowledges that healthcare providers sustain emotional and physical stress following a critical incident, but few institutions have a critical incident management plan to support their healthcare providers. Lupear and Kildgore are returning this year to update attendees on the current status of their Peer Support and Employee Assistance Programs, implemented collaboratively with the department of anesthesia, perioperative nursing, and surgeons. The importance of developing such a program to provide appropriate support following a critical incident is often underestimated. The speakers will explore the training and disbursement of this program, which is changing the culture of a high-stress work environment.

**Speakers:** **Cindy L. Kildgore, MSHA, BSN, RN, CNOR**  
Perioperative Services Director  
*Vanderbilt University Medical Center*

**Buffy Krauser Lupear, DNP, CRNA, APRN**  
Director of Professional Development,  
Office of Advanced Practice  
*Vanderbilt University Medical Center*

## MORNING BREAKOUT SESSIONS

9:45 a.m. –  
11:00 a.m.



## The “How-to’s” of Implementing a Unit-Based Competency Assessment Process

### After this session you'll be able to:

- › Discuss the overview of a new unit-based competency model.
- › Describe the difference between initial and ongoing competency assessment processes.
- › Explain the advantages and disadvantages of the new model for education and competency tracking.

### Why this is important:

Safe patient care requires all nursing staff to demonstrate different competencies such as learning a new medical device, preparing items for surgery, and critically resolving issues in surgery. These perioperative competencies are easy to identify, but a clear method of validating them is often elusive. As nurse leaders, we must continue to challenge current processes and improve means for validating these competencies.

The unit-based competency assessment model offers a robust process for onboarding nursing staff and maintaining their proficiency. Advantages of this model include its ability to provide a clear role for all stakeholders such as preceptees, preceptors, managers, and educators. Learn about a new process for evaluating proficiencies of your OR nurses that you can share with your team.

**Speakers:** **Jeannie Lee, MSN, MBA, RN, CNOR**  
Assistant Director of Perioperative Services  
*Johns Hopkins Hospital*

**Sheila Sanariz, MSN, RN, CNOR**  
Nurse Educator  
*Johns Hopkins Hospital*



## The Ten Building Blocks for an Effective Dashboard

### After this session you'll be able to:

- › Identify Key Performance Indicators for your OR.
- › Apply design principles in visualizing data.
- › Discuss techniques to engage staff by providing performance feedback via dashboards.

### Why this is important:

We are producing an infinite amount of data in the OR, but it is buried deep in reports and emails. Learn how to find data, select what is essential, and focus on the things that really matter. The use of dashboards—whether by service line, department, or provider—allows decisions to be based on concrete data rather than impressions.

Andrey Ibragimov will show you how to build a powerful dashboard in 10 easy steps. You'll leave prepared to add clarity to your communication, engage your staff, and activate a natural sense of competitiveness with a simple dashboard.

**Speaker:** **Andrey Ibragimov, MSN, RN, CNOR**  
Manager, Operating Room  
*Ann & Robert H. Lurie Children's Hospital of Chicago*

## Recipe for Success: Establishing a Patient Optimization Program

### After this session you'll be able to:

- » Identify complications related to elective surgical procedures.
- » Determine components valuable to a preoperative testing and teaching center.
- » Assess the need for a preoperative testing and teaching center at your institution.

### Why this is important:

Optimization of elective surgical patients can decrease the risk of postoperative complications and other surgical-related outcomes. A pilot program, PreOp Testing and Teaching Center (PTTC), was developed at UPMC St. Margaret to focus on the patient and caregiver with enhanced communication to the surgeon and primary care provider prior to surgery. The quality manager will share how factors such as BMI, smoking, opioid and alcohol dependency, and social needs assessments are used to optimize the patient's comorbidities prior to scheduling surgery. Find out how the PTTC has decreased postoperative length of stay, readmissions, discharges to skilled nursing facilities, and surgical cancellations while increasing patient satisfaction.

**Speakers:** **Faith Colen, MSN, RN, CEN**  
Director of Quality and Patient Safety  
*UPMC St. Margaret*

## Sterile Processing Live! 60 Minutes to 100% Complete, Sterilized, and On-Time

Presented by:  **STERIS**  
Instrument Management Services

### After this session you'll be able to:

- » Design processes and leadership routines to achieve 100% complete instrument trays.
- » Discuss strategies to ensure the elimination of bioburden.
- » Implement the principles of Continuous Flow to ensure instruments are on-time every time.

### Why this is important:

Need to improve your sterile processing department's performance? Even if you don't, this session is for you! Join STERIS IMS's life size sterile processing department, led by John Kimsey, for a real simulation of a day in the life of an SPD technician. During this interactive session, participants will work as a team attempting to process the day's instrument trays before the clock runs out. This challenging and fun experience will leave you with the blueprint for improving your sterile processing department's performance.

**Speaker:** **John Kimsey**  
National Director of Professional Services  
*STERIS Corporation and STERIS - Instrument Management Services*

## The Road to Zero! Meeting Compliance After TJC Survey Using the SAFER Matrix

### After this session you'll be able to:

- » Explain the SAFER Matrix used by The Joint Commission (TJC).
- » Discuss how to assess risk using mitigation strategies for compliance to the SAFER Matrix.
- » Identify tools for creating and implementing required corrective action plans.

### Why this is important:

The SAFER Matrix has been introduced to all hospitals that have TJC accreditation to better identify and communicate risk levels associated with deficiencies cited during accreditation surveys. The findings could be widespread or a one-time deficiency using the new matrix.

With this new initiative, findings that could cause harm to patients, staff, or visitors will be cited, and expectations are that each standard cited will be addressed by an action plan following the Evidence of Standards compliance. Learn how to complete an action plan using the Evidence of Standards for corrective action tools and how to write mitigation and risk plans to meet compliance within a 30- to 45-day revisit of TJC for TJC matrix findings. The work continues as the Road to Zero is achieved!

**Speakers:** **Janet Duran, DNP, MSN, MHA, RN, CST, LNC**  
Perioperative Director Surgical Services  
*Cleveland Clinic/Fairview Hospital/ASC*

**Carol Pehotsky, DNP, RN, CPAN, ACNS-BC, NEA-BC**  
Associate Chief Nursing Officer, Surgical Services  
and Senior Director, Surgical Nursing  
*Cleveland Clinic*

## The Tales of Two Leaders: Pearls of Leadership Wisdom

### After this session you'll be able to:

- » Identify actions that can be taken to develop a career path in nursing leadership.
- » Describe tactics for developing time management skills to promote productivity.
- » Discuss leadership styles and strategies to empower your management skills in the workplace.

### Why this is important:

All great leaders are familiar with the trial and error of developing the necessary skill set to be an effective motivator who makes a difference. It's imperative that we all work to develop our own leadership style, and in turn give back to those new leaders seeking advice and direction.

Two speakers at different stages in their careers will discuss the paths they took and hurdles encountered along the way. Learn to build trust and accountability within your team to inspire productivity. Take home the necessary tools to navigate your day as a leader, which includes prioritizing tasks, defining objectives and goals, and measuring success. There are countless pearls of wisdom that can be gleaned from the stories of Orth-Nebitt and Diffenderfer on their journey to becoming directors of the surgical suite.

**Speakers:** **Tracy Diffenderfer, MSN, BSN, CNOR**  
Administrative Director  
*Centennial Medical Center*

**Casey Orth-Nebitt, BSN, RN**  
Director of Surgery  
*Buena Vista Regional Medical Center*

## Be a Bridge Builder: Close the Knowledge Gap of Who You Report To

### After this session you'll be able to:

- › Develop a collaborative relationship with your direct report.
- › Explain how transparency is not just lip service.
- › Provide data to equip your director to make sound decisions for your PACU.

### Why this is important:

Do you ever find yourself thinking: "I wish my OR director knew more about what I do as a manager of the PACU"? How can you make your voice heard when your director isn't a postop nurse, or has limited understanding of PACU standards of care and processes? Davis and Anderson will highlight the "must haves" and "must do's" in order to create a professional and functional relationship with your one up. Facility policies and procedures, national standards, and the department's Scope of Service play an integral part in forming and solidifying this relationship. You'll learn the importance of data and how to ensure that it is complete, accurate, and defensible. Then you'll be able to let the numbers talk for you as you make your voice heard.

**Speakers:** **Nancy Anderson, MPS, BS, RN, CNOR**  
Interim Perioperative Services  
Independent Contract Management

**Scott Davis, MSN, BSN, RN, CNOR, RNFA**  
Assistant Director, Perioperative, Perianesthesia,  
G.I. Endoscopy Lab Services  
*Alta Bates Summit Medical Center-Sutter Health*

## A Blessing or a Curse? Social Media and Online Collaboration Best Practices and Compliance

### After this session you'll be able to:

- › Identify the social media trends in the healthcare space today.
- › Define best practices to follow to remain compliant with HIPAA and privacy laws.
- › Explain laws and regulations to keep in mind when online.

### Why this is important:

While healthcare providers are often reluctant to use online collaboration tools, their organizations increasingly are using social media platforms such as Twitter, Facebook, Instagram, and LinkedIn to engage with patients and physicians, build brands, and communicate information to the larger community. Collaborative workplace tools like HipChat, Slack, Igloo, Jive, Yammer and Teamwork continue to evolve and grow into even more powerful tools. In the age of telemedicine, we see digital workplace applications playing a crucial role in enabling digital dexterity.

How can healthcare professionals and organizations take advantage of cutting-edge technology online while protecting their organizations and themselves from HIPAA violations or lawsuits? Attend this session with Keith Siddel to find out!

**Speaker:** **Keith Siddel, MBA, PhD(c), LL.M, JD**  
Vice President  
*Universal Health Systems, Inc.*

## CLOSING KEYNOTE

Defend Civility in Your OR:  
How to Spot and Deal with  
Energy Suckers

11:15 a.m. -  
12:15 p.m.

### After this session you'll be able to:

- › Understand how energy suckers affect morale, retention of quality staff, and the safety of patients.
- › Explain the process of "feedforward" to produce personal change.
- › Implement policies and strategies to make your organization "bully-free."

### Why this is important:

A creative and positive work culture is essential to retain and attract great employees. As a leader, you need to know how to promote such an environment for your team, and this presentation will give you the tools to address people who adversely affect your spirit and vigor.

Join Barbara Bartlein as she takes a close look at the energy suckers who drain the workplace of motivation and bully those around them. While learning to identify the seven types of energy suckers, you will also have time for self-reflection. How do you contribute to building a positive culture at your facility?



**Speaker:** **Barbara Bartlein, MSW, RN, CSP**  
*The People Pro*





# WELCOME TO THE BIG EASY

## CULTURE

The essence of New Orleans lies in its people – a true melting pot of cultures, forming one of the most unique communities in the nation. Whether it's the bright colors of Mardi Gras and Jazz Fest, the mysteries of Voodoo culture, or cutting loose to live jazz music on Bourbon Street and Frenchman Street, the streets of New Orleans have something unique for everyone. Here are some of our favorite cultural experiences to try while at the OR Manager Conference this September:

- Jackson Square
- New Orleans Museum of Art
- Backstreet Cultural Museum
- Plantation Tour
- Steamboat Natchez
- The French Market
- The National WWII Museum
- Cemetery Tour

## CUISINE

If you have never enjoyed creole cuisine then you're in for a treat. The staple food of New Orleans has influences stemming from France, Spain, West Africa, and Native American dishes. Known for its unique blend of spices and seasonings, the food is as authentic as the city. Take a look at a few of our favorite places to enjoy a bite to eat when we visit New Orleans:

- Commander's Palace
- Gumbo Shop
- Galatoire's
- Café Du Monde
- Bywater American Bistro
- Dooky Chase's Restaurant
- Antoine's
- Grandstand

## ENTERTAINMENT

Food and entertainment go hand-in-hand and fortunately in New Orleans you don't have to go far from your dinner table to enjoy music and entertainment. Take a stroll down the notorious Bourbon Street in the French Quarter to get your Instagram photos, then make your way to lesser-known Frenchman Street to enjoy New Orleans the way the locals do. Be sure to find your way to some of these quintessential New Orleans spots:

- Preservation Hall
- New Orleans Jazz Market
- French Quarter Ghost Tour
- Swamp Tours
- New Orleans Superdome
- Lafitte's Blacksmith Shop
- The Sazerac Bar

## HOTEL INFORMATION

### NEW ORLEANS HILTON RIVERSIDE

2 Poydras St, New Orleans, LA 70130  
Rate: \$205  
Call (504) 584-3989

### MARRIOTT CONVENTION CENTER

859 Convention Center Blvd,  
New Orleans, 70130  
Rate: \$210  
Call (504) 613-2888

### RENAISSANCE NEW ORLEANS ARTS

700 Tchoupitoulas Street,  
New Orleans, LA 70130  
\$210  
Call (504) 613-2330

### RESIDENCE INN NEW ORLEANS DOWNTOWN

345 St. Joseph Street,  
New Orleans, LA 70130  
Rate: \$189  
Call (504) 522-1300

### COURTYARD NEW ORLEANS CONVENTION CENTER

300 Julia St, New Orleans, LA 70130  
Rate: \$178  
Call (504) 598-9898

### SPRINGHILL SUITES DOWNTOWN

301 St Joseph St, New Orleans, LA 70130  
Rate: \$189  
Call (504) 522-3100

**Reservations can be made online or by calling each hotel directly and referencing the OR Manager Conference and PACU Manager Summit. The discounted rate will be available until the hotel sells out or until the conference begins.**

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Air-Matt Inc.	1124	Heartland Medical Sales & Services, LLC	1047	QGenda	418
<b>American Board of Perianesthesia Nursing Certification, Inc.</b>	<b>363</b>	HEINE USA Ltd.	1039	ReadySet Surgical	1018
Ansell	831	Hill-Rom Surgical Solutions	444	<b>Richard Wolf Medical Instruments Corp.</b>	<b>140</b>
AORN Syntegrity, Inc.	351	<b>Hospital IQ</b>	<b>918</b>	RMAC Surgical, Inc	921
ARC Medical, Inc.	759	<b>HUSH Curtain</b>	<b>356</b>	Schaerer Medical USA, Inc.	854
Augustine Surgical, Inc.	930	IMO-Intelligent Medical Objects	459	Seal Shield	450
Avante Health Solutions	819	Infinity Massage Chairs	1055	Sharp Fluidics, LLC	619
BD	551	Intramedical Imaging	124	ShiftWizard	1037
Belmont Medical Technologies	640	<b>Johnson &amp; Johnson Medical Device Companies</b>	<b>219</b>	Silentia Inc.	257
Biodex Medical Systems, Inc.	818	Key Surgical	319	<b>Skytron</b>	<b>731</b>
Brainlab	943	Kronos Inc.	1020	<b>Sony Electronics</b>	<b>TS9</b>
Bryton Corporation	850	Kyra Medical, Inc.	722	Soothing Scents, Inc.	262
Calmoseptine, Inc.	718	<b>LeanTaaS</b>	<b>937</b>	SpecialtyCare	347
Cardinal Health	858	Leica Microsystems Inc.	1144	<b>STERIS Corporation/Steris Instrument Management Services (IMS)</b>	<b>143</b>
Case Medical	125	<b>LG Electronics</b>	<b>TS4</b>	Stryker	434
Casechek	138	McFarlane Medical	1056	Suburban Surgical Company	658
CCI - Competency & Credentialing Institute	457	<b>Medline Industries, Inc.</b>	<b>541</b>	Surfacide	1029
Cenorin, LLC	956	<b>Medtronic</b>	<b>335</b>	Surgical Direct	955
Champion Healthcare Technologies	539	<b>Merck &amp; Co., Inc.</b>	<b>462</b>	SURGIFORM	1053
Checklist Boards Corporation	349	Meridian Institute of Surgical Assisting	723	SurgiMark, Inc.	134
<b>Clorox Healthcare</b>	<b>128</b>	Microsystems	346	Syús, Inc.	638
<b>Cord Caddy by Evolution Medical Products</b>	<b>262</b>	MOAB Sterilization Staffing, Inc.	958	<b>Tagnos</b>	<b>761</b>
CS Medical, LLC	923	Mobile Instrument Service & Repair	623	TBJ Inc.	925
Cygnus Medical	343	<b>Mobile Workforce</b>	<b>618</b>	TECSYS Inc.	755
<b>D. A. Surgical</b>	<b>519</b>	Mölnlycke Healthcare	924	The Alternative Source Medical, LLC	565
Dilon Technologies, Inc.	859	Nanosonics	1049	TIDI Products, LLC	328
DinamicOR	1051	National Institute of First Assisting	461	TrackCore, Inc.	422
Duke Health	957	NBSTSA & AST	558	TransMotion By Winco	961
EASE Applications	456	NDI	1031	Tru-D SmartUVC	556
<b>Eloquest Healthcare, Inc.</b>	<b>254</b>	NexGen Surgical	152	University of Tennessee	622
Encompass Group	461	NEXT Medical Products Company	719	US WorldMeds	721
Enova Illumination	928	Novari Health	554	USOC Bio-Medical	720
Erlanger Health System	126	NUVO (Division of Medical Illumination)	122	UV Angel	1027
FLAGSHIP SURGICAL	826	Olympus America Inc.	129	<b>VBM Medical Inc.</b>	<b>155</b>
Gentherm	749	Onyx Healthcare USA, Inc.	321	WestCMR, LLC	156
<b>Getinge</b>	<b>649</b>	OpenTempo	642	Whitman Partners	1033
Global Healthcare Exchange, Inc. (GHX)	829	<b>Owens &amp; Minor, Inc.</b>	<b>559</b>	WVU Medicine	1145
<b>Hand &amp; Hand Medical</b>	<b>358</b>	PAR Excellence Systems, Inc	820	Xodus Medical, Inc.	331
Hänel Storage Systems	1041	<b>Picis</b>	<b>357</b>	<b>Zimmer Biomet</b>	<b>419/TS1</b>

## IS YOUR LOGO OR COMPANY NAME MISSING?

This is your chance to get in front of over 1,400 perioperative leaders...



Contact **Nancy Iannotta** at (203) 899-8429 or [niannotta@accessintel.com](mailto:niannotta@accessintel.com) to learn more about how exhibiting at the OR Manager Conference will benefit you.

\*Updated as of March 27, 2019



## GROUP DISCOUNT

When more than one person from a facility registers, each registrant will receive a **10% discount** on the conference rate. All members of the group must register at the same time.

September 18-20, 2019 ♦ Ernest N. Morial Convention Center ♦ New Orleans

### FIVE EASY WAYS TO REGISTER

**Phone (9:00 am– 5:30 pm EST):**  
800-550-2880

**Fax:** +1-301-309-3847

**Online:** www.ORManagerConference.com

**Mail:** OR Manager Conference  
9211 Corporate Blvd., 4th Floor  
Rockville, MD 20850

**Email:** info@ORManagerConference.com

### 1. YOUR CONTACT INFORMATION

Photocopy form for additional registrants.

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Daytime Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Facility/Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Country \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

#### Home Address (if you would like materials sent to your home)

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Country \_\_\_\_\_

### 2. SELECT YOUR PACKAGE

	Early-bird Ends 6/28/19	Advance Rates Ends 8/2/19	Regular Rates Ends 8/30/19	Onsite Rate Ends 9/20/19
<input type="checkbox"/> OR Manager Conference	\$999	\$1,099	\$1,199	\$1,299
<input type="checkbox"/> PACU Manager Summit	\$699	\$799	\$899	\$999
<input type="checkbox"/> All Access (OR Manager Conference and PACU Manager Summit)	\$1,199	\$1,299	\$1,399	\$1,499

### 3. CREATE YOUR PROFILE

#### 1. How many years have you attended OR Manager Conference? (formerly Managing Today's OR Suite)

- First-Time Attendee     8-10 years  
 1-3 years                 11 or more years  
 4-7 years

#### 2. What best describes where you are employed?

- Academic Hospital  
 Ambulatory Surgery Centers  
 (Free-standing, In-hospital or Office-based)  
 Children's Hospital  
 Clinic  
 Community Hospital  
 Manufacturer/Vendor  
 Tertiary Hospital  
 VA Hospital  
 Other \_\_\_\_\_

#### 3. What best represents your job position?

- OR, Nursing, Surgical, Perioperative  
 Manager  
 Director  
 VP  
 Admin Specialist/Director  
 Coordinator  
 Business Manager  
 Educator/Staff Development
- OR Industry  
 Consultant  
 Student  
 Sales/Marketing Representative  
 Other \_\_\_\_\_

#### 4. What role(s) do you play in purchasing new products and services at your institution? (Please check all that apply)

- Recommend new products  
 Specify suppliers to evaluate products and services  
 Member of purchasing/evaluation committee  
 Final decision making authority on purchases  
 I do not play a role in purchasing decisions

#### 5. Are you attending sessions for AEU's towards recertification of your CASC Credentials?

- Yes     No

#### 6. What products do you plan to purchase over the next 12 months?

- IT/Electronic                       Supplies  
 Capital Equipment                 Positioning  
 Instrumentation                     Other \_\_\_\_\_

VIP CODE:

### 4. ADD-ON ITEMS

- Mardi Gras Kickoff Party  
Guest Ticket—\$40
- OR Manager's 's Night Out:  
All Jazzed Up—\$50 (\$60 onsite)
- Pre-order the Conference Recordings  
(OR Manager ONLY)—\$299
- Bookstore Gift Certificate—\$100

### 5. PAYMENT INFORMATION

Check: # \_\_\_\_\_ is enclosed.  
Please make check payable in USD to  
Access Intelligence, LLC/ORMC19

- Credit Card:  
 Visa                       MasterCard  
 Discover                 American Express

Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

CVW# \_\_\_\_\_

Signature \_\_\_\_\_

Print Name on Card \_\_\_\_\_

PO or Federal Government Voucher SF182  
(please attach PO or voucher)

Wire Transfer—Note: For all wire transfers add \$75 USD processing fee.

CIBC  
 120 S. LaSalle Street, Chicago, IL 60603  
 SWIFT Address: PVTBUS44  
 ABA number: 071006486  
 Account number: 2468344  
 Beneficiary Name: Access Intelligence, LLC

By registering you agree to receive emails about the conference unless you check the opt-out box below.

Opt-out—I do not want to receive information via email.

### REGISTRATION TERMS AND CONDITIONS

**CANCELLATIONS:** All cancellations must be made in writing and will be subject to a \$250 service fee (per attendee). Registrants who cancel before August 2, 2019, will receive a refund of their payment minus the service fee. Registrants who do not cancel prior to August 2, 2019 will be liable for the full registration fee. If for any reason, Access Intelligence decides to cancel or postpone this conference, Access Intelligence is not responsible for covering airfare and other travel costs incurred by clients. Registrants who fail to attend and do not cancel prior to the event are not entitled to a credit or refund of any kind. There are no exceptions.

**SUBSTITUTIONS:** Substitutions may be made at any time for confirmed registrants. Notice of substitution must be made in writing and sent to: info@ormanagerconference.com.

**AGE POLICY:** No one under the age of 18 is permitted to register, attend, or be in the exhibit hall and/or workshops and conference sessions including Keynotes and receptions, at any time under any circumstance during the OR Manager Conference. There are no exceptions.

**QUESTIONS:** If you need assistance, please contact OR Manager Conference customer service at 800-550-2880.

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## 7. CREATE YOUR AGENDA

## CONFERENCE PROGRAM

### Sept. 17, 2019 ♦ 8:00AM - 3:00PM

- Fundamentals of Operating Room Management (FORM COM) Certificate of Mastery presented in partnership with the Competency and Credentialing Institute (CCI)

FORM COM offers 12.0 credits and the ASC pre-con offers 6.0

- Pre-Conference Workshop: Volume Versus Value: ASCs Transition to Value Based Care

#### ADDITIONAL REGISTRATION FEE REQUIRED

### Sept. 18, 2019 ♦ 8:00AM - 12:00PM

- How Do You Develop and Support Your ASC's Patient Safety Officer?
- Making the Business Case for Technology Acquisitions: Solving the Puzzle to Ensure Success
- Ace the Test: Strategies for a Successful Joint Commission Survey
- The Nitty Gritty of Sterile Processing Departments: The Experts Speak
- Dare to Dream: The Guide to Extraordinary Leadership
- Personality Plus: Styling Your Leadership for Today's OR
- New Manager Boot Camp: Managing Money and Projects
- Perioperative Crossroads: Fostering the "One Team" Philosophy to Improve the Patient Experience

### Sept. 18, 2019 ♦ 12:00PM - 1:15PM

#### SELECT ONE – ALL ACCESS PASS ONLY

- *OR Manager* Conference Luncheon and Presentation: Do No Harm: The Scott Triggers® Solution presented by D.A. Surgical
- PACU Manager Summit Luncheon & Presentation: ER 101 and 201: Creating Service Line Specific Pathways Through Enhanced Recovery Protocols

### Sept. 18, 2019 ♦ 1:30PM - 2:45PM

- 2019 Regulatory and Quality Measure Reporting Update for ASCs
- Not Just Another Fairytale! Getting Surgeon Participation in Value Analysis Committees
- Making Enhanced Recovery the Norm, Not the Exception
- Communication is Key: Using Technology to Eliminate Barriers presented by Owens & Minor
- Emulation of the OR: Navigating a Culture Change in the Procedural Setting
- Professionalism in the OR: What Does It Look Like?
- AMA (Ask Me Anything): Words of Wisdom From PACU Leaders

### Sept. 19, 2019 ♦ 12:00PM - 12:45PM

#### ALL ACCESS PASS ONLY

- Lunch in the Exhibit Hall
- *OR Manager* Awards Luncheon
- PACU Manager Summit Luncheon & Presentation: Messages from the PACU: Using Technology to Ease Anxiety for Patients and Families

### Sept. 19, 2019 ♦ 2:00PM - 3:15PM

- Episode of Care: Managing the Unique Supply Chain Needs of the ASC
- Bling vs. Benefits: Key Considerations for New Technology Acquisition
- They Do What? Unlocking the Mysteries of the OR to Help Preserve Skin Integrity
- The Apex of Procedure Documentation: Revolutionizing Via Intelligent Features and the Cloud presented by Provation®
- Perioperative Problem Solving While You Wait: Huddling as Teams to Elevate Care
- AMA (Ask Me Anything): Sharing Secrets to Success
- Break Loose From OR Holds: Confronting Throughput Challenges in Your PACU
- Stigma and Substance Use Disorder: What We Say Matters

### Sept. 19, 2019 ♦ 3:30PM - 4:45PM

- An Offsite ASC's Guide to Emergency Preparedness and Processes
- The Power of Innovative Block Scheduling and Management
- Don't Choke Back the Smoke: Building a Business Case for Smoke Evacuation
- There's No "I" in Team: Bringing Departments Together to Improve Turnover Time and Throughput presented by Tagnos
- Increasing Engagement of Surgical Technologists: Tech it to the Next Level
- The ABCs of Accountable Care Organizations
- What's Shocking the PACU? Providing Safe Patient Care for Electroconvulsive Therapy
- Beyond the Chart: Understanding and Providing Care for the LGBTQ Population

### Sept. 20, 2019 ♦ 8:15AM - 9:30AM

- ASC Safety Begins With Preadmission and Patient Selection
- Going for the Gold with the Cost-Saving Olympics
- 2019 Update on Sterilization & Disinfection Standards
- Fluid Management: Feeling the Pressure? presented by Richard Wolf Medical Instruments Corp.
- Creative Partnerships: Educate to Integrate, Coordinate & Collaborate
- Lights, Camera, Action! An RCA Recast Safety Simulation
- MH SWAT Team: The Unassuming Threat of Malignant Hyperthermia Inside and Outside of Surgical Services
- Where We Are Today: Nurses Supporting Nurses

### Sept. 20, 2019 ♦ 9:45AM - 11:00AM

- The "How-to's" of Implementing a Unit-Based Competency Assessment Process
- The Ten Building Blocks for an Effective Dashboard
- Recipe for Success: Establishing a Patient Optimization Program
- The Road to Zero! Meeting Compliance After TJC Survey Using the SAFER Matrix
- The Tales of Two Leaders: Pearls of Leadership Wisdom
- Be a Bridge Builder: Close the Knowledge Gap of Who You Report To
- A Blessing or a Curse? Social Media and Online Collaboration Best Practices and Compliance

- AMBULATORY SURGERY CENTER/OUTPATIENT
- OR BUSINESS MANAGEMENT
- CLINICAL
- GENERAL INTEREST
- LEADERSHIP/ADMINISTRATION
- NEW MANAGER
- MASTERS SERIES
- PACU MANAGER SUMMIT
- TRENDING TOPICS