2017 Governor's Quality Award Healthcare Seminar



8:45 - 9 am

9 - 10:15 am

10:15 - 10:30 am

10:30 - 11 am

11 am - 12 pm

12 - 1 pm

1 - 2 pm

2 - 3 pm

AGENDA

"Transforming Care Together:

Featured Speaker — Dr. Glenn Crotty

"Patient Engagement and the Power

"On-Set Dementia: Creating Well-

Dr. Angie Norman, DNP, GNP, ACNP

**Elements of Excellence**"

Welcome

**Break** 

Lunch

"The Box"

"#LeadStrong"

Marcy Doderer

of the Portal"

**Dr. Chad Rodgers** 

Informed Communities"

Gerald Cantrell, RN

# "Engaging Arkansans for Better Healthcare Outcomes"

June 20 | Embassy Suites Hotel, Little Rock | 8:45 AM - 3 PM

5.5 hours pending from the National Association for Healthcare Quality and Office of Long Term Care

## FEATURED SPEAKERS

#### **Dr. Glenn Crotty**

Executive Vice President and COO, Charleston Area Medical Center, Charleston, West Virginia 2015 Baldrige National Quality Award Recipient

Charleston Area Medical Center has accelerated organizational performance to create better healthcare outcomes. Dr. Crotty will share



its Leadership System and demonstrate how it sets the expectations for leading throughout the entire system. The innovative "Transforming Care Together" process for redesigning care delivery will be described. Learn how the strategic planning process and goal cascade results in employee engagement throughout the the highly visible TOP 5 Board and daily work by staff.

#### Marcy L. Doderer, FACHE

President and Chief Executive Officer Arkansas Children's Hospital (ACH)

Marcy Doderer took the helm as President and Chief Executive Officer of Arkansas Children's Hospital (ACH) on July 15, 2013. Marcy alth Care Executives (ACHE) is a Fellow in and is active anizations. She is currently

a member of lutions for Patient Safety Board of Directors, Children's Hospital Association and the board serves on the onal and a mother, Marcy is passionate about of Healthy Ac improving he ısas.

She obtain nity University, San Antonio, Texas, and her MA m The University of Iowa.

### Dr. Angie Norman, DNP, GNP, ACNP

Clinical Assistant Professor, College of Nursing at University of UAMS and Associate Director of the Donald W. Reynolds Institute on Aging's Arkansas Aging Initiative



The number of people living with dementia is increasing exponentially. Until there is a cure, educating patients, families,

healthcare providers, and communities on how to better respond together to the symptoms and responses of those living with dementia is the best "treatment" available. Discover how creating well-informed communities, support to caregivers and protection to those living with dementia allows them to safely interact with their surroundings and remain active in their communities.

#### **Gerald Cantrell**

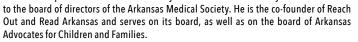
**Director of Paramedic Services Baxter Regional Medical Center** 

Gerald Cantrell serves as the Director of Paramedic Services at Baxter Regional Medical Center in Mountain Home. He has been a paramedic since 1985 and has been an RN since 1992. He most recently completed training as a Community Paramedic in 2013. In 2017 he became one of the first three Licensed Community Paramedics in Arkansas.

#### **Dr. Chad Rodgers**

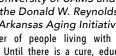
Pediatrician and Partner Little Rock Pediatric Clinic

Dr. Chad Rodgers is a board-certified pediatrician and a partner at Little Rock Pediatric Clinic. He received his medical degree from the University of Arkansas for Medical Sciences. He is vice president of the Arkansas chapter of the American Academy of Pediatrics and secretary



the American College of He
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tive Arkansas. As a professio
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For more information, contact Sue Weatter at 501-372-2222 or sweatter@arkansasstatechamber.com.







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# 2017 Governor's Quality Award Healthcare Seminar **Registration Form**

Cost is \$50 per person and includes lunch. Please complete this form and return by June 16th, 2017.

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Email or fax this form to	Carol Mugerdi	tchian at 50 <sup>-</sup>	1-372-2722 or <u>ca</u>	arolm@arkansasstat	echamber.com	
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