



**2017 Governor's Quality Award Healthcare Seminar**  
***"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

**AGENDA**

- 8:45 – 9 am**      **Welcome**
- 9 – 10:15 am**      ***"Transforming Care Together: Elements of Excellence"***  
**Featured Speaker — Dr. Glenn Crotty**
- 10:15 – 10:30 am**      **Break**
- 10:30 – 11 am**      ***"Patient Engagement and the Power of the Portal"***  
**Dr. Chad Rodgers**
- 11 am – 12 pm**      ***"On-Set Dementia: Creating Well-Informed Communities"***  
**Dr. Angie Norman, DNP, GNP, ACNP**
- 12 – 1 pm**      **Lunch**
- 1 – 2 pm**      ***"The Box"***  
**Gerald Cantrell, RN**
- 2 – 3 pm**      ***"#LeadStrong"***  
**Marcy Doderer**

**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 is a Fellow in the American College of Health Care Executives (ACHE) and is active in many professional organizations. She is currently a member of the Children's Hospital Solutions for Patient Safety Board of Directors, serves on the Education Committee of the Children's Hospital Association and the board of Healthy Active Arkansas. As a professional and a mother, Marcy is passionate about improving healthcare for children in Arkansas.

She obtained her BS in Finance from Trinity University, San Antonio, Texas, and her MA in Hospital and Health Administration from 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 to the board of directors of the Arkansas Medical Society. He is the co-founder of Reach Out and Read Arkansas and serves on its board, as well as on the board of Arkansas Advocates for Children and Families.

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For more information, contact  
 Sue Weatter at 501-372-2222 or  
[sweatter@arkansasstatechamber.com](mailto: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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Signature \_\_\_\_\_

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

Email or fax this form to Carol Mugerditchian at 501-372-2722 or [carolm@arkansasstatechamber.com](mailto:carolm@arkansasstatechamber.com)

Or you may mail to: 2017 Governor's Quality Award Program Healthcare Seminar  
ATTN: Sue Weatter  
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