

MOVING FORWARD: A NEW FOCUS ON PATIENT CARE WEBINAR SERIES



A FOUR-PART VIRTUAL SPEAKER SERIES

The Indiana Hospital Association, in partnership with 19 other state hospital associations, is pleased to bring an energizing, virtual engagement opportunity to our members. The series, led by national speakers from Huron Consulting (formerly Studer Group), looks to the future by moving forward from the COVID-19 pandemic and turning the focus to patient care.



**Everyday Habits to Create
a Culture of Innovation**

May 3 - Natalie Painchaud



**Creating an Environment of
Trust through Compassion**

June 14 - Karen Cook, RN



**The Patient as a Consumer: How to
Create Experiences Patients Value**

July 12 - David Duncan, PhD



**Leading a Change-Ready,
Inclusive Environment**

August 16 - Kristie Tobias

Target Audience: This series is designed for all health care managers and supervisors, including those in the nursing and allied health professions, who would like to fine-tune their management skills.

Registration: Registration is limited to the first 250 people, so please secure your spot by registering today. Registration will automatically close when the registration limit has been reached. Sessions take place from 1 - 2 p.m. ET. Register today: <https://cvent.me/XD7KL1>

Accessing Content: One day prior to each webinar, you will receive an email from Molly Kelly mkelly@IHAconnect.org with Zoom connection information. Each webinar will be recorded and will be made available to registrants for four weeks after each webinar.

CNE Process (Continuing Education Credits for Nursing): Huron is providing continuing nursing education credits for the American Nurses Credentialing Center (ANCC). Each virtual event is approved for one (1) contact hour applicable for RN and LPN relicensure. All attendees registered in Zoom will be emailed a link to an evaluation following each webinar. Once the evaluation is filled out, there will be a downloadable CNE certificate of attendance for that specific webinar.

SESSION OVERVIEWS



Everyday Habits to Create a Culture of Innovation **Natalie Painchaud, Director of Learning, Innosight**

The greatest source of untapped energy is the innovation potential that exists inside organizations around the world. Yet most organizations would admit they have struggled to create truly innovative cultures. This is why Natalie Painchaud and her co-authors wrote the book *Eat, Sleep, Innovate*. It lays out a system level way to encourage and enable people to think and act beyond the status quo. Success requires focusing on changing people's daily habits – and then making sure they stick and scale.

View Natalie's full bio [here](#).



Creating an Environment of Trust through Compassion **Karen Cook, RN, Coach & National Speaker, Huron**

While every organization strives to deliver exceptional, trusted, safe, patient-centered quality care – do they really? A consumer's perception of quality at an organization is impacted by moments of truth – those moments that form an impression. This session is about hardwiring the behaviors and processes that lead to a culture of higher clinical quality and reliability, safe and efficient care delivery, and operational excellence from the patient, employee, and physician perspective. During this presentation, Karen Cook will lay the foundation for how to create an environment of trust. Every interaction can impact trust and the perception of quality, but those that show caring and concern can be a key differentiator. Starting with our own individual accountability, strategies to ensure compassion as a platform for all interactions will also be shared throughout the session. Not only is this good for patient- and family-centered care, creating an environment of trust through compassion contributes to our own resilience.

View Karen's full bio [here](#).

Full session descriptions and objectives are available on our [website](#).

Please contact [Molly Kelly](#) for additional information.

SESSION OVERVIEWS



The Patient as a Consumer: How to Create Experiences Patients Value

David Duncan, PhD, Managing Director, Innosight

Consumers everywhere are becoming increasingly influential, empowered, and demanding. The maxim, "The consumer is boss," has become only more urgent as the digital revolution, social media, expanding choices, and 24/7 connectivity have empowered consumers and heightened their expectations. Healthcare is not immune to this trend, as healthcare systems, big tech companies, and new entrants compete to provide better experiences for patients and caregivers alike. During this presentation, David Duncan will share techniques from his new book, *The Secret Lives of Customers*, that people working in healthcare can use to take a consumer lens on the people they serve. This includes techniques for gaining new insight into their most important challenges and aspirations related to their healthcare experience and how to make it even better.

View David's full bio [here](#).



Leading a Change-Ready, Inclusive Environment

Kristie Tobias, Director, National Speaker & Author, Huron

Transforming your culture to support a more inclusive environment for your team members, patients, and communities requires an intentional strategy and commitment to integrate equity and inclusion into all aspects of your organization and your leadership approach. During this session, Kristie Tobias will guide you on how to lead a change-ready, inclusive environment, by focusing on understand the impact of building trust and inclusion in your environment, create awareness of factors that can reduce trust such as biases we may hold that impact our actions, and define and own the role leaders play in fostering an environment of values-driven, psychological safety.

View Kristie's full bio [here](#).

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