



## Tempe, Arizona

### AGENDA

#### Tuesday, November 5

- 1:00 pm - 1:15 pm** Welcome and Opening Remarks
- 1:15 pm – 2:15 pm** **Maximizing Hospital Development** (What are the skills needed to maximize hospital outcomes? Customer focus, Performance management, Quality Improvement Planning, Data analysis, Communication, Strategic thinking, Negotiations, Teamwork)
- 2:15 pm – 2:30 pm** **What is Donate Life?**
- 2:30 pm - 2:45 pm** **What is NATCO?**
- 2:45 pm – 3:00 pm** **Refreshment Break**
- 3:00 pm – 4:15 pm** **Communication and Interpersonal Interaction in the Workplace** (Understanding Personality Types and Communication Goals)
- 4:15 pm - 4:30 pm** **Refreshment Break**
- 4:00 pm – 5:00 pm** **What have we learned from the Community of Practice** (Change Packet, First Things First, PDSA Improvement Strategy)

#### Wednesday, November 6

- 07:30 am – 08:00 am** **Registration / Continental Breakfast**
- 08:00 am – 08:45 am** **Time Management Strategies** (Give your time management a S.P.A. treatment.)
- 08:45 am – 10:15am** **The Power of Nice** (Relationship Building and Negotiation Skills. *Building relationships is better than a one-time deal!*)
- 10:15 am – 10:30 am** **Break**
- 10:30 am – 12:00 am** **Conflict Management/Emotional Intelligence**
- 12:00 pm – 1:00 pm** **Lunch**
- 1:00 pm – 2:00 pm** **Team Building; The Foundation for Improvement** (Teamwork is the foundation to establishing process improvements to achieve results.)

- 2:00pm – 3:00pm**     **Everyone has a story...**
- 3:00 pm – 3:15 pm**     **Break**
- 3:15 pm – 4:00 pm**     **Regulatory and Data Resources - Legislative requirements**
- 4:00 pm - 5:00 pm**     **Pre-Donation and Referral Management**

**Thursday, November 7**

- 7:30 am – 8:00 am**     **Continental Breakfast**
- 8:00 am – 9:30 pm**     **Hospital Engagement** (Donation as the Mission, Real Time Hospital Development, Rounding with a Purpose, Engaging Physicians)
- 9:30 am - 9:45 am**     **Break**
- 9:45 am – 12:00 am**     **Dashboards and Data** (What do they say...which data is important to who? Learning how to utilize quality tools to drive improvement.)
- 12:00 pm – 1:00 pm**     **Lunch**
- 1:00 pm – 2:30 pm**     **Hospital Plans in Action: Creating a Shared Vision** (Developing and implementing collaborative plans and projects with your hospital for improved outcomes and best practices.)
- 2:30 pm – 2:45 pm**     **Break**
- 2:45 pm– 3:45 pm**     **Look Who’s Watching** (Hospital Behavior and Etiquette)
- 3:45 pm – 4:50 pm**     **Why Aren’t They Listening?** (Facilitation techniques for conducting effective meetings with presentation skills that drive your message and engage your audience. Work on group projects.)
- 5:00 pm – 5:30 pm**     **Tissue Donation (Joint session with procurement)**

**Friday, November 8**

- 7:30 am – 8:00 am**     **Continental Breakfast**
- 8:00 am – 11:00 am**     **Group Presentations**
- 11:00 am – 11:30 am**     **Take-Aways & Close**