



AGENDA

Tuesday, November 5, 2019

- 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?** *Speaker: Donna Dick, Executive Director, 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** **Conflict Management/Emotional Intelligence**

Wednesday, November 6, 2019

- 7:30 am – 8:00 am** **Registration / Continental Breakfast**
- 8:00 am – 9:00 am** **Regulatory and Data Resources - Legislative requirements**
Speaker: Esther-Marie Carmichael, MT (ASCP), CLS, PHM
- 9:00 am – 10:15 am** **Dashboards and Data** (What do they say...which data is important to who? Learning how to utilize quality tools to drive improvement.)
Speaker: Esther-Marie Carmichael, MT (ASCP), CLS, PHM
- 10:15 am – 10:30 am** **Break**
- 10:30 am – 12:00 pm** **Pre-Donation and Referral Management** (Education beyond the hospital and HD referral response.)
- 12:00 pm – 1:00 pm** **Lunch**
- 1:00 pm – 2:30 pm** **What have we learned from the Community of Practice** (Change Packet, First Things First, PDSA Improvement Strategy)
- 2:30 pm – 2:45 pm** **Break**

- 2:45 pm – 3:45 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.)
- 3:45 pm – 5:00 pm** **The Power of Nice** (Relationship Building and Negotiation Skills. *Building relationships is better than a one-time deal!*)

Thursday, November 7, 2019

- 7:30 am – 8:00 am** **Continental Breakfast**
- 8:00 am – 10:00 am** **Hospital Engagement** (Donation as the Mission, Real Time Hospital Development, Rounding with a Purpose, Hospital Behavior and Etiquette)
- 10:00 am – 10:15 am** **Break**
- 10:15am – 12:00 pm** **Physician Engagement** – *Speaker: Thomas A. Nakagawa, MD, FAAP, FCCM* (Engaging physicians through proper communication and interactions.)
- 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.)
- 2:00 pm – 2:15 pm** **Break**
- 2:15 pm– 3:00 pm** **Time Management Strategies** (Learn how to stay focused and eliminate distractions. Discern what is important and prioritize tasks.)
- 3:00 pm – 5:00 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 presentations.*)

Friday, November 8, 2019

- 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**

Course Faculty:

Thomas A. Nakagawa, MD, FAAP, FCCM

Esther-Marie Carmichael, MT (ASCP), CLS, PHM

Donna Dick, Executive Director, NATCO

Tania A. Houle, MBA, CPTC, Manager of Partner Services, Legacy of Hope

Karen Libs, Program Manager, NATCO