Dear Colleague:

Welcome to ACHE’s Congress on Healthcare Leadership—the premier educational event for healthcare executives!

The next few days will be filled with opportunities to explore the latest developments in healthcare leadership, discuss with colleagues and expert faculty the issues facing your organization, and further refine your leadership skills. More than 4,000 healthcare executives will attend Congress this year, making it an unparalleled opportunity for building your professional network.

This program contains information on educational seminars, featured speakers, career development programs and other special events you will not want to miss. I encourage you to refer to it often as you coordinate your schedule and organize your days during Congress.

If you have any questions or need assistance during the week, please look for ACHE staff members. They are here to make your Congress experience a productive and enjoyable one.

Whether you are a newcomer or a returning Congress attendee, I am sure you will leave this event both inspired and motivated. We are so pleased that you have joined us.

Sincerely,

Charles R. Evans, FACHE
2009–2010 Chairman
American College of Healthcare Executives
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**Your Satisfaction Is Guaranteed!**

If, for any reason, a Congress seminar does not meet your expectations, you may receive a refund on that seminar or attend another Congress seminar.
The American College of Healthcare Executives would like to thank our 2009 Premier Corporate Partners for their support of Congress events and other ACHE activities.
GENERAL INFORMATION

Congress activities will be held at both the Hilton Chicago and the Palmer House Hilton hotels. Transportation will be provided between the two hotels (see page 6 for bus service information). Other events, including the Student Track seminars, are located in The Blackstone, a Renaissance Hotel. Throughout this program, events are identified as occurring at the Hilton Chicago, the Palmer House Hilton or The Blackstone. Various hotels use the same names for some of their rooms, so please be sure to verify the hotel name before going to your event. A listing of room locations for all hotels can be found on pages 76–78.

Congress Registration
Southeast Exhibit Hall, Lower Level, Hilton Chicago

Sunday, March 22, 10:00 a.m.–7:00 p.m.
Monday, March 23, 6:30 a.m.–7:00 p.m.
Tuesday, March 24, 7:00 a.m.–5:00 p.m.
Wednesday, March 25, 7:00 a.m.–5:00 p.m.
Thursday, March 26, 7:00 a.m.–9:00 a.m.

Congress registration staff will be wearing navy blue polo shirts. Please see one of these individuals or any ACHE staff member with questions regarding your registration or other Congress questions.

Additional Events
Registrants wishing to purchase additional events for Congress, such as seminars, luncheons and receptions, may do so if space is available. Inquire at the Congress registration area.

Advancement and Recertification Credit
The educational seminars, Hot Topic Sessions and Opening Session, and some Healthcare Executive Career Resource Center programs qualify for Category I (ACHE education) credit toward advancement or recertification in ACHE.

Alumni Association Events
Combined business meetings, receptions and dinners of alumni associations of health administration programs and other related groups will be held on Tuesday evening. See the listing in this program on pages 66–70.

Book Signings
Select authors will be on-site signing copies of their books at the Health Administration Press Bookstore, located in the Southeast Exhibit Hall, Lower Level, Hilton Chicago. Stop by the HAP Bookstore to meet the authors and receive a special 25 percent discount on all books!

Monday, March 23
Tom Atchison, EdD
9:30 a.m.–10:00 a.m.

Carson F. Dye, FACHE, and Andrew N. Garman, PsyD
The Healthcare C-Suite: Leadership Development at the Top and Exceptional Leadership: 16 Critical Competencies for Healthcare Executives
3:45 p.m.–4:15 p.m.

Tuesday, March 24
Winner of the 2009 ACHE Hamilton Book of the Year Award
John J. Nance, JD
Why Hospitals Should Fly: The Ultimate Flight Plan to Patient Safety and Quality Care
10:15 a.m.–10:45 a.m.

Joseph S. Bujak, MD, FACP
Inside the Physician Mind: Finding Common Ground with Doctors
10:15 a.m.–10:45 a.m.

Greg Butler and Chip Caldwell, FACHE
What Top-Performing Healthcare Organizations Know: 7 Proven Steps for Accelerating and Achieving Change
3:45 p.m.–4:15 p.m.

Marc D. Halley
The Primary Care–Market Share Connection: How Hospitals Achieve Competitive Advantage
3:45 p.m.–4:15 p.m.

Wednesday, March 25
Carson F. Dye, FACHE, and Andrew N. Garman, PsyD
The Healthcare C-Suite: Leadership Development at the Top and Exceptional Leadership: 16 Critical Competencies for Healthcare Executives
10:15 a.m.–10:45 a.m.
**Bus Service**
Shuttle service will be offered between the Hilton Chicago and the Palmer House Hilton throughout the week. Shuttles will pick up and drop off passengers at the 8th Street entrance of the Hilton Chicago and the Wabash Avenue entrance of the Palmer House Hilton. Shuttles will operate during the following times:

- Sunday, March 22: 6:00 a.m.–10:00 p.m.
- Monday, March 23: 6:00 a.m.–7:45 p.m.
- Tuesday, March 24: 6:00 a.m.–8:30 p.m.
- Wednesday, March 25: 6:00 a.m.–7:45 p.m.
- Thursday, March 26: 6:00 a.m.–6:00 p.m.

**Coffee Breaks**
Complimentary coffee will be available at the following times and locations:

- **Monday, March 23**
  - 9:30 a.m.–10:00 a.m.
  - Hilton Chicago: Southeast Exhibit Hall, Lower Level
  - 3:45 p.m.–4:15 p.m.
  - Hilton Chicago: Southeast Exhibit Hall, Lower Level, and Normandie Lounge, 2nd Floor
  - Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor
  - The Blackstone: Crystal Ballroom Foyer, Ballroom Level, and Chicago & Alton Foyer, Concourse Level

- **Tuesday, March 24**
  - 10:15 a.m.–10:45 a.m.
  - Hilton Chicago: Southeast Exhibit Hall, Lower Level, and Normandie Lounge, 2nd Floor
  - Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor
  - The Blackstone: Crystal Ballroom Foyer, Ballroom Level, and Chicago & Alton Foyer, Concourse Level
  - 3:45 p.m.–4:15 p.m.
  - Hilton Chicago: Southeast Exhibit Hall, Lower Level, and Normandie Lounge, 2nd Floor
  - Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor
  - The Blackstone: Crystal Ballroom Foyer, Ballroom Level, and Chicago & Alton Foyer, Concourse Level

- **Wednesday, March 25**
  - 10:15 a.m.–10:45 a.m.
  - Hilton Chicago: Southeast Exhibit Hall, Lower Level, and Normandie Lounge, 2nd Floor
  - Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor
  - 3:45 p.m.–4:15 p.m.
  - Hilton Chicago: Normandie Lounge, 2nd Floor
  - Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor

- **Thursday, March 26**
  - 10:30 a.m.–10:45 a.m.
  - Hilton Chicago: Normandie Lounge, 2nd Floor

**Community Service Project**
On Wednesday, March 25, from 12:45 p.m.–5:00 p.m., a group of Congress attendees will spend the afternoon at Onward Neighborhood House, a nonprofit organization that provides education, childcare and other support services to low-income families. Hands-on service may include rejuvenating the facility or spending time with children in the community. If you are interested in participating, please call Nancy Miller at (312) 424-9345 by 4:00 p.m. on Tuesday, March 24.

**Continental Breakfasts**
Coffee, muffins, bagels and juice will be available at the following times and locations:

- **Monday, March 23**
  - 7:00 a.m.–7:45 a.m.
  - Hilton Chicago: Southeast Exhibit Hall, Lower Level

- **Tuesday, March 24**
  - 7:30 a.m.–8:30 a.m.
  - Hilton Chicago: Southeast Exhibit Hall, Lower Level
  - Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor

- **Wednesday, March 25**
  - 7:30 a.m.–8:30 a.m.
  - Hilton Chicago: Southeast Exhibit Hall, Lower Level
  - Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor

- **Thursday, March 26**
  - 8:00 a.m.–9:00 a.m.
  - Hilton Chicago: Northwest Foyer, Lower Level
CONTINUING EDUCATION CREDIT

In addition to the Category I (ACHE education) credits assigned to these seminars, ACHE is accredited by other organizations to provide continuing education credit.

ACCME
ACHE is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. ACHE designates this educational activity for a maximum of 36 Category I credits toward the AMA Physician’s Recognition Award. Physicians should claim credit commensurate with the extent of their participation in the activity.

NAB
ACHE is a registered sponsor of professional continuing education with the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and has approved this program for the number of clock hours listed under their sponsor agreement with NAB/NCERS. State licensure boards, however, have final authority on the acceptance of individual courses. Comments regarding registered sponsors may be addressed to NAB, 1444 I St. NW, Ste. 700, Washington, DC 20005-2210.

NASBA
The Foundation of ACHE is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Ave. N, Ste. 700, Nashville, TN 37219-2417; www.nasba.org. The number of CPE credits assigned to each course is equal to the number of Category I (ACHE education) credits granted by ACHE. See specific course description to determine total number of hours. All ACHE programs are basic level and do not require prerequisites nor advance preparation unless stated in the promotional materials. ACHE Cluster Seminars, On-Location Programs, and Audio Conferences are considered group live offerings. The Foundation of ACHE is only approved for group live offerings.

Cyber Café
Southeast Exhibit Hall, Lower Level, Hilton Chicago
Check your e-mail or update your ACHE profile at the Cyber Café. Access to the Cyber Café will end 15 minutes prior to the ending times listed below. Please keep your time to a minimum so others have an opportunity to use the service. Hours for the Cyber Café are:

- Sunday, March 22, 10:00 a.m.–7:00 p.m.
- Monday, March 23, 6:30 a.m.–7:00 p.m.
- Tuesday, March 24, 7:00 a.m.–5:00 p.m.
- Wednesday, March 25, 7:00 a.m.–5:00 p.m.

Employment Referral Service
Northeast Exhibit Hall, Lower Level, Hilton Chicago
The Employment Referral Service is an opportunity for potential employers and job applicants to connect at Congress. Employers are on-site to review resumes and conduct interviews. Hours for this complimentary service are:

- Sunday, March 22, 10:00 a.m.–7:00 p.m.
- Monday, March 23, 7:00 a.m.–7:00 p.m.
- Tuesday, March 24, 7:00 a.m.–5:00 p.m.
- Wednesday, March 25, 7:00 a.m.–5:00 p.m.

Exhibits
Southeast Exhibit Hall, Lower Level, Hilton Chicago
ACHE and its publishing division, Health Administration Press, are exhibiting at Congress, as are representatives of nonprofit organizations serving the healthcare field. Exhibit hours are:

- Monday, March 23, 7:00 a.m.–4:30 p.m.
- Tuesday, March 24, 7:00 a.m.–4:30 p.m.
- Wednesday, March 25, 7:00 a.m.–2:00 p.m.

Note: The Health Administration Press Bookstore will remain open until 3:00 p.m. on Wednesday.

Faculty Lounge
Private Dining Room 6, 3rd Floor, Hilton Chicago
Faculty members presenting sessions at Congress are invited to review their presentations, network with other presenters and learn more about ACHE.

- Sunday, March 22, 12:00 p.m.–5:00 p.m.
- Monday, March 23, 8:00 a.m.–6:00 p.m.
- Tuesday, March 24, 8:00 a.m.–5:00 p.m.
- Wednesday, March 25, 8:00 a.m.–5:00 p.m.
Fellows Lounge
Astoria Room, 3rd Floor, Hilton Chicago
ACHE Fellows are invited to stop by the Fellows Lounge to see friends and acquaintances, check e-mail or just relax between Congress activities. The Fellows Lounge will be open Monday, March 23, through Wednesday, March 25, from 8:00 a.m.–5:00 p.m.

Information Booths
Lower Level, Hilton Chicago
Wabash Avenue Entrance, Palmer House Hilton
If you are having trouble locating a seminar room or determining where a particular Congress event is, stop by one of the Congress Information Booths. ACHE staff will be on hand to answer all your questions. Information Booth hours are:

- Sunday, March 22, 10:00 a.m.–7:00 p.m.
- Monday, March 23, 6:30 a.m.–7:00 p.m.
- Tuesday, March 24, 7:00 a.m.–5:00 p.m.
- Wednesday, March 25, 7:00 a.m.–5:00 p.m.
- Thursday, March 26, 7:00 a.m.–9:00 a.m.

Medical Emergencies
The nearest full-service hospital is Rush University Medical Center. It is located at 1650 W. Harrison St. The phone number is (312) 942-5000. If you require medical care in your hotel room, please contact the hotel operator.

Message Center
Southeast Exhibit Hall, Hilton Chicago
An electronic message center for attendees’ telephone messages, special notices and announcements will be maintained in the Cyber Café in the Southeast Exhibit Hall; please check it daily. To retrieve your messages, access the message center from any Web browser by going to http://congress.ache.org. Simply enter your message center number, which is printed on your Congress name badge, to access the system. To leave a message for a Congress attendee, access the message center by phone at (312) 294-6706 or online at http://congress.ache.org (log in using the guest user account).

Name Badges
Each registrant received his or her name badge and registration information either in the mail before Congress or on-site upon registration. The material includes an identification badge, which is required for admission to all Congress functions, and a listing of all programs for which the attendee is registered. Attendees are required to present the reverse side of their name badge to gain access to seminars, receptions, luncheons and other events. If you have any questions regarding your name badge or session registration, stop by the Congress registration area in the Southeast Exhibit Hall, Lower Level, Hilton Chicago.

For assistance in the unlikely event of an emergency, ACHE encourages you to note a contact person, telephone number and any allergies to medications on the backside of your name badge.

Nominating Committee Meeting
Private Dining Room 2, 3rd Floor, Hilton Chicago
The first meeting of ACHE’s 2009–2010 Nominating Committee will be held on Tuesday, March 24. The committee will be in open session beginning at 2:45 p.m. During this time there will be an orientation session conducted for potential candidates, giving them the opportunity to ask questions regarding the nominating process. Immediately following the orientation, an open forum will be provided for ACHE affiliates to present and discuss their views of ACHE leadership needs.

Special Interest Area Networking Breakfasts
On Wednesday, March 25, from 7:15 a.m.–8:30 a.m., networking continental breakfasts will be held for the following groups: CEOs; COOs; early careerists; healthcare consultants; and group practice, managed care, nurse, physician, post-acute/chronic-care; and rural healthcare executives. See page 44 for the locations of these breakfasts.

Uniformed Services/Department of Veterans Affairs Activities
See pages 58–65 for a listing of major uniformed services/Department of Veterans Affairs activities held during Congress, including the Joint Federal Sector Morning Program and Awards.
SUNDAY, MARCH 22

Bus Service
Hilton Chicago—8th Street Entrance
Palmer House Hilton—Wabash Avenue Entrance
6:00 a.m.–10:00 p.m.

Employment Referral Service
Northeast Exhibit Hall, Lower Level, Hilton Chicago
10:00 a.m.–7:00 p.m.

Convocation Ceremony
International Ballroom North, 2nd Floor, Hilton Chicago
2:00 p.m.–3:00 p.m.

Gowning times and locations for Convocation are:
New Fellows—Grand Ballroom, 2nd Floor, Hilton Chicago
12:00 p.m.
Regents—International Ballroom South, 2nd Floor, Hilton Chicago
12:30 p.m.
Officers and Governors—Boulevard Room A, 2nd Floor, Hilton Chicago
1:15 p.m.

Post-Convocation Reception
Normandie Lounge, 2nd Floor, Hilton Chicago
3:00 p.m.–4:00 p.m.

Program Assistant Orientation
Waldorf Room, 3rd Floor, Hilton Chicago
4:00 p.m.–5:00 p.m.

Modern Healthcare Health Care Hall of Fame Reception and Dinner
Hilton Chicago
Reception: Normandie Lounge, 2nd Floor
6:00 p.m.–7:00 p.m.
Award Presentations and Dinner: Grand Ballroom, 2nd Floor
7:00 p.m.–9:00 p.m.
**MONDAY, MARCH 23**

**Bus Service**  
Hilton Chicago—8th Street Entrance  
Palmer House Hilton—Wabash Avenue Entrance  
6:00 a.m.–7:45 p.m.

**Program Assistant Orientation**  
Private Dining Room 5, 3rd Floor, Hilton Chicago  
6:30 a.m.–7:00 a.m.

**Presentation FAQs—For Congress Seminar Faculty**  
Private Dining Room 6, 3rd Floor, Hilton Chicago  
7:00 a.m.–7:30 a.m.  
*(Congress seminar faculty can have their questions answered in this informal information session.)*

**Speed Networking and First-Time Congress Attendees Orientation**  
Continental Ballroom, Lobby Level, Hilton Chicago  
7:00 a.m.–7:45 a.m.  
*A continental breakfast will be available for participants.*

**Continental Breakfast**  
Southeast Exhibit Hall, Lower Level, Hilton Chicago  
7:00 a.m.–7:00 p.m.

**Employment Referral Service**  
Northeast Exhibit Hall, Lower Level, Hilton Chicago  
7:00 a.m.–7:00 p.m.

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**Opening Session**  
International Ballroom, 2nd Floor, Hilton Chicago  
8:00 a.m.–9:30 a.m.

**2009–2010 Chairman’s Remarks**  
Charles R. Evans, FACHE

**Parker B. Francis Distinguished Lecture:**  
“Where Will Healthcare Fit in the New Political and Economic Agenda?”  
Charlie Cook  
*Publisher*  
*The Cook Political Report*

**Award Presented:**  
*Robert S. Hudgens Memorial Award*  
Kevin L. Unger, FACHE  
*President/CEO*  
Poudre Valley Hospital

**Coffee Break**  
Hilton Chicago: Southeast Exhibit Hall, Lower Level  
9:30 a.m.–10:00 a.m.

**Book Signing**  
Health Administration Press Bookstore,  
Southeast Exhibit Hall, Lower Level, Hilton Chicago  
Tom Atchison, EdD  
*Leading Healthcare Cultures: How Human Capital Drives Financial Performance and Leadership’s Deeper Dimensions: Building Blocks to Superior Performance*  
9:30 a.m.–10:00 a.m.

**Recertification Information Session**  
Lake Erie Room, 8th Floor, Hilton Chicago  
9:40 a.m.–9:55 a.m.

**Past Chairman Officers’ Brunch**  
Conference Room 4F, 4th Floor, Hilton Chicago  
9:45 a.m.–11:00 a.m.

**Emotional Intelligence Assessment**  
Lake Michigan Room, 8th Floor, Hilton Chicago  
10:00 a.m.–11:30 a.m.
Regents-at-Large Meeting
Private Dining Room 2, 3rd Floor, Hilton Chicago
10:00 a.m.–11:30 a.m.

Student Associate Orientation
Grand Ballroom, 4th Floor, Palmer House Hilton
10:00 a.m.–11:30 a.m.

Seminars 1–16
“A” seminars
10:00 a.m.–11:30 a.m.
(*B* seminars are repeated sessions and will be held Monday, March 23, 2:15 p.m.–3:45 p.m.)

01A or 01B
How to Improve an Ineffective ED Without Building Additional Treatment Places
Northwest 2, Lower Level, Hilton Chicago
Deborah A. Sheehan
David Kuffner
Edward Michelson, MD

02A or 02B
Acquiring and Managing Physician Groups:
Strategies for Success
Continental Ballroom A, Lobby Level, Hilton Chicago
Nick A. Fabrizio, PhD, FACHE

03A or 03B
Leveraging Nonphysician Practitioners to Maximize Hospitalist Program Performance
Boulevard Room A/B, 2nd Floor, Hilton Chicago
Mitchell J. Wilson, MD
Scarlett M. Blue, RN

04A or 04B
The Path to Workflow Integration: Reaching the Light at the End of the Tunnel
Continental Ballroom B, Lobby Level, Hilton Chicago
Gail E. Latimer, RN, FACHE
Daniel J. Messina, PhD, FACHE

05A or 05B
Keys to a Successful Hospitalist Program
Northwest 3, Lower Level, Hilton Chicago
Ronald Greeno, MD

06A or 06B
Emerging Designs for Emergent Care: How Fast-Track Design Can Be the Mother of Innovation
Northwest 4, Lower Level, Hilton Chicago
Janet Faulkner
J. Heidi Aylsworth

07A or 07B
Advancing the Community Benefit Mission: The Current Challenges and Implications of New Reporting Requirements
Marquette Room, 3rd Floor, Hilton Chicago
Chris Regan
Sandra Danoff
Michael G. Merritt Jr.

08A or 08B
Strategic Capital Planning: Maximizing Financial and Strategic Return on Your Capital Investments
Waldorf Room, 3rd Floor, Hilton Chicago
Kris Zimmer
Francine Machisko

09A or 09B
Survival Strategies for a Dying Breed: The Independent Community Hospital
Continental Ballroom C, Lobby Level, Hilton Chicago
Christopher R. Mosley, FACHE
Cecelia K. Wooden, EdD

10A or 10B
Transforming Culture to Deliver Patient-Centered Care
Northwest 5, Lower Level, Hilton Chicago
Candace O. Jennings, FACHE
Torn Tull
11A or 11B
Improving Customer Satisfaction: Making Things Right When Things Go Wrong
Grand Ballroom, 2nd Floor, Hilton Chicago
Gail Scott

12A or 12B
The ED Call Panel Conundrum: Effective Strategies for Fair, Equitable and Sustainable Solutions
Joliet Room, 3rd Floor, Hilton Chicago
Martin B. Buser, FACHE
Roger A. Heroux, PhD
Deborah A. Sugiyama

13A or 13B
Going, Going, Gone Green: A Case Study of Dell Children’s Medical Center of Central Texas
Williford Room A/B, 3rd Floor, Hilton Chicago
Joseph F. Kuspan, AIA
Robert I. Bonar Jr., DrHA

14A or 14B
Building Senior Leadership Teams: Selection, Succession and Transition
Northwest 1, Lower Level, Hilton Chicago
Carson F. Dye, FACHE
Michael H. Covert, FACHE

15A or 15B
The Senior Leader’s Role in Patient Safety
Williford Room C, 3rd Floor, Hilton Chicago
Kenneth Smithson, MD
Trent Haywood, MD, JD

16A or 16B
Simulation Education in Healthcare: What It Is and How to Implement It
16A: Boulevard Room C, 2nd Floor, Hilton Chicago
16B: Lake Michigan Room, 8th Floor, Hilton Chicago
Andrea Beloff, FACHE

Bachmeyer Luncheon Head Table Assembly
Grand Ballroom Foyer, 2nd Floor, Hilton Chicago
11:15 a.m.–11:45 a.m.

Arthur C. Bachmeyer Memorial Address and Luncheon
International Ballroom, 2nd Floor, Hilton Chicago
11:45 a.m.–1:45 p.m.
Address: “Eliminating Waste to Optimize Healthcare Outcomes”
Brent C. James, MD
Chief Quality Officer/Executive Director
Institute for Health Care Delivery Research, Intermountain Healthcare
Outgoing ACHE Chairman Officer, Governor and Regent Recognition
Award Presented: Gold Medal Award
Mark R. Neaman, FACHE
President/CEO
NorthShore University HealthSystem

Program Assistant Orientation
Private Dining Room 5, 3rd Floor, Hilton Chicago
12:45 p.m.–1:30 p.m.

The Benchmarks® Workshop
Private Dining Room 2, 3rd Floor, Hilton Chicago
2:00 p.m.–4:30 p.m.

Benchmarks® Plus Emotional Intelligence
Private Dining Room 2, 3rd Floor, Hilton Chicago
2:00 p.m.–6:00 p.m.

Advancement Information Session #1
Lake Erie Room, 8th Floor, Hilton Chicago
2:15 p.m.–3:15 p.m.

Fellows’ Forum #1 with Brent C. James, MD
Boulevard Room A, 2nd Floor, Hilton Chicago
2:15 p.m.–3:45 p.m.
(For Fellows only; preregistration required.)
Seminars 1–16 Repeated

“B” seminars
2:15 p.m.–3:45 p.m.
(See Monday, March 23, 10:00 a.m.–11:30 a.m. listing on pages 16–18 for titles and presenters.)

Student Track Seminars S01–S03

“A” seminars
2:15 p.m.–3:45 p.m.
(“B” seminars are repeated sessions and will be held Monday, March 23, 4:15 p.m.–5:45 p.m.)

S01A or S01B

The Courage to Lead: Critical Skills for Healthcare Leaders
Crystal Ballroom, Ballroom Level, The Blackstone
Jody Rogers, PhD, FACHE
George V. Masi, FACHE

S02A or S02B

So You’re Thinking About a Career as a Healthcare Consultant?
S02A: Chicago & Alton, Concourse Level, The Blackstone
S02B: Inspiration Studio, 5th Floor, The Blackstone
James C. Morell, FACHE
Pamela S. Jones, FACHE

S03A or S03B

Generational Differences in the Workplace: Countering Increasing Tensions
S03A: Inspiration Studio, 5th Floor, The Blackstone
S03B: Chicago & Alton, Concourse Level, The Blackstone
Terrence F. Cahill, EdD, FACHE
Mona Sedrak, PhD

Seminars 17–20

2:15 p.m.–5:30 p.m.
(includes 15-minute break)

17
Introduction to Healthcare Finance
Grand Ballroom, 4th Floor, Palmer House Hilton
Michael Nowicki, EdD, FACHE, FHFMA

18
No Margin for Error: Best Revenue Cycle Management for Physician Groups
Adams Ballroom, 6th Floor, Palmer House Hilton
Betsy Nicoletti
Robert H. Haralson III, MD
Karen Zupko

19
Defending Your Compensation: Best Practices in an Era of Transparency and Public Reporting
Monroe Ballroom, 6th Floor, Palmer House Hilton
F. Kenneth Ackerman Jr., FACHE
James C. Nelson

20
Service Line Ins and Outs: Making the Strategy Work
State Ballroom, 4th Floor, Palmer House Hilton
Cecily Lohmar
William F. Vanaskie

Coffee Break
Hilton Chicago: Southeast Exhibit Hall, Lower Level, and Normandie Lounge, 2nd Floor
Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor
The Blackstone: Crystal Ballroom Foyer, Ballroom Level, and Chicago & Alton Foyer, Concourse Level
3:45 p.m.–4:15 p.m.
Book Signing
Health Administration Press Bookstore,
Southeast Exhibit Hall, Lower Level, Hilton Chicago
Carson F. Dye, FACHE, and Andrew N. Garman, PsyD
The Healthcare C-Suite: Leadership Development at the Top and Exceptional Leadership: 16 Critical Competencies for Healthcare Executives
3:45 p.m.–4:15 p.m.

Advancement Information Session #2
Lake Erie Room, 8th Floor, Hilton Chicago
4:15 p.m.–5:15 p.m.

Student Track Seminars S01–S03 Repeated
“B” seminars
4:15 p.m.–5:45 p.m.
(See Monday, March 23, 2:15 p.m.–3:45 p.m. listing on page 20 for titles and presenters.)

Seminars 21–34
“A” seminars
4:15 p.m.–5:45 p.m.
(“B” seminars are repeated sessions and will be held Tuesday, March 24, 8:45 a.m.–10:15 a.m.)

21A or 21B
Green Hospitals: Aligning Environmental, Community and Financial Stewardship
Northwest 4, Lower Level, Hilton Chicago
George Mikitarian Jr., DHA, FACHE

22A or 22B
Improving Inpatient Flow: Lessons From Aviation and the University of Pittsburgh Medical Center
Grand Ballroom, 2nd Floor, Hilton Chicago
Thomas M. Gronow
Deborah J. Kaczynski

23A or 23B
Adding to the Bottom Line: Optimizing Performance in the Clinical Supply Chain
Northwest 2, Lower Level, Hilton Chicago
Jamie C. Kowalski, FACHE
Stephen M. Gauthier

24A or 24B
Embracing a Public/Private Partnership to Transform Cancer Care in Community Hospitals
24A: Lake Michigan Room, 8th Floor, Hilton Chicago
24B: Northwest 1, Lower Level, Hilton Chicago
Debra R. Honey, RN, FACHE
Steven Clauser, PhD
Deborah Hood
Maureen Johnson, PhD

25A or 25B
What Role Will Your Organization Play in the Next Wave of Provider Consolidation?
Continental Ballroom A, Lobby Level, Hilton Chicago
Alan M. Zuckerman, FACHE
Michael J. Walters, PhD

26A or 26B
Component Construction: An Effective Alternative to the High Cost of Facility Construction
Northwest 3, Lower Level, Hilton Chicago
Marc M. Sager, FACHE, CMRP, PMP
Donald Taylor, CAAMA

27A or 27B
The Role of Leadership in Providing Safe, Quality Healthcare to Diverse Populations
Continental Ballroom B, Lobby Level, Hilton Chicago
Paul M. Schyve, MD
Sue Plaster

28A or 28B
Succeeding in the Patient-Centered Age of Healthcare
Continental Ballroom C, Lobby Level, Hilton Chicago
Anthony C. Stanowski, FACHE
Michael J. McBride, FACHE
29A or 29B
Making the Quality Difference for Patients: The Governance Role
Williford Room C, 3rd Floor, Hilton Chicago
John R. Combes, MD

30A or 30B
The Financial Realities of Caring for the Uninsured
Waldorf Room, 3rd Floor, Hilton Chicago
Dan Wolterman
Ron Cookston, EdD
Carol Paret

31A or 31B
Small, Rural Hospital-Physician Integration Strategies
Williford Room A/B, 3rd Floor, Hilton Chicago
Don Black
Vincent C. Oliver, FACHE

32A or 32B
Intravascular Device-Related Infections: Practical Interventions for Hospital Executives
32A: Marquette Room, 3rd Floor, Hilton Chicago
32B: Joliet Room, 3rd Floor, Hilton Chicago
Jerome Granato
Kathy Warye

33A or 33B
Adopting Cross-Industry Best Practices 2009: Maintaining Forward Momentum
Northwest 5, Lower Level, Hilton Chicago
Mary Ellen Uphoff
Glenn A. Fosdick, FACHE

34A or 34B
Evaluating and Implementing Joint Ventures and JV Alternatives
34A: Northwest 1, Lower Level, Hilton Chicago
34B: Marquette Room, 3rd Floor, Hilton Chicago
Craig E. Holm, FACHE
Jan Bergen

International Affiliate Reception
Joliet Room, 3rd Floor, Hilton Chicago
5:30 p.m.–6:30 p.m.

Congress Reception
International Ballroom, 2nd Floor, Hilton Chicago
6:15 p.m.–7:15 p.m.
Signs indicating each ACHE district will be posted throughout the reception room. Locate your district’s sign to network with colleagues from your area of the country. A name badge indicating your registration for the Monday Congress reception is required for admission to this event.

Student Associate Networking Reception
Red Lacquer Room, 4th Floor, Palmer House Hilton
6:15 p.m.–7:15 p.m.
Signs indicating each ACHE district will be posted throughout the reception room. Locate your district’s sign to network with colleagues from your area of the country. A name badge indicating your registration for the Student Associate Networking Reception is required for admission to this event.

Fellows “After Hours” Reception
ACHE Fellows Only
Boulevard Room, 2nd Floor, Hilton Chicago
9:30 p.m.–10:30 p.m.
TUESDAY, MARCH 24

Bus Service
Hilton Chicago—8th Street Entrance
Palmer House Hilton—Wabash Avenue Entrance
6:00 a.m.–8:30 p.m.

Career Counseling Service Breakfast Meeting
Lake Michigan Room, 8th Floor, Hilton Chicago
7:00 a.m.–8:15 a.m.

Resume Review/Critique Service Breakfast Meeting
Lake Erie Room, 8th Floor, Hilton Chicago
7:00 a.m.–8:15 a.m.

AUPHA/ACHE Joint Breakfast: “Taking Point”
Red Lacquer Room, 4th Floor, Palmer House Hilton
7:00 a.m.–8:30 a.m.

Tuesday Hot Topic Session #1
International Ballroom North, 2nd Floor, Hilton Chicago
7:00 a.m.–8:30 a.m.

“Transparency and Leadership in Quality and Safety Measures”
James B. Conway, FACHE
Senior Vice President
Institute for Healthcare Improvement
Paul F. Levy
President/CEO
Beth Israel Deaconess Medical Center

Award Presented:
James A. Hamilton Award
Why Hospitals Should Fly: The Ultimate Flight Plan to Patient Safety and Quality Care
Second River Healthcare Press
John J. Nance, JD

A continental breakfast will be available for participants.

Tuesday Hot Topic Session #2
International Ballroom South, 2nd Floor, Hilton Chicago
7:00 a.m.–8:30 a.m.

“Successful Physician-Hospital Collaboration: Finding Happiness…or at Least Mutual Respect”
Nathan S. Kaufman
Managing Director
Kaufman Strategy Advisors

Award Presented:
Leader-to-Leader Recognition

A continental breakfast will be available for participants.

Women Healthcare Executives Breakfast
Boulevard Room, 2nd Floor, Hilton Chicago
7:00 a.m.–8:30 a.m.

Address: “Is It a Glass Ceiling or a Glass Wall?”
Andrea R. Price, FACHE
Executive Vice President/COO
Sparrow Health System

Employment Referral Service
Northeast Exhibit Hall, Lower Level, Hilton Chicago
7:00 a.m.–5:00 p.m.

Management Innovations Poster Session
Southeast Exhibit Hall, Lower Level, Hilton Chicago
7:15 a.m.–8:15 a.m.

Continental Breakfast
Hilton Chicago: Southeast Exhibit Hall, Lower Level
Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor
7:30 a.m.–8:30 a.m.

Board of Governors Examination in Healthcare Management
Crystal Room, 3rd Floor, Palmer House Hilton
7:45 a.m.–2:00 p.m.
Career Anchors Assessment
Mobley Room, Lower Level, Hilton Chicago
8:45 a.m.–10:15 a.m.

Seminars 21–34 Repeated

“B” seminars
8:45 a.m.–10:15 a.m.
(See Monday, March 23, 4:15 p.m.–5:45 p.m. listing on pages 22–25 for titles and presenters.)

Student Track Seminars S04–S06

“A” seminars
8:45 a.m.–10:15 a.m.
(“B” seminars are repeated sessions and will be held Tuesday, March 24, 10:45 a.m.–12:15 p.m.)

S04A or S04B
Getting the Job You Want in Healthcare Administration
Crystal Ballroom, Ballroom Level, The Blackstone
Susan A. Cejka
Leo P. D'Orazio, FACHE

S05A or S05B
Simulation Education in Healthcare: What It Is and How to Implement It
Inspiration Studio, Art Hall, The Blackstone
Andrea Beloff, FACHE

S06A or S06B
Own the Room: 10 Tips for Making Exceptional Presentations
Chicago & Alton, Concourse Level, The Blackstone
Eric W. Heckerson, RN, FACHE

Career Counseling Service
Northeast Exhibit Hall, Lower Level, Hilton Chicago
8:45 a.m.–11:45 a.m. (by appointment)

Resume Review/Critique Service
Northeast Exhibit Hall, Lower Level, Hilton Chicago
8:45 a.m.–11:45 a.m. (by appointment)

Seminars 35–38
8:45 a.m.–12:00 p.m.
(includes 15-minute break)

35
Is Innovation One of Your Leadership Skills?
State Ballroom, 4th Floor, Palmer House Hilton
Philip A. Newbold, FACHE

36
The Courage to Lead: Critical Skills for Healthcare Leaders
Grand Ballroom, 4th Floor, Palmer House Hilton
Jody Rogers, PhD, FACHE
George V. Masi, FACHE

37
A New Path to Healthy Hospital-Physician Relations
Monroe Ballroom, 6th Floor, Palmer House Hilton
Edward J. O’Connor, PhD
Improving Quality of Care and Controlling Costs Associated With Hospital-Acquired Infections
Adams Ballroom, 6th Floor, Palmer House Hilton
Barry T. Zeman, FACHE
David B. Acker, FACHE
Ronald Greeno, MD
Barbara M. Soule, RN, CIC

Book Signing
Health Administration Press Bookstore,
Southeast Exhibit Hall, Lower Level, Hilton Chicago

Winner of the 2009 ACHE Hamilton Book of the Year Award
John J. Nance, JD
Why Hospitals Should Fly: The Ultimate Flight Plan to Patient Safety and Quality Care
10:15 a.m.–10:45 a.m.
Joseph S. Bujak, MD, FACP
Inside the Physician Mind: Finding Common Ground with Doctors
10:15 a.m.–10:45 a.m.

Coffee Break
Hilton Chicago: Southeast Exhibit Hall, Lower Level, and Normandie Lounge, 2nd Floor
Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor
The Blackstone: Crystal Ballroom Foyer, Ballroom Level, and Chicago & Alton Foyer, Concourse Level
10:15 a.m.–10:45 a.m.

Presentation FAQs—For Congress Seminar Faculty
Private Dining Room 6, 3rd Floor, Hilton Chicago
10:30 a.m.–11:00 a.m.
(Congress seminar faculty can have their questions answered in this informal information session.)
43A or 43B
A Strategic Approach to Designing Medical Imaging Space for the Future
Marquette Room, 3rd Floor, Hilton Chicago
Bill Rostenberg
Morris Stein

44A or 44B
So You’re Thinking About a Career as a Healthcare Consultant?
Williford Room C, 3rd Floor, Hilton Chicago
James C. Morell, FACHE
Pamela S. Jones, FACHE

45A or 45B
Physician Integration: American Hospitals’ Best Practices
Continental Ballroom B, Lobby Level, Hilton Chicago
Ken E. Mack, FACHE

46A or 46B
Improving Leadership Relationships Among Executives, Trustees and Physicians
Continental Ballroom C, Lobby Level, Hilton Chicago
Mike Wirth
Don Seymour

47A or 47B
Building a Foundation for Best Practice Nursing Succession Planning
Northwest 4, Lower Level, Hilton Chicago
Kathleen Rust, RN
Maria V. Koszalka, EdD, RN

48A* or 48B
Transitioning From the Military to Civilian Healthcare Leadership
Grand Ballroom, 2nd Floor, Hilton Chicago
J. Larry Tyler, FACHE, FHFMA, FAAHC, CMPE
Steven J. Wyrsch, FACHE

49A or 49B
Sustainability Planning: Best Practices for Health Systems
Northwest 3, Lower Level, Hilton Chicago
Clay Nesler
David Rosenbaum

50A or 50B
Medical Malpractice Audits: Preventive Medicine for Your Financial Health and Reputation
Lake Michigan Room, 8th Floor, Hilton Chicago
Samuel H. Steinberg, PhD, FACHE
Val Nichols

51A or 51B
Respect and Recognition: What Do Physicians Really Want?
Williford Room A/B, 3rd Floor, Hilton Chicago
Deborah A. Paller
Christopher Boyd

52A or 52B
Measuring Your Hospitalist Program’s ROI
Waldorf Room, 3rd Floor, Hilton Chicago
Joseph Miller
Robert Bessler, MD
Leslie Flores

Headhunters Forum
Boulevard Room, 2nd Floor, Hilton Chicago
10:45 a.m.–12:15 p.m.

Visionary Leadership Assessment
Lake Ontario Room, 8th Floor, Hilton Chicago
10:45 a.m.–12:15 p.m.

*Please note that 48A has been canceled.
Malcolm T. MacEachern Luncheon Head
Table Assembly
Grand Ballroom Foyer, 2nd Floor, Hilton Chicago
12:00 p.m.–12:30 p.m.

Malcolm T. MacEachern Memorial Lecture and Luncheon
International Ballroom, 2nd Floor, Hilton Chicago
12:30 p.m.–2:00 p.m.

Lecture: “Attending to the Real Needs of Our Communities Without Risking Financial Peril”
Reed V. Tuckson, MD, FACP
Executive Vice President/Chief of Medical Affairs
UnitedHealth Group

Awards Presented:
Lifetime Service Award
Donald B. Wagner, LFACHE

Management Innovations Poster Session Award
(Recipient to be announced)

Award for Chapter Excellence
Immediate Past Chapter Presidents Recognition

Program Assistant Orientation
Private Dining Room 5, 3rd Floor, Hilton Chicago
12:45 p.m.–1:30 p.m.

Matching CAHME Program Mission with Selection of Competencies
Salon 7, 3rd Floor, Palmer House Hilton
2:00 p.m.–5:00 p.m.

Advancement Information Session #3
Lake Erie Room, 8th Floor, Hilton Chicago
2:15 p.m.–3:15 p.m.

Fellows’ Forum #2 with Reed V. Tuckson, MD, FACP
Boulevard Room A, 2nd Floor, Hilton Chicago
2:15 p.m.–3:45 p.m.
(For Fellows only; preregistration required.)

Seminars 39–52 Repeated

“B” seminars
2:15 p.m.–3:45 p.m.
(See Tuesday, March 24, 10:45 a.m.–12:15 p.m. listing on pages 31–33 for titles and presenters.)

Student Track Seminars S07–S09

“A” seminars
2:15 p.m.–3:45 p.m.
(“B” seminars are repeated sessions and will be held Tuesday, March 24, 4:15 p.m.–5:45 p.m.)

S07A or S07B
Health Insurance for All: The 2006 Massachusetts Health Reform Initiative
Inspiration Studio, Art Hall, The Blackstone
Kimberly Reynolds, FACHE
Brian Rosman

S08A or S08B
Administrative Residencies and Fellowships: Choosing One That’s Right for You
Chicago & Alton, Concourse Level, The Blackstone
Karin Larson-Pollock, MD
John M. Haupert, FACHE
Bradley Simmons

S09A or S09B
Becoming the Next Generation of Leaders: Lessons Learned in the First 10 Years
Crystal Ballroom, Ballroom Level, The Blackstone
Laurie K. Baedke, FACHE
Natalie D. Lamberton

Power/Influence Assessment
Lake Ontario Room, 8th Floor, Hilton Chicago
2:15 p.m.–3:45 p.m.
Career Counseling Service  
Northeast Exhibit Hall, Lower Level, Hilton Chicago  
2:15 p.m.–4:45 p.m. (by appointment)

Resume Review/Critique Service  
Northeast Exhibit Hall, Lower Level, Hilton Chicago  
2:15 p.m.–4:45 p.m. (by appointment)

Seminars 53–56  
2:30 p.m.–5:45 p.m.  
(includes 15-minute break)

Forum on Advances in Healthcare Management Research  
Adams Ballroom, 6th Floor, Palmer House Hilton  
Peter A. Weil, PhD, FACHE  
Andrew N. Garman, PsyD  
Amir A. Khaliq, PhD  
Michael A. Petrochuk, DBA, FACHE  
Lauren Stein  
James H. Stephens, DHA, FACHE

Advanced Healthcare Financial Management  
Grand Ballroom, 4th Floor, Palmer House Hilton  
Steven H. Berger, FACHE

Community Benefit: Current Issues for Senior Executives  
Monroe Ballroom, 6th Floor, Palmer House Hilton  
Julie Trocchio  
Natalie M. Dean, FACHE

What You Must Know About Employing Physicians  
State Ballroom, 4th Floor, Palmer House Hilton  
Joseph S. Bujak, MD

Nominating Committee Meeting Open Session  
Private Dining Room 2, 3rd Floor, Hilton Chicago  
2:45 p.m.

Book Signing  
Health Administration Press Bookstore,  
Southeast Exhibit Hall, Lower Level, Hilton Chicago  
Greg Butler and Chip Caldwell, FACHE  
What Top-Performing Healthcare Organizations Know:  
7 Proven Steps for Accelerating and Achieving Change  
3:45 p.m.–4:15 p.m.

Marc D. Halley  
The Primary Care–Market Share Connection: How Hospitals Achieve Competitive Advantage  
3:45 p.m.–4:15 p.m.

Coffee Break  
Hilton Chicago: Southeast Exhibit Hall, Lower Level, and Normandie Lounge, 2nd Floor  
Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor  
The Blackstone: Crystal Ballroom Foyer, Ballroom Level, and Chicago & Alton Foyer, Concourse Level  
3:45 p.m.–4:15 p.m.
Student Track Seminars S07–S09 Repeated

“B” seminars
4:15 p.m.–5:45 p.m.
(See Tuesday, March 24, 2:15 p.m.–3:45 p.m. listing on page 35 for titles and presenters.)

Seminars 57–70

“X” seminars
4:15 p.m.–5:45 p.m.
(“X” seminars are not repeated.)

57X
American Hospital Association Policy and Legislative Update
Northwest 5, Lower Level, Hilton Chicago
Richard J. Pollack

58X
LEED Gold Hospital Post Occupancy Evaluation: A Case Study
Northwest 2, Lower Level, Hilton Chicago
Diane Shiner
Richard Beam

59X
Global Healthcare Trends and Their Local Implications
Grand Ballroom, 2nd Floor, Hilton Chicago
Andrew N. Garman, PsyD
Thomas C. Royer, MD

60X
Generational Differences in the Workplace: Countering Increasing Tensions
Continental Ballroom A, Lobby Level, Hilton Chicago
Terrence F. Cahill, EdD, FACHE
Mona Sedrak, PhD

61X
Pandemic Influenza: What You Can Do Now to Protect Your Healthcare Organization Later
Continental Ballroom B, Lobby Level, Hilton Chicago
Nancy A. Thompson, PhD, FACHE
Brent Eastman, MD, FACS

62X
Adding New Tools to Your Physician Relations Toolkit
Continental Ballroom C, Lobby Level, Hilton Chicago
Kenneth H. Cohn, MD
Dean Milos, MD

63X
Technology-Enabled Staffing Solutions for Regional Community Hospitals
Northwest 4, Lower Level, Hilton Chicago
Barbara J. Stickel, RN, FACHE

64X
Adopting a Collaborative Approach to the Deployment of IT Solutions
Joliet Room, 3rd Floor, Hilton Chicago
Robert Zollars
John D. Antes

65X
Upswings, Downturns and the Yield Curve
Marquette Room, 3rd Floor, Hilton Chicago
Tanya Hahn
William J. Huff
66X

Employers as Providers: The Workplace On-Site Clinic and Its Implications for Change
Northwest 3, Lower Level, Hilton Chicago
A. Michael La Penna
Ford Brewer, MD

67X

Evaluating Improvement in Transitions of Care Processes
Williford Room C, 3rd Floor, Hilton Chicago
Cheryl Lattimer, RN
H. Edward Davidson, PharmD, MPH, FASCP

68X

Nursing Department Strategic Plan Development for the Nurse Executive
Williford Room A/B, 3rd Floor, Hilton Chicago
Susan Sanders, RN
Marcia Rachel, PhD, RN

69X

Enriching Your Life Through International Healthcare Leadership
Waldorf Room, 3rd Floor, Hilton Chicago
Lawrence Hamilton
Richard Keyser

70X

Value Stream Mapping: A Power Tool in the Lean Six Sigma Toolbox
Northwest 1, Lower Level, Hilton Chicago
Donald Lighter, MD, FACHE

Asian Health Care Leaders Association Reception
Private Dining Room 3, 3rd Floor, Hilton Chicago
6:00 p.m.–7:00 p.m.

Chapters Leaders Reception
Boulevard Room A/B, 2nd Floor, Hilton Chicago
6:00 p.m.–7:00 p.m.

Senior Executive Program and Executive Program Informational Session and Reunion
Private Dining Room 2, 3rd Floor, Hilton Chicago
6:30 p.m.–7:30 p.m.

Alumni Association Events
(See pages 66–70 for times and locations.)
WEDNESDAY, MARCH 25

Bus Service
Hilton Chicago—8th Street Entrance
Palmer House Hilton—Wabash Avenue Entrance
6:00 a.m.–7:45 p.m.

Annual Fun Run/Walk
Assembly: Normandie Lounge, 2nd Floor, Hilton Chicago
5:45 a.m.–6:00 a.m.

Run/Walk: Lakefront Running and Bike Path
6:00 a.m.–7:30 a.m.

Continental Breakfast: Normandie Lounge, 2nd Floor, Hilton Chicago
6:00 a.m.–7:30 a.m.

Note: To participate, you must sign up at the Congress registration area by 5:00 p.m. on Tuesday, March 24. The $10 registration fee will be donated to the Fisher House™—a “home away from home” for families of patients receiving care at military and VA medical centers.

Administrative Fellowship Update
Lake Ontario, 8th Floor, Hilton Chicago
7:00 a.m.–8:30 a.m.

Continental Breakfast
Hilton Chicago: Southeast Exhibit Hall, Lower Level
Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor
7:30 a.m.–8:30 a.m.

Wednesday Hot Topic Session #1
International Ballroom North, 2nd Floor, Hilton Chicago
7:00 a.m.–8:30 a.m.

“Health Information Technology: Moving Forward in the New Administration”
Robert M. Kolodner, MD
National Coordinator for Health Information Technology
U.S. Department of Health and Human Services

Award Presented:
Dean Conley Award
“The Tectonic Plates Are Shifting: Cultural Change vs. Mural Dyslexia”
Kenneth Cohn, MD, FACS, Leonard H. Friedman, PhD, and Thomas R. Allyn, MD, FACP
Frontiers of Health Services Management, Fall 2007

A continental breakfast will be available for participants.

Wednesday Hot Topic Session #2
Grand Ballroom, 2nd Floor, Hilton Chicago
7:00 a.m.–8:30 a.m.

“Patients as Partners Reducing Medical Errors: How Consumers Are Partnering with Healthcare Providers to Advance Patient Safety”
Susan E. Sheridan
Cofounder and President
Consumers Advancing Patient Safety

Award Presented:
Edgar C. Hayhow Award
“Chief Nursing Officer Retention and Turnover: A Crisis Brewing? Results of a National Survey”
Cheryl B. Jones, PhD, RN, FAAN, Donna S. Havens, PhD, RN, FAAN, and Pamela A. Thompson, RN, FAAN

A continental breakfast will be available for participants.

Employment Referral Service
Northeast Exhibit Hall, Lower Level, Hilton Chicago
7:00 a.m.–5:00 p.m.
### ACHE Diversity Address and Breakfast
International Ballroom South, 2nd Floor, Hilton Chicago  
7:15 a.m.–8:30 a.m.

**Address: “The Paths We Choose”**  
Kevin E. Lofton, FACHE  
President/CEO  
Catholic Health Initiatives

### Special Interest Area Networking Breakfasts  
7:15 a.m.–8:30 a.m.

<table>
<thead>
<tr>
<th>Category</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEOs</td>
<td>Willford Room C, 3rd Floor, Hilton Chicago</td>
</tr>
<tr>
<td>COOs</td>
<td>Lake Michigan Room, 8th Floor, Hilton Chicago</td>
</tr>
<tr>
<td>Early careerists</td>
<td>Crystal Ballroom, Ballroom Level, The Blackstone</td>
</tr>
<tr>
<td>Group practice executives</td>
<td>Inspiration Studio, Art Hall, The Blackstone</td>
</tr>
<tr>
<td>Healthcare consultants</td>
<td>Lake Huron Room, 8th Floor, Hilton Chicago</td>
</tr>
<tr>
<td>Managed care executives</td>
<td>Conference Room 4M, 4th Floor, Hilton Chicago</td>
</tr>
<tr>
<td>Nurse executives</td>
<td>Lake Erie Room, 8th Floor, Hilton Chicago</td>
</tr>
<tr>
<td>Physician executives</td>
<td>Private Dining Room 1, 3rd Floor, Hilton Chicago</td>
</tr>
<tr>
<td>Post-acute/Chronic-care executives</td>
<td>Conference Room 4C, 4th Floor, Hilton Chicago</td>
</tr>
<tr>
<td>Rural healthcare executives</td>
<td>Chicago &amp; Alton, Concourse Level, The Blackstone</td>
</tr>
</tbody>
</table>

### Journal of Healthcare Management Editorial Board Meeting
McCormick Boardroom, 4th Floor, Hilton Chicago  
8:45 a.m.–10:15 a.m.

### Richard J. Stull Student Essay Competition in Healthcare Management: Finalists’ Presentations
Conference Room 4F, 4th Floor, Hilton Chicago  
8:45 a.m.–10:15 a.m.

### Leadership Assessment Online Workshop
Conference Room 4D, 4th Floor, Hilton Chicago  
8:45 a.m.–10:15 a.m.

### Seminars 71–84

<table>
<thead>
<tr>
<th>Seminar</th>
<th>Title</th>
<th>Location</th>
<th>Speakers</th>
</tr>
</thead>
<tbody>
<tr>
<td>71X</td>
<td>Capital Markets Update: Implications for Providers</td>
<td>Northwest 1, Lower Level, Hilton Chicago</td>
<td>Andrew Majka</td>
</tr>
<tr>
<td>72X</td>
<td>Implementing an Effective Perioperative Governance Structure</td>
<td>Boulevard Room A/B, 2nd Floor, Hilton Chicago</td>
<td>Randall Heiser, Michelle A. Koller, Amy Smith, Eileen Whalen</td>
</tr>
<tr>
<td>73X</td>
<td>Your Heart Is in Our Hands</td>
<td>Willford Room B, 3rd Floor, Hilton Chicago</td>
<td>Linda R. Larin, FACHE, Margaret Lacki, RN, BSN, CCRN</td>
</tr>
</tbody>
</table>
Health Insurance for All: The 2006 Massachusetts Health Reform Initiative  
Northwest 5, Lower Level, Hilton Chicago  
Kimberly Reynolds, FACHE  
Brian Rosman

The CEO Coach: Creating a Sustainable Culture of Exceptional Performance and Accountability  
Grand Ballroom, 2nd Floor, Hilton Chicago  
Frederick A. Halstead  
Roger S. Hunt, FACHE

Hospital Mergers in an Era of Renewed Antitrust Enforcement  
Joliet Room, 3rd Floor, Hilton Chicago  
David A. Ettinger

The Six-Cent Solution: A Value Analysis Initiative  
Northwest 4, Lower Level, Hilton Chicago  
Kate Surman  
Jerrold A. Maki, FACHE

Health Diplomacy: Building the Afghan National Police Healthcare System  
Continental Ballroom A, Lobby Level, Hilton Chicago  
Brigadier General (Dr.) Qandahar Shinwari

How to Have a Margin Discussion With Your Doctors  
Northwest 2, Lower Level, Hilton Chicago  
Nick Sears

Changing Organizational Culture to Support Organ Donation  
Boulevard Room C, 2nd Floor, Hilton Chicago  
Paul E. O’Flynn, FACHE  
Charles A. Mowll, FACHE

Computerized Decision-Support Tools: Riding the Wave of Change  
Williford Room A, 3rd Floor, Hilton Chicago  
Samuel Flanders  
Rattan Juneja, MD

Spinning Straw Into Gold: Using the Baldrige Criteria in Our Turbulent Healthcare Environment  
Northwest 3, Lower Level, Hilton Chicago  
Cynthia St. John  
Frank R. Tortorella, FACHE

Strengthening Ethical Wisdom: The Pathway of Leadership  
Marquette Room, 3rd Floor, Hilton Chicago  
Jack A. Gilbert, EdD, FACHE
Career Counseling Service
Northeast Exhibit Hall, Lower Level, Hilton Chicago
8:45 a.m.–11:45 a.m. (by appointment)

Resume Review/Critique Service
Northeast Exhibit Hall, Lower Level, Hilton Chicago
8:45 a.m.–11:45 a.m. (by appointment)

Seminars 85-89
8:45 a.m.–12:00 p.m.
(includes 15-minute break)

Lean and Six Sigma: Levers for Breakthrough Improvement and Cultural Transformation
Monroe Ballroom, 6th Floor, Palmer House Hilton
Ian R. Lazarus, FACHE
Marcia Messer

Negotiating Complex Situations When You Are Between a Rock and a Hard Place
Red Lacquer Room, 4th Floor, Palmer House Hilton
Ralph Jacobson
Tamim Khaliqi, MD

Developing and Implementing a Sustainable Physician Integration Strategy
State Ballroom, 4th Floor, Palmer House Hilton
Michael A. Spine
Marc D. Halley

The 4 Cs to Making Your Employee Engagement Ring
Adams Ballroom, 6th Floor, Palmer House Hilton
Paul Spiegelman, JD
Britt R. Berrett, FACHE
Jason A. Wolf

CEO Governance Roundtable
Crystal Room, 3rd Floor, Palmer House Hilton
J. Larry Tyler, FACHE, FHFMA, FAAHC, CMPE
Errol L. Biggs, PhD, FACHE

Executive Job Search Workshop
Private Dining Room 2, 3rd Floor, Hilton Chicago
8:45 a.m.–12:15 p.m.

Retirement Planning Essentials Seminar
Private Dining Room 3, 3rd Floor, Hilton Chicago
8:45 a.m.–12:15 p.m.

Advancement Information Session #4
Wabash Room, 3rd Floor, Palmer House Hilton
9:00 a.m.–10:00 a.m.

Book Signing
Health Administration Press Bookstore,
Southeast Exhibit Hall, Lower Level, Hilton Chicago
Carson F. Dye, FACHE, and Andrew N. Garman, PsyD
The Healthcare C-Suite: Leadership Development at the Top and Exceptional Leadership: 16 Critical Competencies for Healthcare Executives
10:15 a.m.–10:45 a.m.

Coffee Break
Hilton Chicago: Southeast Exhibit Hall, Lower Level, and Normandie Lounge, 2nd Floor
Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor
10:15 a.m.–10:45 a.m.

Employment Opportunities in the Federal Sector
Northwest 3, Lower Level, Hilton Chicago
10:45 a.m.–12:15 p.m.
CEO Circle Session
Williford Room B, 3rd Floor, Hilton Chicago
10:45 a.m.–12:15 p.m.
“The Role of the CEO in Maximizing Patient Safety and Avoiding Litigation”
Arthur S. Shorr, FACHE
President
Arthur S. Shorr & Associates Inc.
This program is restricted to CEO Circle members and hospital CEOs. Preregistration is required.

Job Interviewing Skills: Student and Early Careerist Session
Boulevard Room, 2nd Floor, Hilton Chicago
10:45 a.m.–12:15 p.m.

Seminars 90–96
“A” seminars
10:45 a.m.–12:15 p.m.
(“B” seminars are repeated sessions and will be held Wednesday, March 25, 2:15 p.m.–3:45 p.m.)

90A or 90B
A Comprehensive Approach to Improving Inpatient Flow Processes
Waldorf Room, 3rd Floor, Hilton Chicago
Dave MacDonald
Kristen Georgia

91A or 91B
HCAHPS, P4P and Patient-Centered Care: Connecting the Dots to Achieve Excellence
Northwest 5, Lower Level, Hilton Chicago
Patrick A. Charmel, FACHE
Susan B. Frampton, PhD

92A or 92B
Mission-Critical Decisions for Launching an Integrated EMR Across a Healthcare System
Lake Erie Room, 8th Floor, Hilton Chicago
Lynnette M. Holder, FACHE
Elizabeth J. Lindsay-Wood

93A or 93B
Driving Radical Patient Safety Improvements Within Your Organization
Northwest 3, Lower Level, Hilton Chicago
Mary Beth Navarra-Sirio
Jacalyn A. Liebowitz, RN

94A or 94B
The Dynamic State of Physician-Hospital Alignment: Using Collaboration and Strategy to Drive Success
Northwest 1, Lower Level, Hilton Chicago
Amy MacNulty
Joel J. Reich, MD

95A or 95B
The Language of Nurses in Productivity/Cost Improvement: Effective Use of Lean Six Sigma
Northwest 4, Lower Level, Hilton Chicago
Chip Caldwell, FACHE
Sarah E. Sinclair

96A or 96B
Healthcare Organizations and Community Health: Making Wellness and Fitness a Successful Business
Northwest 2, Lower Level, Hilton Chicago
John M. Ritch, FACHE
Robert A. Coleman
Gintzig Luncheon Head Table Assembly  
Grand Ballroom Foyer, 2nd Floor, Hilton Chicago  
12:00 p.m.–12:30 p.m.

Gintzig Commemorative Lecture and Luncheon  
International Ballroom, 2nd Floor, Hilton Chicago  
12:30 p.m.–2:00 p.m.  
Lecture: “The Disney Success Formula: Optimizing Every Customer Encounter”  
Sara Jones  
Business Program Consultant  
The Disney Institute  
Awards Presented:  
Richard J. Stull Student Essay Competition in Healthcare Management Awards  
(Recipients to be announced)  
Higher Education Network Awards  
Army-Baylor University  
Trinity University

Community Service Project  
Participants meet at the 8th Street entrance of the Hilton Chicago.  
12:45 p.m.–5:00 p.m.

Fellows’ Forum #3 with Sara Jones  
Joliet Room, 3rd Floor, Hilton Chicago  
2:15 p.m.–3:45 p.m.  
(For Fellows only; preregistration required.)

Conflict Management Assessment  
Private Dining Room 1, 3rd Floor, Hilton Chicago  
2:15 p.m.–3:45 p.m.

Job Interviewing Skills: Senior Healthcare Executive Session  
Boulevard Room, 2nd Floor, Hilton Chicago  
2:15 p.m.–3:45 p.m.

Seminars 90–96 Repeated  
“B” seminars  
2:15 p.m.–3:45 p.m.  
(See Wednesday, March 25, 10:45 a.m.–12:15 p.m. listing on pages 50–51 for titles and presenters.)

Career Counseling Service  
Northeast Exhibit Hall, Lower Level, Hilton Chicago  
2:15 p.m.–4:45 p.m. (by appointment)

Resume Review/Critique Service  
Northeast Exhibit Hall, Lower Level, Hilton Chicago  
2:15 p.m.–4:45 p.m. (by appointment)

Seminars 97–100  
2:30 p.m.–5:45 p.m.  
(includes 15-minute break)

97  
Fostering Physician Collaboration to Grow Services  
Adams Ballroom, 6th Floor, Palmer House Hilton  
Robert B. Harrington  
Carrie Bannister  
Steven L. Wright, MD

98  
Ethical Leadership in Healthcare Organizations  
Monroe Ballroom, 6th Floor, Palmer House Hilton  
Ellen Fox, MD  
Robert A. Pearlman, MD, MPH

99  
Creating the Hospital-Owned Group Practice: The Future of Medicine  
Red Lacquer Room, 4th Floor, Palmer House Hilton  
Todd Sagin, MD, JD  
Eric Lister  
Richard J. Pearce
100

**Staffing Productivity in the Pay-for-Performance Era**
State Ballroom, 4th Floor, Palmer House Hilton
Sandra P. Sperry, FACHE
Donald G. Henderson, FACHE

**Coffee Break**
Hilton Chicago: Normandie Lounge, 2nd Floor
Palmer House Hilton: State Ballroom Foyer, 4th Floor, and Monroe Ballroom Foyer, 6th Floor
3:45 p.m.–4:15 p.m.

**Seminars 101–104**

“A” seminars
4:15 p.m.–5:45 p.m.

(“B” seminars are repeated sessions and will be held Thursday, March 26, 9:00 a.m.–10:30 a.m.)

101A or 101B

**Provider-Payer Negotiations: Avoiding Antitrust Pitfalls**
Northwest 4, Lower Level, Hilton Chicago
David A. Ettinger

102A or 102B

**EMRs and the Physician: What if You Build It and They Don’t Come?**
Northwest 3, Lower Level, Hilton Chicago
Larry T. Mercer, EdD, FACHE
Dave Levin, MD

103A or 103B

**10 Critical Finance Questions**
Northwest 1, Lower Level, Hilton Chicago
William O. Cleverley, PhD
James Cleverley

104A or 104B

**Nondelegable Roles of Senior Leaders in Building a Sustainable Quality System**
Northwest 2, Lower Level, Hilton Chicago
Gregory S. Butler
P. Shannon Elswick, FACHE

**National Forum for Latino Healthcare Executives (NFLHE) Todos Unidos Reception**
Conference Room 4C, 4th Floor, Hilton Chicago
6:00 p.m.–8:00 p.m.

**Congress Reception**
International Ballroom South, 2nd Floor, Hilton Chicago
6:15 p.m.–7:15 p.m.

Signs indicating each ACHE district will be posted throughout the reception room. Locate your district’s sign to network with colleagues from your area of the country. A name badge indicating your registration for the Wednesday Congress reception is required for admission to this event. Please note that tickets for the Wednesday evening reception will be sold in the Congress registration area until 5:00 p.m.
THURSDAY, MARCH 26

Bus Service
Hilton Chicago—8th Street Entrance
Palmer House Hilton—Wabash Avenue Entrance
6:00 a.m.–6:00 p.m.

NFLHE Caucus Breakfast and Leadership Room
Lake Erie Room, 8th Floor, Hilton Chicago
7:00 a.m.–9:00 a.m.

Thursday Hot Topic Session
Northwest 5, Lower Level, Hilton Chicago
7:00 a.m.–8:30 a.m.

“Silence Kills: Crucial Conversations That Can Lead to Healthy Work Environments”
Joseph Grenny
Author and Cofounder
VitalSmarts

A continental breakfast will be available for participants.

Continental Breakfast
Northwest Foyer, Lower Level, Hilton Chicago
8:00 a.m.–9:00 a.m.

Seminars 105–108
“X” seminars
10:45 a.m.–12:15 p.m.
("X" seminars are not repeated.)

105X
A Road Map to Developing and Tracking Hospital-Physician Relationships
Boulevard Room B, 2nd Floor, Hilton Chicago
Raymond E. Kolar
Thomas Hansen
Lon McPherson, MD

106X
Facilitating Cultural Change in Healthcare Environments Through the Built Environment
Boulevard Room A, 2nd Floor, Hilton Chicago
Robert Y. Copeland Jr., FACHE
Earl R. Wilson

107X
Transforming Stress, Transforming Lives
Joliet Room, 3rd Floor, Hilton Chicago
Bruce Cryer
Todd C. Linden, FACHE

108X
Outpatient Practice Redesign: A Mayo Clinic Case Study
Boulevard Room C, 2nd Floor, Hilton Chicago
Naomi Woychick
Anthony Chihak

Seminars 101–104 Repeated
“B” seminars
9:00 a.m.–10:30 a.m.
(See Wednesday, March 24, 4:15 p.m.–5:45 p.m. listing on pages 54–55 for titles and presenters.)

Coffee Break
Hilton Chicago: Normandie Lounge, 2nd Floor
10:30 a.m.–10:45 a.m.
UNIFORMED SERVICES/DEPARTMENT OF VETERANS AFFAIRS ACTIVITIES

Sunday, March 22

VA Networking Room
Conference Room 4M, 4th Floor, Hilton Chicago
7:00 a.m.–9:00 p.m.

Navy Lewis E. Angelo Professional Symposium (LEAPS) Committee Meeting Room
Conference Room 4G, 4th Floor, Hilton Chicago
8:00 a.m.–12:00 p.m.

Navy LEAPS Registration
Southeast Exhibit Hall, Lower Level, Hilton Chicago
3:00 p.m.–5:00 p.m.

VA Regents Advisory Council Meeting
Conference Room 4D, 4th Floor, Hilton Chicago
5:00 p.m.–6:00 p.m.

Joint Federal Sector Networking Program and Reception
Continental Ballroom, Lobby Level, Hilton Chicago
6:00 p.m.–7:00 p.m.

Monday, March 23

VA Networking Room
Conference Room 4M, 4th Floor, Hilton Chicago
7:00 a.m.–9:00 p.m.

Navy LEAPS Registration
Southeast Exhibit Hall, Lower Level, Hilton Chicago
8:00 a.m.–12:00 p.m.

Navy MSC Career Planner
Conference Room 4I, 4th Floor, Hilton Chicago
8:00 a.m.–4:30 p.m.

Navy MSC Mentor Room
Conference Room 4L, 4th Floor, Hilton Chicago
8:00 a.m.–4:30 p.m.

Navy Junior MSC HCA Detailer Room
Conference Room 4J, 4th Floor, Hilton Chicago
8:00 a.m.–4:30 p.m.

Navy Senior MSC HCA Detailer Room
Conference Room 4K, 4th Floor, Hilton Chicago
8:00 a.m.–4:30 p.m.

Army Healthcare Executives Short Course
Symposia Session
Conference Room 4C, 4th Floor, Hilton Chicago
2:00 p.m.–4:00 p.m.
Tuesday, March 24

VA Networking Room
Conference Room 4M, 4th Floor, Hilton Chicago
7:00 a.m.–9:00 p.m.

Air Force Fellows Meeting
Private Dining Room 2, 3rd Floor, Hilton Chicago
7:30 a.m.–8:30 a.m.

Navy Junior MSC HCA Detailer Room
Conference Room 4J, 4th Floor, Hilton Chicago
8:00 a.m.–4:30 p.m.

Navy Senior MSC HCA Detailer Room
Conference Room 4K, 4th Floor, Hilton Chicago
8:00 a.m.–4:30 p.m.

Navy MSC Mentor Room
Conference Room 4L, 4th Floor, Hilton Chicago
8:00 a.m.–4:30 p.m.

Navy MSC Career Planner
Conference Room 4I, 4th Floor, Hilton Chicago
8:00 a.m.–4:30 p.m.

Army 70A Consultant Town Hall Session
Conference Room 4D, 4th Floor, Hilton Chicago
8:45 a.m.–10:00 a.m.

Army MSC Branch Interviews
Conference Room 4E, 4th Floor, Hilton Chicago
8:45 a.m.–5:00 p.m.

Air Force MSC Career Management Interviews
Conference Room 5A, 5th Floor, Hilton Chicago
12:30 p.m.–4:30 p.m.

Army Healthcare Executives Short Course Symposia Session
Conference Room 4D, 4th Floor, Hilton Chicago
2:00 p.m.–4:00 p.m.

Air Force Young Healthcare Administrators Focus Group
Private Dining Room 1, 3rd Floor, Hilton Chicago
4:00 p.m.–6:00 p.m.

Army-Baylor Alumni Reception and Meeting
Normandie Lounge, 2nd Floor, Hilton Chicago
6:00 p.m.–8:00 p.m.

Wednesday, March 25

VA SEA Chapter Meeting
Mobley Room, Lower Level, Hilton Chicago
7:00 a.m.–8:00 a.m.

Navy MSC Career Planner
Conference Room 4I, 4th Floor, Hilton Chicago
8:00 a.m.–12:00 p.m.

Navy Junior MSC HCA Detailer Room
Conference Room 4J, 4th Floor, Hilton Chicago
8:00 a.m.–12:00 p.m.

Navy Senior MSC Detailer Room
Conference Room 4K, 4th Floor, Hilton Chicago
8:00 a.m.–12:00 p.m.

VA Annual Graduate Health Administration Training Program (GHATP) Poster Competition
Continental Ballroom B/C, Lobby Level, Hilton Chicago
8:00 a.m.–3:00 p.m.
VA Health System Management
Trainee Presentations
Mobley Room, Lower Level, Hilton Chicago
8:00 a.m.–3:30 p.m.

Air Force MSC Career Management Interviews
Conference Room 5A, 5th Floor, Hilton Chicago
8:00 a.m.–4:00 p.m.

Navy MSC Mentor Room
Conference Room 4L, 4th Floor, Hilton Chicago
8:00 a.m.–4:30 p.m.

Army Medical Service Corps
Branch Interviews
Conference Room 4E, 4th Floor, Hilton Chicago
9:00 a.m.–5:00 p.m.

Employment Opportunities in
the Federal Sector
Williford Room A/B, 3rd Floor, Hilton Chicago
10:45 a.m.–12:15 p.m.

Navy Regents Advisory
Council Meeting
Conference Room 4B, 4th Floor, Hilton Chicago
11:00 a.m.–12:00 p.m.

Army Healthcare Executives Short
Course Symposia Session
Conference Room 4D, 4th Floor, Hilton Chicago
2:00 p.m.–4:00 p.m.

Federal Sector Corps Chiefs Meeting
Private Dining Room 2, 3rd Floor, Hilton Chicago
2:30 p.m.–3:30 p.m.

Public Viewing of GHATP Poster Session
Continental Ballroom B/C, Lobby Level, Hilton Chicago
2:30 p.m.–3:30 p.m.
Open to all Congress attendees.

Navy Town Hall Meeting
Williford Room B/C, 3rd Floor, Hilton Chicago
2:30 p.m.–5:00 p.m.

Navy Town Hall Breakout
Marquette Room, 3rd Floor, Hilton Chicago
2:30 p.m.–5:00 p.m.

VA GHATP Poster Awards/Reception
Continental Ballroom A, Lobby Level, Hilton Chicago
3:30 p.m.–6:00 p.m.
VA attendees only.

Army Regent’s Advisory
Council Meeting
Conference Room 4D, 4th Floor, Hilton Chicago
4:30 p.m.–5:30 p.m.

Navy Awards Reception and Dinner
Harry Caray’s Restaurant, 33 W. Kinzie St.
6:00 p.m.–9:00 p.m.

Air Force Awards Reception
and Dinner
Harold Washington Library Center (Winter Garden Room),
400 S. State St.
(use entrance at 401 S. Plymouth Court)
6:00 p.m.–10:30 p.m.
**Thursday, March 26**

**Joint Federal Sector**  
**Satellite Registration**  
Grand Ballroom Foyer, 2nd Floor, Hilton Chicago  
6:30 a.m.–7:00 a.m.

**Joint Federal Sector Head**  
**Table Assembly**  
Grand Ballroom Foyer, 2nd Floor, Hilton Chicago  
6:30 a.m.–7:00 a.m.

**Navy LEAPS Registration**  
International Ballroom Foyer, 2nd Floor, Hilton Chicago  
6:30 a.m.–8:00 a.m.

**Navy LEAPS Speaker**  
**Assembly Room**  
Private Dining Room 1, 3rd Floor, Hilton Chicago  
6:30 a.m.–4:30 p.m.

**Joint Federal Sector Morning**  
**Program and Awards**  
Grand Ballroom, 2nd Floor, Hilton Chicago  
7:00 a.m.–8:45 a.m.  
*Breakfast will be served.*

**Army Healthcare Executives**  
**Short Course—Late Registration**  
Williford Foyer, 3rd Floor, Hilton Chicago  
8:00 a.m.–8:45 a.m.

**Navy LEAPS Committee**  
**Meeting Room**  
Private Dining Room 1, 3rd Floor, Hilton Chicago  
8:30 a.m.–4:30 p.m.

**Air Force Day Symposium**  
Waldorf Room, 3rd Floor, Hilton Chicago  
9:00 a.m.–12:00 p.m.

**Annual VA Symposium and ECF Graduation**  
International Ballroom South, 2nd Floor, Hilton Chicago  
9:00 a.m.–5:00 p.m.

**Navy LEAPS Program**  
International Ballroom North, 2nd Floor, Hilton Chicago  
9:00 a.m.–5:00 p.m.

**Army Healthcare Executives Short Course—Main Session**  
Williford Room, 3rd Floor, Hilton Chicago  
9:00 a.m.–5:30 p.m.

**Air Force MSC Colonel and Colonel(s) Only Meeting**  
Marquette Room, 3rd Floor, Hilton Chicago  
1:00 p.m.–5:00 p.m.
ALUMNI ASSOCIATION EVENTS

All events will be held on Tuesday, March 24.

Army-Baylor University Program
Army-Baylor Alumni Reception and Meeting
Normandie Lounge, 2nd Floor, Hilton Chicago
6:00 p.m.–8:00 p.m.

Brigham Young University
BYU/LDS Healthcare Forum Alumni Reception
Conference Room 4G, 4th Floor, Hilton Chicago
7:30 p.m.–9:30 p.m.

Central Michigan University
Doctor of Health Administration (DHA) Alumni and Friends Reception
Conference Room 4J, 4th Floor, Hilton Chicago
6:00 p.m.–8:00 p.m.

The George Washington University
Department of Health Services Management & Leadership Alumni Association
Berghoff Restaurant, 17 W. Adams St.
6:00 p.m.–9:00 p.m.

Georgetown University
Health Systems Administration Alumni Dinner
Maggiano’s, 516 N. Clark St.
6:00 p.m.–9:00 p.m.

Georgia State University
Institute of Health Administration Alumni Reception
Conference Room 4C, 4th Floor, Hilton Chicago
6:00 p.m.–7:30 p.m.

Indiana University
Master of Health Administration Program Joint Reception of IU Master of Health Administration Program and Indiana Hospital Association
Lake Michigan Room, 8th Floor, Hilton Chicago
6:00 p.m.–7:30 p.m.

Medical University of South Carolina
Division of Health Administration & Policy Annual Alumni Reception
Conference Room 4F, 4th Floor, Hilton Chicago
6:00 p.m.–7:30 p.m.

The Ohio State University
Health Services Management and Policy Alumni Society Alumni Dinner
Bin 36, 339 N. Dearborn St.
6:00 p.m.–10:00 p.m.

The Pennsylvania State University
Health Policy and Administration Alumni & Friends Reception
Conference Room 4H, 4th Floor, Hilton Chicago
6:00 p.m.–7:30 p.m.

Rush University
Department of Health Systems Management Rush University Reception for Alumni, Students and Friends
Gioco Restaurant (Ballroom), 1312 S. Wabash Ave.
6:00 p.m.–8:30 p.m.

Saint Louis University
Saint Louis University School of Public Health Alumni Association Reception
Conference Room 4D, 4th Floor, Hilton Chicago
6:30 p.m.–8:30 p.m.

Texas A&M Health Science Center
School of Rural Public Health MHA Program/Department of Health Policy and Management Alumni Association Reception
The Grillroom, 33 W. Monroe St.
6:30 p.m.–9:30 p.m.

Temple University
Fox School of Business Graduate Program in Healthcare Management Alumni Association Reception
Mercat a la Planxa, The Blackstone, 638 S. Michigan Ave.
6:30 p.m.–8:30 p.m.
Texas State University
Alumni and Friends Dinner
Miller’s Pub, 134 S. Wabash Ave.
7:00 p.m.–9:00 p.m.

Trinity University
Department of Health Care Administration
Annual Alumni Association Meeting and Dinner
Mid-America Club, 200 E. Randolph St. (80th Floor)
6:00 p.m.–10:00 p.m.

Tulane University School of Public Health & Tropical Medicine
Health Systems Management MHA
Tulane HSM Alumni Reception
Crystal Room, 3rd Floor, Palmer House Hilton
6:00 p.m.–9:00 p.m.

University of Alabama at Birmingham
Health Services Administration
Alumni Association Reception
Buddy Guy’s Legends, 754 S. Wabash Ave.
6:00 p.m.–8:00 p.m.

University of Arkansas for Medical Sciences
Program in Health Administration
Alumni Dinner
Harry Caray’s, 33 W. Kinzie St.
7:00 p.m.–9:30 p.m.

University of Colorado Denver
Health Administration Program
Association Reception
Lake Huron Room, 8th Floor, Hilton Chicago
6:30 p.m.–8:00 p.m.

University of Florida
Health Service Research, Management and Policy
Gator Alumni Reception
Conference Room 4A, 4th Floor, Hilton Chicago
6:00 p.m.–9:00 p.m.

University of Houston—Clear Lake
Healthcare Administration Department
Alumni Dinner
Fogo de Chao, 661 N. La Salle St.
6:00 p.m.–9:00 p.m.

The University of Iowa
Health Management and Policy
Alumni Association
Boulevard Room C, 2nd Floor, Hilton Chicago
6:00 p.m.–7:30 p.m.

University of Kansas
University of Kansas Alumni Gathering
Kincade’s, 950 W. Armitage Ave.
6:30 p.m.–9:30 p.m.

University of Memphis
Division of Health Administration/Master of Health Administration Program
Alumni Association Reception
Mobley Room, Lower Level, Hilton Chicago
6:00 p.m.–8:30 p.m.

University of Michigan
Department of Health Management and Policy
Alumni Association
Lake Ontario Room, 8th Floor, Hilton Chicago
6:00 p.m.–8:00 p.m.

The University of Minnesota
MHA Alumni Association/Foundation Reception
Lake Erie Room, 8th Floor, Hilton Chicago
6:00 p.m.–8:00 p.m.

University of Missouri
Department of Health Management and Informatics (HMI)
HMI Alumni Organization Dinner
Rhapsody, 65 E. Adams St.
6:30 p.m.–9:30 p.m.
University of North Carolina at Chapel Hill
Health Policy and Management Program
UNC Chapel Hill HPM
Annual Alumni Reception
Cactus Bar & Grill, 404 S. Wells St.
6:45 p.m.–8:45 p.m.

The University of Oklahoma
Health Administration & Policy
Alumni Association Reception
Conference Room 4K, 4th Floor, Hilton Chicago
6:00 p.m.–7:30 p.m.

University of Pittsburgh Graduate School of Public Health
Department of Health Policy & Management
Alumni Reception
Cresthill Room, 3rd Floor, Palmer House Hilton
6:00 p.m.–7:30 p.m.

University of Washington
MHA Program
Alumni and Student Social
Rosebud Prime, 1 S. Dearborn St.
6:00 p.m.–7:30 p.m.

Virginia Commonwealth University/MCV Campus
Department of Health Administration
Charles P. Cardwell Jr. Reception
Joliet Room, 3rd Floor, Hilton Chicago
6:00 p.m.–8:00 p.m.

Yale School of Public Health
Annual Alumni Reception
Conference Room 4E, 4th Floor, Hilton Chicago
6:30 p.m.–8:00 p.m.

EXHIBITS

American Hospital Association
Center for Hospital and Healthcare Administration History
Chicago, IL

Army-Baylor Graduate Program in Health and Business Administration *
Waco, TX

Asian Health Care Leaders Association
Chicago, IL

Association of Organ Procurement Organizations
McLean, VA

Association of University Programs in Health Administration
Arlington, VA

Baldrige National Quality Program—NIST
Gaithersburg, MD

Baylor University +
Waco, TX

Central Michigan University #
Mt. Pleasant, MI

Commission on Accreditation of Healthcare Management Education
Arlington, VA

The George Washington University * +
Department of Health Services Management and Leadership
Washington, DC

Georgetown University * + #
Washington, DC

Institute for Diversity in Health Management
Chicago, IL
The Joint Commission
Oakbrook Terrace, IL

Loyola University + #
Chicago, IL

National Association of Health Services Executives
Silver Spring, MD

National Forum for Latino Healthcare Executives
Chicago, IL

The Pennsylvania State University
University Park, PA

Rush University * +
Chicago, IL

Saint Louis University * + #
St. Louis, MO

Temple University * +
Philadelphia, PA

Trinity University * +
San Antonio, TX

Tulane University * +
Baton Rouge, LA

The University of Alabama at Birmingham * + #
Department of Health Services Administration
Birmingham, AL

University of Memphis * +
Memphis, TN

University of Michigan * +
Ann Arbor, MI

University of Minnesota * +
Minneapolis, MN

University of Missouri * +
Columbia, MO

University of South Carolina * +
Health Services Policy and Management
Columbia, SC

University of Tennessee
Knoxville, TN

U.S. Air Force Medical Services Corps
Bolling AFB, Washington, DC

U.S. Department of Veterans Affairs
Veterans Health Administration
Washington, DC

U.S. Navy Recruiting
Millington, TN

Virginia Commonwealth University * +
Richmond, VA

Xavier University * +
Cincinnati, OH

* Accredited by the Commission on Accreditation of Healthcare Management Education (CAHME)
+ Association of University Programs in Health Administration (AUPHA) Full Certified Graduate Program Member
# Association of University Programs in Health Administration (AUPHA) Full Certified Undergraduate Program Member
ADDITIONAL INFORMATION

Electronic Recording Policy
Portions of the 2009 Congress on Healthcare Leadership may be electronically recorded by ACHE. Congress registrants agree that ACHE may audiotape, videotape and/or photograph their attendance at and involvement in any program. By attending the events, Congress registrants agree that their photograph may be used in ACHE publications and promotional materials. No individual or entity may electronically record any portion of the Congress on Healthcare Leadership without the prior written consent of ACHE.

The comments and opinions of presenters made during this conference are their own. Such comments are meant to be informative, illustrative or educational in nature and are not endorsed by ACHE nor are they official ACHE policy.

Food Donation Program
The 2009 Congress on Healthcare Leadership once again features a food donation program. All unserved food prepared for Congress luncheons and receptions will be donated to the Greater Chicago Food Depository for distribution to local shelters for the homeless. To learn how your organization can participate in a food donation program, contact Feeding America at (800) 771-2303 or visit its Web site at www.feedingamerica.org.

Recycling Program
ACHE encourages you to dispose of your paper products and plastic name badge holders in the recycling bins located near the Congress registration area.

Do you have special needs that we can address to make your participation more meaningful? Please stop by the Congress registration area and let us know.

Please be aware of your personal belongings and do not leave them unattended at any time.

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**ROOM LOCATIONS**

The following listings will assist you in locating the rooms for your Congress sessions. *Because several hotels have the same names for some rooms, please make sure to verify the hotel before going to your event.*

**Hilton Chicago**

**Lower Level**
- Mobley Room
- Northeast Exhibit Hall
- Northwest Exhibit Hall
- Northwest 1–5
- Southeast Exhibit Hall

**Lobby Level**
- Front Desk
- Continental Ballroom A
- Continental Ballroom B
- Continental Ballroom C
- Continental Ballroom Foyer
- Grand Tradition Room
- Kitty O’Shea’s (Restaurant/Bar)
- The Pavilion (Bistro)
- Transportation Services—8th Street Entrance

**Second Floor**
- Boulevard Room A
- Boulevard Room B
- Boulevard Room C
- Boulevard Foyer
- Grand Ballroom
- Grand Ballroom Foyer
- International Ballroom North
- International Ballroom South
- Normandie Lounge

**Third Floor**
- Astoria Room
- Joliet Room
- Marquette Room
- Private Dining Rooms 1–7
- Waldorf Room
- Williford Room A
- Williford Room B
- Williford Room C

**Fourth Floor**
- McCormick Boardroom
- Conference Rooms 4A–4M
- Pullman Boardroom

**Fifth Floor**
- Conference Rooms 5A–5J

**Eighth Floor**
- Lake Erie Room
- Lake Huron Room
- Lake Michigan Room
- Lake Ontario Room

**Palmer House Hilton**

**Lower Level**
- Lakeside Green Lounge (Fine Dining)

**Street Level**
- The Big Downtown (Restaurant)

**Lobby Level**
- Empire Room

**Third Floor**
- Ashland Room
- Congress Room
- Cresthill Room
- Crystal Room
- Harvard Room
- Indiana Room
- Kimball Room
- Logan Room
- Madison Room
- Marshfield Room
- Salon 7
- Wabash Room
- Wilson Room

**Fourth Floor**
- Grand Ballroom
- State Ballroom
- Red Lacquer Room

**Fifth Floor**
- Buckingham Room
- Chicago Room
- Price Room
**Sixth Floor**
- Adams Ballroom
- Grant Park Parlor
- Hancock Parlor
- Medinah Parlor
- Millennium Ballroom
- Monroe Ballroom
- Spire Parlor
- Water Tower Place
- Wrigley Parlor

**Seventh Floor**
- Burnham Rooms 1–5
- Clark Rooms 1–10
- Dearborn Rooms 1–3
- LaSalle Rooms 1–5
- Monroe Rooms 1–7
- Sandburg Rooms 1–8

**The Blackstone**
- Concourse Level
  - Chicago & Alton
- Ballroom Level
  - Crystal Ballroom
- Art Hall
  - Inspiration Studio
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