

## Pre-Congress Seminars

The following seminars enable you to earn an additional 12 Category I (ACHE education) credits. These two-day seminars will be offered on Saturday and Sunday, March 17–18, from 7:00 a.m. to 1:30 p.m. The cost of each seminar is \$1,290 for ACHE affiliates and \$1,490 for nonaffiliates. To register for one of these seminars, please check the appropriate box in Section 4 on the registration form or when you register online at [ache.org/Congress](http://ache.org/Congress). Be sure to register early—space is limited, and these seminars fill up fast!

### Managing Conflict, Confrontations and Disputes

12 Category I (ACHE education) credits

Saturday, March 17, and Sunday, March 18

7:00 a.m.–1:30 p.m. (Breakfast and lunch will be provided.)

Regain control of the misunderstandings that can destroy the cohesiveness of a leadership team. Whether the issue is organizational effectiveness, patient safety or substandard performance, you will learn the behaviors that correct broken promises and unmet expectations.

#### Learning Objectives:

- Practice essential skills to master face-to-face confrontations, hold superiors and subordinates accountable and motivate productive behavior.
- Apply strategies to identify and then manage the conflicts that impede goal achievement and quality patient outcomes.

#### Seminar Leader:

**Stacy D. Nelson, EdD**

*Master Trainer, VitalSmarts*

*Being board certified in healthcare management as a Fellow of ACHE demonstrates my commitment to continuous learning and growth. The educational and networking opportunities ACHE has afforded me, such as those found at the Congress on Healthcare Leadership, have had a tremendously positive impact on my career, my aspirations and future opportunities.*



—**Joyce G. Brown, FACHE**

*Chief, Voluntary Service*

*South Texas Veterans Health Care System, San Antonio*

### Ethical Strategies for Confronting Clinical, Financial and Legal Imperatives in Healthcare

12 Category I (ACHE education) credits

Saturday, March 17, and Sunday, March 18

7:00 a.m.–1:30 p.m. (Breakfast and lunch will be provided.)

This seminar uses case studies that demonstrate how improving the ethical environment of your organization can help you enhance clinical and financial outcomes while increasing patient and staff satisfaction.

#### Learning Objectives:

- Discover how to use ethical reasoning approaches to resolve healthcare conflicts.
- Identify and resolve ethical dilemmas and address ethically ambiguous situations.

#### Seminar Leaders:

**William A. Nelson, PhD**

*Director, Rural Ethics Institute, Dartmouth Medical School*

**John J. Donnellan Jr., FACHE**

*Adjunct Professor of Health Policy & Management, NYU/Robert F. Wagner Graduate School of Public Service*

### Service Line Management: Creating a Strategy That Fits Your Organization

12 Category I (ACHE education) credits

Saturday, March 17, and Sunday, March 18

7:00 a.m.–1:30 p.m. (Breakfast and lunch will be provided.)

Explore the service line management approach more closely, which will help you implement this strategy within your organization in a manner that maximizes its success.

#### Learning Objectives:

- Learn how to conduct an objective portfolio analysis to select the most appropriate service lines to target.
- Examine the pros and cons of different organizational approaches to service line management and understand how to determine which model is most appropriate for your organization.

#### Seminar Leaders:

**Cecily Lohmar**

*Founding Principal, New Heights Group*

**William F. “Bill” Vanaskie**

*Executive Vice President/COO, Maricopa Integrated Health System*