



**WEBINAR**

# Bringing High Reliability to the Workplace and Bedside in the Midst of a Pandemic

Date: **Tuesday, July 14, 2020**

Time: **12:00 – 1:00 p.m. CT**

Speaker: **Craig Deao, MHA**

## Program Overview

The defect-free patient experience: what would that be like and can it be achieved during a global pandemic? The patient would access the right care at the right time; receive the right diagnosis and evidence-based treatment; and experience both the care and compassion that engenders trust in their providers, better outcomes, loyalty and recommendations to their friends. This session will review the expanded concept of patient and worker safety during a pandemic; review leadership and quality oversight in the new normal; and provide guidance on maintaining a patient and workplace trust in the midst of a pandemic.

## Learning Objectives

1 hour ACHE Qualified

## Target Audience

CEOs, Trustees

## Cost

FREE for NHA members.

## Speaker Bio

Since 2006, **Craig Deao, MHA**, has been an integral part of Studer Group, a Huron solution, as a senior leader for the organization's speaking and conferences teams, and he now directs thought leadership across Huron's broader healthcare practice. Craig is a highly regarded national speaker on leadership, engagement, quality and patient safety. He works with medical staffs and healthcare executives to create highly reliable organizations where employees want to work, physicians want to practice, and patients want to receive care. He also co-led the organization's journey to become a recipient of the Malcolm Baldrige National Quality Award in 2010. In 2016, Craig harnessed his field experience in healthcare to author the book, "The E Factor: How Engaged Patients, Clinicians, Leaders, and Employees Will Transform Healthcare." In addition to his full-time work with Studer Group and Huron, he serves as faculty for the American College of Healthcare Executives (ACHE).