

Registration Form

“Creating a Culture of Teamwork” - Wednesday, June 1, 2016

Name: _____

Facility: _____

Job Title: _____

Business Address: _____

City/State/Zip: _____

Business Phone: _____

E-mail: _____

Non-Refundable Registration Fee: Include \$50.00 check payable to Blue River Valley Health Care Network.

Mail registration form & check to:
Attention: Shauna Burk
York General
2222 N. Lincoln Avenue
York, Nebraska 68467

This program is brought to you by the Blue River Valley Health Care Network, Nebraska Chapter of Healthcare Finance Management Association, Heartland Health Alliance, CAH Link Network: St. Elizabeth and St. Francis Regional Medical Centers and Catholic Health Initiatives



StuderGroup[®]
a Huron Healthcare solution

“Creating a Culture of Teamwork: Managing Up for Highly Reliable Team Players”



Featuring Mark Noon,
of Studer Group

Wednesday, June 1, 2016
8:45 a.m. – 12:00 p.m.

Program Objectives

The engagement and alignment of employees will accelerate achievement of quality, safety, service and operational goals. This is easy to say, but it is more challenging to execute. Discover what leaders must do to create true employee collaboration through Managing Up.

- Implement three tactics proven to improve Teamwork and Collaboration.
- Discuss the link between Managing Up people, and patient/customer perception of care.
- Learn the difference between Managing Up and False Pretentions.
- Develop the art of Delegating and Giving up Control.
- Increasing employee value and engagement.

General Information

Date & Time: Wednesday, June 1, 2016, 8:45 a.m. – 12:00 p.m.
Registration begins at 8:00 a.m.

Location: Holthus Convention Center, at 3130 Holen Avenue, York, NE.
Conveniently located 1/2 mile North of Interstate 80 on the East side.

Registration: Registrations are considered confirmed upon receipt of the completed registration form and payment. There will be no refunds if cancellation is necessary.

Deadline: May 20, 2016, is the final registration deadline.

Fee: The \$50.00 non-refundable registration fee includes program, materials, and a continental breakfast.

Facility: Parking on the South side of the Holthus Convention Center.

Please note: Participants should consider wearing jackets to accommodate temperatures within the facility. There is no smoking inside the Holthus Convention Center.

Contact Information: Shauna Burk in Administration at 402-362-0445 (shauna.burk@yorkgeneral.org) or Morgan Peterson in Service Excellence at 402-363-6624 (morgan.peterson@yorkgeneral.org) at York General.



Mark Noon, of the Studer Group



Providing twenty plus years of leadership experience in Military and Civilian Healthcare with a focus in Ancillary Services, Patient Services, and Executive Leadership, Mark has been instrumental in helping numerous military facilities enhance operational and service excellence. And now for the past few years he has brought that expertise to the Studer Group.

Mark has taught the highest level of Air Force (AF) Medical leaders about improving employee engagement and patient satisfaction, newcomer orientation and on-boarding, rounding for outcomes, and using key words at key times. Nine different assignments, in 7 different states, and a tour of duty in the Middle East have created experiences few in the healthcare or leadership ever acquire. He gained attention as one of the premier speakers in those arenas. A Retired Air Force Major, Mark is known as “The Lab Guy” in the Ancillary world, and had been recognized as one of the top 8 junior executives in the Air Force. He also led one of the most renowned groups in the AF to a top 20 standing in the highest quality award given by the military, The AF Chief of Staff Team Excellence Award. His enthusiasm and passion for organizational excellence make him a sought after speaker and trainer.

As a coach with the Studer Group, Mark has coached in more than 25 organizations, and now leads that effort in 15 directly. In 2013 alone, all hospitals gained in Employee Engagement scores, some by as high as 10 points, and 85% were up in the HCAHPS composites overall.

Who Should Attend?

Business Office and Admitting Staff
Department Directors and Supervisors
Executive Staff including;
CEO, CFO, COO, VP
Human Resource Staff
Marketing/Public Relations Staff

Nursing Managers
Nurses
Physicians
Quality Control/Safety Staff
Social Work Staff

* Audio and video taping will not be permitted.

