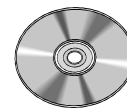


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- P702cd **Ascension Health—Linking Patient Satisfaction and Loyalty** (*Patrick Herrmann, Kimberly McCaffrey*)
- P703cd **HCAHPS®: Public Reporting Just Around the Corner** (*Deirdre Mylod*)
- P704cd **Astounding Return on Investment—Improving ED Patient Flow** (*Dr. Prentice Tom*)
- P705cd **Building Community: The Key to Retention and Recruitment** (*Kathleen Bartholomew*)
- P706cd **The Pursuit of Service Excellence: Keeping the Momentum** (*Sandra Geiger*)
- P707cd **The Older Patient in Your Practice** (*Robert J. Wolosin*)
- P708cd **Redesigning Your Patient Flow to Exceed Patient Expectations** (*Deborah Walker Keegan*)
- P709cd **Employee Engagement in a Health Care Setting** (*Dr. William Kahn*)
- P710cd **Nurses are from Saturn, Physicians are from Jupiter, Hospital Administrators are from Mars** (*Jay Kaplan*)
- P711cd **Success Story—Hackensack University Medical Center**
- P712cd **Success Story—California Pacific Medical Center**

WEDNESDAY, NOVEMBER 28th SESSIONS

- P713cd **General Session: Building and Leading a High-Performing Team** (*Patrick Lencioni*)
- P714cd **Hospital-Physician Relations** (*Edward O'Connor*)
- P715cd **Conquering Generation Frustration** (*Sharyl Wojciechowski*)
- P716cd **Coaching Boot Camp—Drills and Skills to Enhance Your Culture** (*Kristin Baird*)
- P717cd **A Relationship Centered Approach to Service Excellence** (*Dr. Maysel Kemp White*)
- P718cd **Attracting and Retaining Your Best People** (*Edward O'Connor*)
- P719cd **Summit Award Winners—Panel Discussion**
- P720cd **Success Story—Memorial Hermann Healthcare System**
- P722cd **A Call to Action: Medical Practices Innovate** (*Elizabeth Woodcock*)
- P723cd **Summit Award Winners—Panel Discussion**
- P724cd **Promoting Service Recovery from Complaints to Action** (*Tom Tull*)
- P725cd **The Josie King Story: Patient Safety from a Mother's Perspective** (*Sorrell King*)
- P726cd **Culture of Engagement: Best Practices on Engaging Your Workforce—Panel Discussion**
(*Moderator: Press Ganey Faculty; Panelists: Press Ganey Award Winners and Finalists*)
- P727cd **The Power of Story** (*Craig Wortmann*)
- P728cd **When You're a Guest in Our House** (*Maria Motsavage*)
- P729cd **Designed to Adapt—The New Competitive Advantage in Health Care** (*Dr. John W. Kenagy*)
- P730cd **Overcoming the Distance: Innovative Physician Communication** (*Teresa Roberts*)
- P731cd **What do Rawhide and Home Health Have in Common? Branding!** (*Greg Efta*)

THURSDAY, NOVEMBER 29th SESSIONS

- P732cd **Real-Time Teaming in Health Care** (*Clint Maun*)
- P733cd **Pay-for-Performance (P4P) and Incentives in Physician Practices—Panel Discussion**
(*Moderator: Lisa Cone-Swartz*)
- P734cd **Diversity and Disparities: The Leadership Challenge for 21st Century Health Care Organizations**
(*Frederick Hobby*)
- P735cd **Success Story—St. Luke's Hospital**
- P736cd **Success Story—High Point Regional Health System**
- P737cd **Malcolm Baldrige: What's It All About?** (*Carla Peterson*)
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